



## Creswick Market – Terms and Conditions v04052022

**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 is available in Creswick Hospital Staff Car Park at end of Napier Street.

**When:** The market is on the first and third Saturday of each 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 Coordinator. Variations to your accepted product range require permission from the Market Coordinator. 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 drink 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://streatrader.com.au/>

Random auditing of street trader registrations are carried out by us as well as the local 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 [Streatrader](http://streatrader.com.au/) 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 Coordinator. Whilst every attempt at fairness is made, the coordinator's decisions are final and not negotiable. There are NO permanent sites or bookings. All bookings are taken on a casual basis. The Market Coordinator reserves the right to move a stallholder's location from time to time, to keep the market fresh and balanced, space constraints, 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 Coordinator.

We aim for this to be a fair and transparent process. Any complaints or suggestions can be received in writing to [market@cnc.org.au](mailto:market@cnc.org.au) and will be handled according to our grievance policy.

- The Market Coordinator reserves the right to cancel & reallocate your stall if you have not arrived or phoned in by **8:15am**. 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.

Site description	Site measurements	Site cost
Inside Hall Site	2m x 1.4m inc table	\$35
Outside Site	3m x 3m byo marquee	\$40
Outside Table	2m x 1.4m BYO table	\$20
Powered / Food Site	3m x 3m	\$55

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 by special arrangement.

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. Setup times are from 7am to 8am. 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 three (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 Wednesday prior to the market each week.**

Otherwise, the Market Coordinator reserves the right to cancel your booking and release the stall to someone else, without notice. Payment can be made by debit or credit card, via the payment link in the invoice emailed to you. Although cash and EFTPOS payments are collected on the day, we encourage stallholders to secure their site in advance with an online payment. Receipts are issued via email.

Ensure you know the accurate fee for your site. Refer to the table above. Include the following references: (this is very important)

- Your Business Name, or allocated Stallholder Site Number
- Market date(s).

## Refunds & Cancellations

Cancellations for confirmed stall allocations must be received by **12 noon the Thursday** 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 and does not look good for us on the day when gaps appear. Reallocations are subject to the decision of the Market Coordinator, and all decisions are final.

**Refunds are NOT available in the case of bad weather.** Refunds are not available if you arrive but choose not to set up your stall. In cases of extreme heat, where the temperature reaches above 38 degrees, the Market Coordinator 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 Coordinator in a timely manner.
- Sell only Market Committee approved items as per your approved application. If introducing a new range of items to your stall, please discuss their appropriateness to our market with the Market Coordinator 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, growing methods, recipes and contact details.
- Our market organisers are 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 at Hepburn Shire Council 03 5348 2306.
- You are responsible for your products and the safety of your equipment, including pergolas, tables and umbrellas. Wind can be a problem, especially during the colder months. All marquees and umbrellas must be appropriately weighted, with a minimum of 10kgs per corner or stem.
- Ensure all walkways 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, as well as 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 necessary. 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 Creswick Neighbourhood Centre and must be always treated in a courteous manner.

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@cnc.org.au](mailto:info@cnc.org.au)

## **Market Coordinator Contact**

The Market Coordinator 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 [market@cnc.org.au](mailto:market@cnc.org.au). The market mobile is 0439 418 260. This number is not set up as a customer service line; immediate response is not always available. Please use email or SMS text where possible.