



Creswick Market | Terms and Conditions v. 12112019

Where: Creswick Market is a programmed event of Creswick Neighbourhood Centre, 19-21 Victoria Street, Creswick. Enter via Napier Street entrance off Victoria Street. **Stallholder parking** only available in Creswick Hospital Staff Car Park at end of Napier Street (no parking in Victoria Street or elsewhere).

When: The market is on every third Saturday of the month regardless of weather conditions, 9am to 1pm.

How: For the market to be as fun, interesting and practical as possible, we want to ensure a vibrant market mix, focusing on regional growers, local cottage industries, community-based stalls and sustainable practices. We aim to have no more than two specialised producers of any particular product. For this reason we reserve the right to decline or discontinue a stall holder attending the market if your products are too similar, or over-duplicate in other areas. Exemptions may apply **at the discretion** of the market manager. Variations to your accepted product range require permission from the market manager. Stall selection is based on locality (within 100kms), quality, diversity, reliability, eco-friendliness and desirability of your product.

Insurance: All stallholders must have current public/product liability insurance. Creswick Market may, after a risk assessment, offer insurance cover for stallholders for an additional \$5- fee per stall, per market day. This arrangement may be reviewed after 6 months as we encourage all regular stallholders to have their own insurance. Please be aware that you are responsible for the goods you sell including any incident or injury to a third party incurred as a result of your vehicles, person, or product. Whilst **you may be** covered under our liability insurance, you are not protected against any claims that are made as a result of the goods you sell. You are responsible for the protection of your goods for sale against theft.

Food & Drink Purveyors: Food and drink retailers are required by law to meet food hygiene standards and regulations. If you are selling food or drinks products it is your responsibility to maintain correct licensing and registration for your products. To assess requirements for your products and complete registration requirements please go to <http://streetrader.com.au/> Random auditing of street trader registrations are carried out by us and also by council. If in the opinion of market management a stallholder is breaching food hygiene and handling standards they may be excluded from the market. You are required to provide evidence of current registration at time of application and lodge a Statement of Trade with Streetrader for each date you plan to attend the Creswick Market in the Hepburn Shire.

Environmentally friendly packaging & waste: Preference will be given to vendors serving food or selling produce in recyclable and/or biodegradable packaging, or who are applying a zero waste approach. Vendors are encouraged to minimise the over-packaging of their goods. Creswick Market discourages the use of plastic bags, plastic utensils and other single-use plastic containers. Vendors must **remove and dispose of their own waste materials off-site** at the end of the market. Creswick Market supports waste reducing practices and will promote vendors on this basis.

Site & Rates Information: Market site allocations are determined by the Market Manager. Whilst every attempt at fairness is made, the Manager's decisions are final and not negotiable. There are NO permanent sites or bookings. All bookings are taken on a casual basis - although 6 monthly advance bookings will be honored where possible. All new stallholders are considered to be on trial for the first six months even if they are accepted for a six month block booking and no guarantee is made that a stall will be made available in the following month. The Market Manager reserves the right to move a stallholder's location from month to month to keep the market fresh and balanced, or for any other reason deemed fit. Stallholders are selected by a market selection panel comprising of a combination of market volunteers, Creswick community members, CNC board members, CNC employees and the Market Manager.

Creswick Market is an initiative of Creswick Neighbourhood Centre



We aim for this to be a fair and transparent process. Any complaints or suggestions can be received in writing to info@creswickmarket.com.au and will be handled inline with our grievance policy.

- The Market Manager reserves the right to cancel & reallocate your stall if you have not arrived, or phoned in by **8am**. All stallholders should be completely setup by **8.45am**.
- Fees are charged per stall. Multiple sites are charged at multiples of the base stall fee. Fees include GST
- Stalls requiring a multiple site may be able to negotiate a discounted fee. Please discuss with Market Manager.

Site description	Site measurements	Site cost
Inside Hall Site	2m x 1.4m inc table	\$30
Outside Site	3m x 3m byo marquee	\$35
Outside Table	2m x 1.4m BYO table	\$15
Powered / Food Site	3m x 3m	\$50
Secondhand Alley	3m x 3m BYO Marquee	\$25

- Outside sites are allocated to allow for a **BYO** 3m x 3m marquee. We **do not** guarantee room for your car - although some car accessible stalls are available if booked in advance.
- Vehicles are permitted within the grounds of the Centre **only during set up/pack up**. For safety purposes, **no vehicle can be moved within the CNC grounds between 8.30am and 1pm**.
- *The market site is open from 7am, inside sites are not accessible until 7am. All vehicles must be off-site or stationary by 8.30am. You must be ready to trade by 8.45am and must not pack up before 1pm. You may be asked to setup from a particular time.*
- Increases in fees will occur periodically. Stallholders will be provided with 3 months notice of any impending increase. Creswick Neighbourhood Centre endeavours to keep fees reasonable and comparable to other markets of a similar demographic.

