

Markets at the Pier

Handbook

Procedural guidelines and stallholder agreement



**‘Markets at the Pier’ is a bi-weekly event hosted
by**

Community Focussed Markets Fraser Coast (CFMFC)

(a community based, not for profit, incorporated association)

Bookings

Stall holder application

To apply for a position at Markets at the Pier please complete the application form via the link to our Stall Manager. You will be required to enter your profile details and stall description. You will also be asked to upload all licencing and insurance certificates.

This will ensure that you are ready to be selected, allocated a site and invoiced.

All applications are entered into our data base and from this pool each market is curated.

Gold level

Stallholders who maintain steady and consistent attendance (especially those who attend Wednesdays and Saturdays) will be prioritised for allocation of regular sites.

Silver level

New stall holders or those who require casual attendance will be allocated sites if and when they become available.

Site rental payments

Invoicing and payments are done via our Stall Manager App. Under special circumstances other methods of payment may be negotiated. Cost for site rental is dependent upon stall holder requirements as detailed in the application process.

To reserve your site allocation please pay your site fee invoice

- Before 5.00pm Monday for a Wednesday market
- Before 5.00pm Thursday for a Saturday market

Cancellations

If you are unable to attend the market, cancellation must be made via email to connect@marketsatthepier.org (any verbal communication will require written follow up).

Cancellations must be received prior to the following deadlines

- Before 9.00am Tuesday for a Wednesday market
- Before 9.00am Friday for a Saturday market

Please note: timely communication will prevent rental charges being retained by CFMFC. (Payment may be waived for late cancellation due to illness or emergency at the discretion of the management team).

Attendance

Prior notice of any absence (where possible) is appreciated.

Unless otherwise organised, "market leave" (absence due to holidays or other personal circumstances) of 6 Wednesday markets and 6 Saturday markets per year is considered an acceptable absence. This does not include absences due to weather, market closure etc.

Charity and community groups

Markets at the Pier supports local community and registered charities.

If you qualify as a local community group or a registered charity, we offer heavily discounted stall fees at designated sites which are allocated subject to availability.

Guests who are invited to attend on an occasional or one-off basis may be allocated sites at the manager's discretion and in the best interest of the community market.

These may include charity, health, community education or business promotion stalls.

Weather

We are an all-weather market! When adverse weather conditions are forecast the management team may call a Wet or Windy weather contingency plan into effect. In exceptional and rare circumstances, where extreme and unsafe weather is forecast, the decision may be made to cancel the market altogether. At other times it may be decided to start the market late or finish early. A refund will not be payable for site fees if operating hours change due to inclement weather conditions.

A warning text or email advising of the forecast weather and preparations to be made, will be sent out to all stallholders. It is, therefore, very important that the administration team has your current mobile phone details.

Before you arrive

Insurance

Before you trade at our market you will need to provide a current public liability certificate to the value of \$20 million.

This should be uploaded to your stallholder profile with your application.

Please ensure you have a copy of your certificate available should we need to check it.

Food vendors

To trade, all food vendors are required to have and display current trading licenses and any permits that are required by law for their particular business. We ask that you upload current certification to your stallholder profile with your application. Please ensure that any expired certificates are renewed and updated in Stall Manager upon renewal.

Food vendors with cooking appliances are required to have a fire blanket and an inspected and compliant fire extinguisher on site.

Where used, all gas bottles must have compliance certificates.

Electrical items and Power leads

All electrical equipment and power leads must be tested and tagged.

If your items do not have a current test and tag you will be unable to use them.

Note: Only power boards that have a safety switch are permissible for use.

When you arrive

Please arrive with a positive and patient attitude to support a smooth bump in

Market information Kiosk

The market information kiosk is located to the left of the stage.

Here you will find one of our friendly team to assist you if required.

A first aid kit, defibrillator and lost and found register are also located at the info kiosk.

Bump in

Bump in between 4.00am – 6.30am

Bump in is one way only, entering through the gateway off Pilot street (toward the Pier past Migaloo's). This will reduce confusion and minimise risk.

Please unload promptly and to the back of your site.

Remove your vehicles from the market precinct prior to setting up your gazebos and display. By working together to bump in quickly, safely and efficiently we can maintain a flow that reduces stress and frustration. This allows all stallholders access to their sites in a timely manner.

As a matter of consideration and courtesy to our neighbouring residents we ask that you please keep noise to a minimum.

If you are unsure of your exact location or require assistance on market day please phone (m: 0407 127 157) upon arrival.

Bump out

Stall pack up is not permitted prior to the end of trade. Please fully pack your stall after 12.00pm. Vehicles may enter the park precinct no earlier than 12.30pm.

All vehicles during bump out are required to use the nearest exit point to their designated site. These exit points will be marked with a yellow star on the site map. (A copy will be sent out on approval).

As we share the Pier Park precinct with our neighbours Migaloo's, we have created a vehicle free zone directly in front of the Migaloo's servery (outlined in the site plan).

To ensure the utmost safety is taken when exiting, if you have a stall in this area, you must advise a management team member and they will help to escort you from the area.

