

# TERMS & CONDITIONS

AT BRUNSWICK HEADS MARKET

## Table of Contents

<b>1. TRADING LOCATION &amp; HOURS .....</b>	<b>2</b>
<b>2. CODE OF CONDUCT.....</b>	<b>2</b>
<b>3. APPLICATION PROCESS .....</b>	<b>2</b>
<b>STALLHOLDER APPLCATIONS .....</b>	<b>2</b>
<b>STALLHOLDER CRITERIA .....</b>	<b>3</b>
<b>PROHIBITED GOODS .....</b>	<b>3</b>
<b>4. FOOD VENDORS .....</b>	<b>3</b>
<b>5. DOCUMENTATION .....</b>	<b>3</b>
<b>6. FEES .....</b>	<b>4</b>
<b>7. BUMP IN/OUT.....</b>	<b>4</b>
<b>ARRIVAL.....</b>	<b>4</b>
<b>DEPARTURE.....</b>	<b>4</b>
<b>8. REQUIREMENTS FOR STALLHOLDERS.....</b>	<b>4</b>
<b>9. CANCELLATIONS .....</b>	<b>5</b>
<b>STALLHOLDERS .....</b>	<b>5</b>
<b>POOR WEATHER .....</b>	<b>5</b>
<b>NO SHOW.....</b>	<b>5</b>
<b>10. EQUIPMENT.....</b>	<b>5</b>
<b>POWERED SITES.....</b>	<b>5</b>
<b>11. CONCERNS.....</b>	<b>5</b>
<b>INCIDENT REPORTS.....</b>	<b>5</b>
<b>COMPLAINTS.....</b>	<b>6</b>

## 1. **TRADING LOCATION & HOURS**

Memorial Park, Fawcett Street, BRUNSWICK HEADS, NSW, 2483

Every 1st Saturday of the month.

8am-2pm.

## 2. **CODE OF CONDUCT**

- a) All stallholders are required to adhere to the Brunswick Heads Markets Terms & Conditions & comply with the instructions of the market manager.
- a) All stallholders must treat other stallholders & market management crew with respect. Rude and/or aggressive behavior including verbal and non-verbal aggression or intimidation is unacceptable and will result in the stallholder being asked to leave.
- b) Stallholders represent the Brunswick Heads community when attending the market. This means that while present at the market, stallholders will:
  - Behave in a respectful manner
  - Provide quality service
  - Conduct business honestly
  - Promote Brunswick Heads Markets positive reputation
  - Take responsibility for their own actions.
  - Cooperate with other stallholders and market management to create a vibrant space
  - Refrain from damaging the good name and reputation of another market stallholder.

## 3. **APPLICATION PROCESS**

Stallholders need only to apply once. All details are stored securely in a database for future site availabilities. The decision to allow a business to trade at the market is at the discretion of the market manager.

We do not accept casuals on the day of trading.

## **STALLHOLDER APPLICATIONS**

‘Food Vendor’ & ‘Market Stall’ Application forms are available on the website.

Stallholders will need to fill the form with as much detail as possible and upload where required:

- Current Liability Insurance Policy, cover of \$10mil. We do not cover stallholders who do not have Public Liability Insurance cover.
- Food Safety Certificate (food vendors)
- Temporary Food Permit (food vendors)

## STALLHOLDER CRITERIA

We place a strong emphasis on curating an event to feature a unique collective of Australian made and ethically produced goods.

- The Brunswick Heads Markets 'Selection Process' policy is adhered to for consistency and fairness.
- The market aims to localize stallholders to support our community, our local foodies, growers, creatives, and designers.
- Cheap imports of inferior quality will not be accepted.
- A member of the team will assess your application & site availabilities.
- Stallholders need to meet the selection criteria to be able to trade.
- Product quotas ensure there is no oversaturation of product type.

## PROHIBITED GOODS

The sale or display of counterfeit goods are prohibited. Any person found in possession of, displaying or offering for sale counterfeit brand name goods, fake or inauthentic Indigenous arts & crafts, weapons or animals will be evicted from the market.

## 4. FOOD VENDORS

Food Vendors must always have their current documentation on them.

- a) Food vendors must strictly follow all health regulations and standards.
- b) Food vendors need to have a Food Safety Supervisor Certificate and follow all NSW Food Safety & council requirements to operate in the Byron Shire.
- c) Where food is prepared on site, the structure and operation must be shown to meet approval of council.
- d) Stallholders who are cooking with either gas or electricity are required to have a fire blanket, an annually tagged fire extinguisher & an oil spill kit.
- e) We have a limited number of powered sites. The provision of power is charged per outlet used.
- f) Existing food vendors requests take a priority.

## 5. DOCUMENTATION

The stallholder is responsible for ensuring they have the necessary permits, registrations, licenses, certificates & insurances to operate at the market. Council inspections do occur & these documents must be made available by the stallholder when requested.

- The stallholder must supply the market manager with current documentation.
- Stallholders with expired documentaton will not be permitted to trade.

