



Full Terms & Conditions Emerald Market 2020 / 2021

The Emerald Market Management acknowledges the Traditional Owners of the land on which the market is held and pay respects to their Elders, past and present, and the Aboriginal Elders of other communities who may attend.

Market Details:

Monthly markets scheduled, third Sunday every month
January- December 9am-2pm

These terms and conditions are in place to enable a successful, safe and enjoyable market in line with our:

Aims & Objectives:

- To maintain a regular, sustainable monthly market for all stallholders
- To provide a friendly, vibrant, quality community market for locals and visitors
- To promote a sustainable packaging environment free from plastic bags with minimal single use packaging
- To offer a diversity of product mix every month
- To ensure customer satisfaction
- To maintain stallholder costs at a minimum rate
- To provide a safe and enjoyable environment for stallholders, customers and the general public

Occupational Health & Safety:

- The Stallholder understands by attending the Emerald Market they are solely responsible for the safety of themselves and the public attending their stall, their products and equipment and by doing so acknowledge their attendance is at their own risk
- Stallholders must follow the instructions of market organisers at all times
- Stall holders are required to implement their Covid-19 Safety plan and adhere to the Stallholder Responsibilities within the [Emerald Market's Covid Safe Plan](#)
- Cars driving onto the service road or car park areas are required to use hazard lights and headlights and must not exceed the speed of 5 km per hour
- One way traffic only when entering the market during set up and exiting the market during pack by the direction of market staff and volunteers
- At close of market, stalls must be fully packed down before bringing vehicles into the market area.
- Stallholders must behave courteously and patiently and be mindful of risks to the public, other stallholders, organisers and themselves
- All merchandise must be lifted and packed in a safe manner, including tables, gazebos and racks which need to be collapsed before going to your vehicle
- No road signs or barriers are to be removed by any stallholder unless directed by Market Management
- Stallholders should keep personal belongings and valuables secure at all times

- Stallholders must take care when displaying breakable, sharp and heavy stock to ensure there is no safety risk to themselves or the public.
- Emerald Market Management is not responsible for any loss or damage of stock items, or personal belongings
- Irrespective of weather conditions, gazebos must be weighted down with heavy sandbags or with appropriate and secure weights at all times. All vendors are required to have a minimum of 20kg per leg on gazebos and tables. Where it is possible heavy duty tent pegs and ropes can be used
- No smoking (including vaping) is allowed by stallholders at any stall site or within the designated market areas
- Stallholders must not sell any illegal or any hazardous materials
- Stall holders must ensure that all power leads have current tagged and tested dates

*Stallholders indemnify Emerald Market Management arising from any damage, or loss of product stock, personal items, and/or injury

*Stallholder indemnify Emerald Market Management any legal costs that may incur as a result of the Stallholder's breach of these Terms and Conditions

Stall Criteria:

- Emerald Market supports local businesses that provide quality items, preferably handmade, homemade, vintage and local produce
- Local product and produce stalls will be given preference
- The market offers limited, reduced fee spaces to community, not-for-profit and trash and pre-loved/trash and treasure type items
- Full priced stallholders will be given priority over Community Not-for-Profit Groups and Trash and Treasure type items
- High quality, unique products unable to be produced by hand, may be accepted but will require prior approval from the market management team.
- Should a situation reflect any stallholder discrepancies, or disagreements, the market management team will resolve a positive outcome in line with the Emerald Market Aims & Objectives
- A stallholder may be asked to remove from sale, any goods or services which are not approved products
- On occasions there may be stalls selling similar items, however, these stalls may have a point of difference and stall holders are encouraged to inquire per month.
- No mass-produced, imported items will be accepted

Stallholders' requirements:

- Stallholders must arrive at the market for set-up between 7:00am and 7:45am
- Full set up is required by 8:00am. If you have not arrived before 7.45am, please phone the after hours contact number, as we cannot guarantee your usual location and these sites may be filled with casual stallholders
- All vehicles must be moved out of the market area by 8:00am
- Stallholders must advise Emerald Market before their booking if they require a vehicle on site (note, there are only limited places that allow vehicles to remain on-site)

- Stallholders who have large vehicles are required to set up by 6:30am to reduce traffic congestion
- Emerald Market is a plastic bag free environment - this includes 'bio degradable' plastic bags. Please provide alternative packaging for your customers, such as paper, cardboard boxes or reusable fabric bags.
- Stallholders are to provide their own display stands, tables, chairs, gazebo, weights, etc
- Stallholders are required to provide a current certificate of currency for Public Liability insurance or pay the additional insurance charge along with their stall fees
- Food vendors are required to provide their Streatrader details along with their application form
- Stallholders designated parking areas are at the Emerald Primary School oval, Gemco Theatre, and Emerald Medical Centre. Street parking is prohibited for stallholders.
- Request for electricity usage must be applied for and is subject to approval and availability. Limits to the number of power points allocated and amperage available applies.
- Stallholders are required to respond cooperatively to any direction given by Market Management in relation to the operation and occupation of their stall, equipment, goods and vehicle operation, along with any direction relating to security or safety issues
- Stallholders are required to employ health and safety practices at all times
- Stallholders must not act in a verbally or physically abusive, dangerous, or disruptive manner toward any other stallholder, general public or Market Management. This will result in immediate cancellation of future stalls and no refunds will be issued
- It is a stallholder's responsibility to take all rubbish associated with their stall with them and leave their area clean and tidy. A cleaning fee of \$30 will be charged if any rubbish is left behind
- Stallholders are not permitted to pack up before the advertised market hours
- Full pack up is required no later than 1 hour after market advertised closing times