Prior to departing, please ensure your site is left clean, all rubbish has been removed and no belongings are left behind.

It is important that we are considerate, courteous and cooperative, when working with our market neighbours, to ensure a safe and efficient bump out.

Vehicles

The speed limit within the market is always restricted to 5 kph (walking pace). Whilst moving through the market vehicles are required to have their hazard lights flashing. The safety of pedestrians is paramount and they always have right of way. For oversized vehicles always ask for assistance when moving through the market precinct.

Parking

To allow car parking availability for our customers, stall holders are required to park their vehicles at least 100 metres away from the Markets at the Pier boundary. See "Parking plan".

Stall site

Stallholders must keep their stalls looking clean and presentable at all times.

Table covers and matting are advisable.

Risks such as trip hazards must be recognised and removed.

To ensure the safety of stallholders and customers, gazebos need to be weighted with over 10kgs per leg. Tent pegs are not permitted as there are underground services throughout the park which may be damaged. Please be mindful of the park grounds and take responsibility for any damage to your allocated site. Eg. Damage to grass etc.

Smoking

As a condition of our council permit the Markets at the Pier precinct is a no smoking zone. Smoking is prohibited not only in your stall but in the Markets at the Pier precinct altogether.

COVID-19

CFMFC will advise of any health requirements regarding COVID-19 when/if and as required.

Rubbish

Each stallholder is responsible for removing their own rubbish at the end of each market.

Rubbish must not be left on site, nor placed in the market or council rubbish bins.

Failure to remove all rubbish may incur a clean-up fee of \$50.

Bins provided by the market and council are for customer use only.

Stallholder commercial waste must not be placed in these bins.

Procedures for stallholder selection and site allocation

To ensure transparency and accountability stallholder selection is made using a weighted point scale which reflects the scope outlined in our contract with the Fraser Coast Regional Council.

Total score out of 100%

Resident of Fraser Coast – 40% loading

Artist / Creator / Primary producer / Locally sourced product – 30% loading

Positive engagement with customers and the market community – 10% loading

Presentation of stall, products and self (may include branding) – 10% loading

Commitment to consistent attendance – 10% loading

“The market will operate with a minimum of 50 stalls and with the aim of increasing this to maximise the site, of which at least 75% local vendors would be preferred” (FCRC contract)

Preference will be given to residents of the FCRC region wherever possible. Please note that while our 75% residency quota will be adhered to, in the case of primary producer’s residency points may be waived if the product is not able to be sourced from within the Fraser Coast region (ie from a local resident) and can be shown to improve the diversity of offerings at the market.

“The market provider [CFMFC association incorporated – not for profit] will ensure the quality and suitability of products and services exhibited by stallholders. Preference should be given to quality goods and services predominantly provided by the producer, grower, arts or craftsperson or service provider staffing the stall.” (FCRC contract)

A position at the iconic Markets at the Pier is highly desirable and attracts a large number of applications. To ensure that we continue to curate the best possible market experience approvals of stallholders will be reviewed quarterly.

Site allocation will be made at the discretion of market management and may at its sole discretion, change the site allocated to the stallholder, from time to time, without prior notice. This will give the flexibility to be able to fill holes in the market if necessary.

Grievance Procedure

1. The parties to any dispute, agree in good faith, to attempt to resolve the dispute between themselves in the first instance.
2. If the dispute cannot be resolved, please forward your grievance to wellbeing.cfmfc@gmail.com and we will assist you to resolve the dispute.
3. Any grievances with any members of market management or CFMFC please also forward to the above email address for support and assistance.

Breach of Contract

Any breach of the Markets at the Pier policies, procedures or code of conduct may result in the following:

1. Informal warning and discussion re specific breach and remedial action required
2. Formal warning in writing and clear KPI's regarding remedial action and timeframes
3. Final warning (optional subject to seriousness of breach)
4. Termination of stallholder status at Markets at the Pier
5. At the sole discretion of market management and in the case of a serious incident/breach ie where the safety of any person or property is at risk, we may refuse admission to a stallholder or require a stallholder to leave the site without notice. Where a stallholder refuses to leave the site, police may be called.

Code of conduct

Markets at the Pier

Community Celebrates Courteous Communication, Cooperation and Considerate Collaboration

As stall holders we:

- uphold and promote the good reputation of Markets at the Pier.
- act responsibly and ethically in all our dealings.
- demonstrate fairness, integrity and honesty.
- maintain a high standard of quality products and services.
- present ourselves and our site in a professional manner.
- show courtesy, respect and consideration to others including fellow stallholders, the community and market management.
- act responsibly to ensure the safety of ourselves and others.
- work cooperatively with market management to identify risks, reduce hazards, resolve conflicts and address issues as they arise.

As stall holders we do not:

- Smoke or consume alcohol or drugs within the market precinct.
- engage in behaviour that is bullying, threatening or abusive.
- use language that is offensive, confrontational or intimidating.
- discriminate against others regardless of their ethnicity, gender, religion, beliefs, sexual orientation or disability.



Community Focussed Markets Fraser Coast

Incorporated Association Not for Profit: IA4754882

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