Stall Payment Details

Stallholders are required to pay their stall fees by **Sunday the week prior** to the market each month. Otherwise, the market manager reserves the right to cancel your booking and release the stall to someone else. Stallholders who have been coming regularly for 6 months, are encouraged to pay stall fees in bulk in 6 month blocks at 10% discount. Payment can be made by direct bank deposit or credit card via payment link in the invoice we will email to you. Receipts are issued via email on request. Bank deposit procedure as follows:

1. Ensure you know the accurate fee for your site (+or - insurance). Refer to the table above.
2. Use the following bank account details:
 - Bank: Bendigo Bank
 - Account Name: Creswick Market
 - BSB: 633000
 - Account Number: 166392662
3. Include the following references: **(this is very important)**
 - Your allocated **Stallholder Site Number, or Business Name** (eg. 061JANFEB),
 - Market date(s)/ period (e.g. July- Sept).
4. Stallholder site ID will be provided with the map that is sent to all stallholders approx 2 weeks prior.

Refunds & Cancellations

Cancellations for confirmed stall allocations must be received by **9am the Monday** before Market. Cancellations received after this time will not be eligible for refund or postponed payment. Please make every effort to notify us as early as possible if you cannot make a market day you have agreed to do. It is often difficult to fill vacant spots at short notice. **Refunds are NOT available in the case of bad weather.** In cases of extreme heat, where the temperature reaches above 38 degrees, the Market Manager reserves the right to close the market early. In the case of days declared Code Red the market may be cancelled at short notice and every attempt will be made to contact you.

Our Responsibility

- To be fair, transparent and accountable
- To promote the market as widely as practicable
- Work to encourage vibrancy and community engagement
- Maintain a safe event to the best of our ability
- Accept and value your feedback

Your Responsibility

- To make stall site payments promptly and on time. To negotiate any special payment requirements with the Market Manager in advance.
- Sell only Market Committee approved items as per your approved application. If introducing new items to your stall please discuss their appropriateness to our market with the Market Manager in advance.
- If you bring it in, please take it out. Bins are provided for public use only.
- Community interaction is a major part of any market so please, be prepared to provide information for visitors such as ingredients and growing methods, recipes and contact details.
- Our market organisers are mostly volunteers, who work tirelessly to run the market each month. Treat them with respect.
- Show courtesy to other stallholders.
- As with all Markets, purveyors of food and drinks need to register and comply with food safety regulations in our local government area. More information regarding regulations can be found at:
 - <http://streatrader.com.au/>
 - Or by telephone Hepburn Shire Council 03 5348 2306.
- You are responsible for your products and the safety of your equipment including pergolas, tables and umbrellas. All umbrellas and marquees must be appropriately weighted (10kgs per corner or stem).
- Ensure all walk ways and passages remain free of obstacles that may create a tripping hazard.
- Any power cabling used should be waterproof and test and tagged according to safety regulations. Cords that are exposed should be covered using waterproof risers.
- Stallholders must report any incident or injury immediately to the Market Committee person present on the day and also complete an *Incident Report Form*
- Consider your own safety – lifting heavy items may cause back or other injury – if assistance is needed please ask a volunteer for help. For further information on safe lifting please visit the Work Safe Victoria website. Stallholders using cooking equipment that may cause burns should take special care.

General

- Respect for other stallholders, organisers, and visitors, to the market are a must. Stallholders all have the right to display their wares in the most beneficial way to advertise the product they are selling. Organisers are volunteers who are giving of their own time to assist you in holding your stall. Visitors to the market are considered customers of the Centre and must be treated in a courteous manner at all times.
- Complaints and feedback regarding the market can be submitted to the Centre Manager in writing or via email: The Manager, Creswick Neighbourhood Centre, PO Box 96 Creswick 3363 or info@creswicknc.org.au

Market Manager Contact

- ***The Market Manager is only in the Creswick Neighbourhood Centre office one day a week. For enquiries and cancellations please call the Centre Monday – Friday, 9.30am – 4.30pm on (03) 5345 2356 or email info@creswickmarket.com.au. The market mobile is 0490 436 264. Please use sms text outside market day hours, except in an emergency.***