

Markets at the Pier

Handbook

Procedural guidelines and stallholder agreement



‘Markets at the Pier’ is an 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 App. 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.

As our market runs at full capacity all new applications are entered into a waiting list on our data-base. Each week the market is curated in response to cancellations etc.

You will be contacted if the opportunity arises to offer you a suitable site.

Site rental payments

Cost for site rental is dependent upon stall holder requirements as detailed in the application process. Invoicing and payments are done via our Stall Manager App.

Under special circumstances other methods of payment may be negotiated.

To secure your site and confirm your attendance please pay your site fee invoice

- Before 5.00pm Tuesday 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).

In order for payment to be rolled over as credit, cancellations must be received, in writing before 9.00am Friday for a Saturday market.

Attendance

Prior notice of availability, and any foreseeable absence, is greatly appreciated.

Gold level

Vendors who maintain steady and consistent attendance (and conduct) will be considered 'gold level' and prioritised for regular allocation of sites.

Unless otherwise organised "Market leave" (absence due to holidays or other personal circumstances) of 6 weeks per year is considered optimal for maintenance of gold level status. This does not include absences due to weather, market closure etc.

Silver level

New stall holders, or those who require more casual attendance, will be offered a site if, and when, they become available. The position allocated may vary from week to week.

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.

Stallholders 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 event and, wherever it is safe to do so, the decision to trade is entrusted to each stallholder's discretion. We understand that each vendor, and their stock, has an individual threshold of tolerance for different weather conditions. It is advisable to investigate the clauses in your own public liability insurance policy relating to wind speed.

We encourage you to carefully monitor the weather forecast, consider your personal circumstances re potential losses/damage and inform us if you decide not to attend.

In exceptional and rare circumstances, where extreme and unsafe weather is forecast (e.g. flooding or cyclone), the decision may be made to cancel the market altogether.

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.

Important information on the day

Please arrive with a positive and patient attitude to support an enjoyable market experience

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 kiosk.

If you are unsure of your exact location or require assistance on market day please visit the information kiosk or phone the Market Team (0455962065) upon arrival.

Bump in

Bump in is between 4.00am – 6.00am.

As a matter of consideration and courtesy to our neighbouring residents we ask that you keep noise to a minimum – this is easy to forget but especially important in the early hours.

Bump in is one way only, entering through the Pilot Street access and progressing through the market toward the Pier Street access. This will reduce confusion and minimise risk.

Upon arrival please 'park' into your site & unload to the back of your allocated area.

Remove your vehicle from the park precinct prior to setting up your gazebos and display.

By working together to arrive quickly and efficiently we can maintain a flow that reduces stress & frustration. This allows all stallholders safe access to their sites in a timely manner.

Bump out

With the exception of produce, stall pack up is not permitted prior to 12.30 (end of trade).

After 12.30pm fully pack down your stall (to the back of your site) before bringing your vehicle in to load. To allow flow of traffic, 'park' into your site before loading your vehicle.

Please do not attempt to bring your vehicle into the market precinct before 1pm.

Unless otherwise directed vehicle entry and exit is via the Pier Street gateway (behind produce) during bump out. Please ensure that your exit is not through the vehicle free zone directly in front of the Migaloo's servery. This is a very important safety consideration.

After an early arrival and a long market morning we are all exhausted and eager to leave.

It is important that we are considerate, courteous and cooperative, when working with our market neighbours, to ensure a calm and hassle free departure.

Vehicles

Vehicles may enter the park no later than 6.00 am and no earlier than 1.00pm.

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 and nearby businesses, stall holders are required to park their vehicles at least 100 metres away from the Pier Park boundary.

This is a condition of our contractual agreement with council and must be adhered to.

Stall site

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

Potential dangers such as trip hazards must be recognised and removed where possible.

If you notice a park related issue within your site we ask that you fill out a risk assessment form for us. This assists us to collaborate with council in their ongoing hazard mitigation.

To ensure the safety of stallholders and customers, gazebos need to be weighted and tied down with over 10kgs per leg. Tent pegs are not permitted as there are underground services (power and water) throughout the park which may be damaged / dangerous.

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 Market precinct altogether.

If you are taking a cigarette break you are required to do so well outside of the park.

COVID-19

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

Rubbish

Prior to departing check to see that your site is left clean and all rubbish has been removed.

This includes very small items such as food scraps, wrappers, zip ties and price tags.

It reflects well on our market village when our impact on the park is minimized.

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] 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 secretary.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.