## 6. FEES

- a) Invoices are sent to all stallholders 10 days prior to the market date & payment made by the due date.
- b) All fees will be paid via Invoice link.
- a) In the event of the market cancelling, stall fees will be rolled over to the next market.
- b) Payment is for the day of trade only. It does not entitle the stallholder to any rights over the site.

## 7. BUMP IN/OUT

### ARRIVAL

- a) First time stallholders are allocated their site upon arrival at the managements caravan.
- b) If a stallholder is going to be late, they must contact the market manager.
- c) Stallholders **MUST** unload all equipment and remove vehicle as quickly as possible from market area before setting up a stall.
- d) Stallholders will be required to carry all equipment to their stall site from outside the market area if they arrive within 15 mins of start of trading hours.

### DEPARTURE

- a) Pack up commences at the end of trading hours, 2pm or as directed by market manager.
- b) Vehicles may only enter once the stall has been completely packed down and not before.
- c) Care must be taken when driving through the market at the end of the day.

## 8. REQUIREMENTS FOR STALLHOLDERS

- b) Stallholders contact details must be kept up to date with the manager.
- c) Stallholders must leave their stall site free of rubbish. It is the responsibility of the stallholder to take **ALL** waste from their stall site at the end of the day.
- d) Any damage to surfaces (grass/ground) from use of vehicles etc. must be repaired at the expense of the stallholder.
- e) On-site bins are strictly for customer use only. Stallholders must provide a bin for their own use & their customers.
- f) Stallholders must ensure that their gazebo is secured to the ground. All responsibility for accidents or damage caused to person or property by unsecured gazebos or any other stallholder equipment or possessions will be assumed by the stallholder and not the responsibility of the market manager, Brunswick Valley Woodchop Committee or Local Council.
- g) Stallholders are NOT permitted to smoke within the market area.
- h) Dogs are not permitted as per council regulations.
- i) The market manager reserves the right to terminate the stallholders' participation at any time.

- j) The use of plastic bags is banned. Stallholders are to use recyclable, biodegradable and environmentally friendly packaging.

## 9. CANCELLATIONS

### STALLHOLDERS

- a) Stallholders must notify the management of nonattendance as soon as possible.
- b) Stallholders that cancel are required to confirm attendance for their next market via email.
- c) Stallholders that continue to cancel after 3 months will return to the wait list.
- d) There are NO site holds after 3 months absence.

### POOR WEATHER

- a) The market may be cancelled due to unsafe weather conditions.
- b) Wind gusts forecasted to be 35kph the markets will be cancelled.
- c) Stallholders will be notified via email. The public will be notified of cancellations on social media via the Facebook and Instagram.
- d) Stallholder fees will be rolled over to the next market.

### NO SHOW

Stallholders that fail to notify management for non-attendance, forfeit their site at the market. You will need to rebook as it will not be assumed that you will be attending.

## 10. EQUIPMENT

The market managers provide the site only. Stallholders must therefore bring everything they require for their stall with them. Gazebos must always be secured with tent pegs, sandbags, or weights.

### POWERED SITES

- We have a limited number of sites with electricity.
- Food stalls are prioritized in these sites.
- There is a limited number of generators permitted on site due to the noise levels near the residents.

## 11. CONCERNS

### INCIDENT REPORTS

An Incident Report form is available from the management caravan. This includes all contact details of witnesses and a description of the incident.

## COMPLAINTS

- a) All complaints are to be directed in writing to [brunswickmarkets@gmail.com](mailto:brunswickmarkets@gmail.com)
- b) If the market manager receives a written complaint, regarding a breach of the Code of Conduct by a stallholder, they will investigate the allegation and may refuse the offending stallholder a stall position.
- c) The market manager nor the Brunswick Valley Woodchop & Entertainment Committee will be held liable for any claims made by customers against stallholders, regarding faulty, inedible, or misrepresented products sold by stallholders at the market. All complaints made by customers regarding any product, food, or service sold at any specific market by any stall will be referred to the stallholder to deal with. If satisfaction on the matter is not gained, then the matter will be referred to the ACCC and the Office of Fair Trading.

**By accepting a stall site, stallholders acknowledge they have read and accept this policy and will trade in accordance with the terms therein.**

**Non-conformance may result in the withdrawal of the invitation to trade at the market.**

**Market management reserves the right to review and amend any of the Terms & Conditions as necessary. The decision of the market manager is final.**

Website	<a href="http://www.brunswickheadsmarkets.com.au">www.brunswickheadsmarkets.com.au</a>
Email	<a href="mailto:brunswickmarkets@gmail.com">brunswickmarkets@gmail.com</a>
Social Media	<a href="https://www.instagram.com/brunswickheadsmarkets">www.instagram.com/brunswickheadsmarkets</a> <a href="https://www.facebook.com/brunswickheadsmarkets">www.facebook.com/brunswickheadsmarkets</a>
Phone	0418 400 415