Pack up early penalty:

- No stallholders are permitted to pack up before the advertised market hours
- Permanent stallholders will be charged one (1) month's fee and/or lose their permanent location
- Casual stallholders who have paid stall fees will not be refunded and may not be allowed to return for further bookings

Stallholder no show or cancellation:

* NB: Once site fees are paid for and a stallholder does not attend, this will be known as a no show, and there will be No refunds or credits issued

* NB: Extenuating circumstances: If a stallholder is unable to attend due to circumstances beyond their control, and advice has been received by midnight on the Monday prior to any scheduled Monthly Market, the Market Management will determine if a refund or credit is to be issued

- All Stallholders (permanents and casuals) are required to pay their market fees in full COB on the **Monday** before the scheduled Emerald Monthly Market. (Market scheduled on the third Sunday of each month).
- Any stallholders who have not paid by the **Monday** before the scheduled monthly market month will automatically be transferred onto the market waitlist
- Attendance is only confirmed once payment has been received
- After hours and weekend contact: Non Blair 0419 345 750

Weather Conditions:

- Market Management will cancel the market on dangerous weather days: extreme, Code Red fire ratings, severe weather warnings, storms, hail, to ensure the safety of all stallholders, general public, and Emerald Market volunteers. If a market is cancelled due to adverse weather or public health risk, there will be no refunds or credits issued
- The market will go ahead if the forecast is for rain and not reported as dangerous. Market organisers respect the right for stallholders to cancel their attendance on these days, however, no refunds or credit months will be issued for cancelled attendance. This will be considered a 'no show'

Public Health Warnings:

- Emerald Market will abide by the directives of the Victorian Government along with the Chief Health Officer under a State of Emergency and during the different stages of Covid-19 restrictions

* <https://www.dhhs.vic.gov.au/coronavirus-covid-19-daily-update>

Stall Fees:

Block Bookings paid in advance for 3 or 12 months are subject to reduced rates.

(Refer to our full Terms and Conditions for details)

- Outdoor Stall: 3 x 3 meters
- Indoor Stall: 2 x 2 meters

Single Stall	1 month	\$ 30	Casual per month. Standard outdoor or indoor
Single Stall	3 months	\$ 80	Standard outdoor or indoor stall. Pay in advance for 3 months
Single Stall	12 months	\$275	Standard outdoor or indoor stall. Pay in advance for 12 months
Double Stall	1 month	\$ 60	Double size casual per month. Outdoor or indoor
Double Stall	3 months	\$160	Double size outdoor or indoor stall. Pay in advance for 3 months
Double Stall	12 months	\$550	Double size outdoor or indoor stall. Pay in advance for 12 months
+Trash 'n Treasure	1 month	\$15	Casual per month – subject to site availability
*+Community NFP	1 month	\$10	Casual per month – subject to site availability
Buskers	1 month	\$0	Buskers must book and be fully self-sufficient but there is no charge.

***Community Not-For-Profit Stallholders must upload proof of charity status when booking stall to be eligible for discount rate.**

+NFP groups and Pre-loved/Trash and Treasure type stalls are to book month to month as available.

Additional Costs:

- Public Liability insurance. Cover under Emerald Community House (if stallholders do not have their own Certificate of Currency)
- Power (if required and available)

Power	10 or 15 amp	\$15 per month	Stallholders must supply their own lead #
Power	10 or 15 amp	\$35 3 months	Stallholders must supply their own lead #
Power	10 or 15 amp	\$90 12 months	Stallholders must supply their own lead #
Insurance		\$15 per month	Stallholder Public Liability Insurance
Insurance		\$35 3 months	Stallholder Public Liability Insurance
Insurance		\$120 12 months	Stallholder Public Liability Insurance

Leads must be minimum 25 metres long, with current tested and tagged date

Payment Process:

- All stallholders are required to make their site bookings request via their Manage My Market Profile <https://www.managemymarket.com>
- Renewal bookings for permanent or casual stallholders will be done via their Manage My Market Profile.
- Once a stallholder has been approved a site will be allocated and an invoice will be issued for payment.
- All Stallholders (permanents and casuals) are required to pay their market fees in full COB on the **Monday** before the scheduled Emerald Monthly Market. (Market scheduled on the third Sunday of each month).
- Any stallholders who have not paid by the **Monday** before the scheduled monthly market will automatically be transferred onto the market waitlist.
- A site will only be allocated once payment has been received.

**NB: Once site fees are paid for your market booking, if a stallholder does not attend the market there will be no refunds or credits issued.*

**NB: Extenuating circumstances: If a stallholder is unable to attend due to circumstances beyond their control, and advice has been received by midnight on the Monday prior to any scheduled market month, the Market Management will determine if a refund or credit is to be issued.*

Payment Details:

Direct Deposit Payment

Account Name: Emerald Community House (Commonwealth Bank)

BSB 063-842 Account No: 1009 3095

Payment in Person

Emerald Community House 356-358 Belgrave Gembrook Rd., Emerald

Payment by Cheque

'Emerald Community House'

Contact Details:

Enquiries & Bookings: market@echvic.org.au

Weekday office contact: (03) 5968 3881

After Hrs weekend contact: Non Blair 0419 345 750

The market organisers (Emerald Community House) and land owners (Commonwealth Bank) are not responsible for any loss, injury or illness associated with stallholders or their customers

Stallholders who do not comply with Terms and Conditions on market day will be required to leave

*PO Box 328 Emerald 3782, 356-358 Belgrave-Gembrook Road Emerald 3782 Vic Tel 03 5968 388
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