



As at APRIL 2019

STALLHOLDER TRADING GUIDELINES

Essential Information

- The organising body for Kiama Seaside Markets is the Kiama and District Business Chamber. Kiama Seaside Markets have been owned and operated by Kiama and District Business Chamber for approximately 20 years. The Kiama Seaside Markets are operated under licence arrangements with Kiama Municipal Council and with conditions specified by Kiama Municipal Council.
- Licence conditions are not negotiable. Kiama and District Business Chamber endeavours at all times, to ensure compliance with the licence conditions.

Location of the Kiama Seaside Markets

- Black Beach, Kiama Harbour, Shoalhaven Street Kiama, NSW

Trading Days

- Every 3rd Sunday of the month every month of the year, plus additional Kiama Seaside Markets held on second Sunday in January, Easter Monday, Sunday of June Long Weekend, Monday of October long weekend.

Trading Hours

- 9am – 3pm.

Kiama Seaside Market Manager's Contact

- **Phone:** 0457 773 063 **Email:** managers@kiamaseasidemarket.com.au

The Kiama Seaside Market Manager is the first point of contact for all aspects of the Kiama Seaside Markets. Kiama Seaside Market Manager directions and decisions are final and binding.

Disclaimer

- By attending the Kiama Seaside Markets you are agreeing that you have read, understood and accept all of the following terms and conditions in full. The Kiama and District Business Chamber and their staff, the Kiama Seaside Market Manager and its staff cannot and will not be held liable for any losses, damage or legal action arising from conduct of Stallholders or market attendees.



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- The Kiama Seaside Market Manager and Kiama and District Business Chamber will not be held liable for any claims made by customers against Stallholders regarding faulty, inedible or misrepresented products sold by traders at the market. Each Stallholder indemnifies the Kiama and District Business Chamber and the Kiama Seaside Market Manager for any such claim.
- Any customer complaints regarding product, food or service sold at the Kiama Seaside Markets will be referred to the Stallholder to address.
- Stallholders are responsible for the security of their goods, equipment and monies.
- The Kiama Seaside Market Manager and the Kiama and District Business Chamber are not responsible for any loss or damage to customer or Stallholder and their agent's personal items.

Stall Site Fees**

Section A	Section B \$65.00	Section C \$80	Section H \$65.00
3X3 \$65.00	3X3 \$65.00	3X3 \$80.00	3X3 \$65.00
3X6 \$130.00	3X6 \$130.00	3x6 \$160.00	3x6 \$130.00
3X9 \$195.00	3X9 \$195.00	3x9 \$240.00	3x9 \$195.00

- Standard stall sites are 3 x 3.
- Any sites larger than 3x3 are available on request with Kiama Seaside Market Manager approval and subject to site availability and payment of correct applicable stall site fee.
- STALL SITES ARE GENERALLY MARKED SLIGHTLY LARGER THAN THE ABOVE, THEREFORE ALL STALLHOLDERS MUST TRADE ONLY IN THE ABOVE STALL SIZES. ANY STALLS LARGER WILL BE CHARGED THE NEXT STALL SIZE FEE. STALLHOLDERS THAT EXCEED THE PAID STALL SIZE WILL NOT BE INVITED BACK TO ATTEND FUTURE KIAMA SEASIDE MARKETS.
- **Please note stall site fees may be varied at any time with a minimum of one months notice.

Stall Equipment

- Stallholders must provide their own marquees or stall equipment, including electrical extension cords, all of which must be in good condition and tagged.



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- The Kiama Seaside Market Manager does not provide any stall equipment for hire or loan.
- The Kiama and District Business Chamber and the Kiama Seaside Market Manager are not responsible for any damage to stall equipment or for any liability arising from faulty stall equipment.

Cancellation and Payment Policy 01st of APRIL 2019

- Stallholders must pay their stall site fees in advance. The stall site fee payment must be paid in full no less than **7 days prior to the date of the market.** As a guide the cut off time is Sunday 5 Pm, one week prior to the Market. Stall payments are to be made via the invoice that will be emailed to the supplied email address of the Stallholder. This invoice will be emailed no later than 5 days after the previous market. To make this payment all Stallholders are required to have a credit/debit card. **Please note that AMEX is no longer accepted as a form of payment.**
- Stallholders that cancel their stall site booking prior to 7 days (Sunday 5pm) before the next market will have their stall site fees refunded in full. Any stall site cancellation after the above cut off time will incur loss of the stall site fee in full. Any non-arrival at the market for whatever reason will also incur a full forfeiture of the stall site fee.
- As a last resort, payments can only be made by direct deposit at any IMB Bank into the Kiama and District Business Chamber bank account. Direct deposits will incur a \$5.00 administration fee payable by the Stallholder.
- The bank account details are:

Account name:	Kiama and District Business Chamber;
BSB number:	641800;
Account number:	200769250.
- It is the Stallholder's responsibility to advise in writing (email or text) of the date and amount of the deposit. Please note that not advising of a deposit directly into the IMB may lead to non-admittance to the Kiama Seaside Markets on market day.
- Cash payments will not be accepted at the Kiama Seaside Markets on Market day at any time.
- If a Kiama Seaside Market is cancelled by the Kiama Seaside Market Manager **prior to 10.30 AM on Market day**, the Stallholders that have paid by the above cut off time will have their full stall site fees rolled over to the next Kiama Seaside Market. Each Stallholder the subject of a Kiama Seaside Market cancellation will receive an invoice for \$25.00 within 5 days of the cancelled market. This invoice MUST



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be paid by 7 days prior (Sunday 5 Pm) to the next market. Any unpaid invoices by the payment cut off time will result in the full stall site fee being forfeited and non attendance at the next Kiama Seaside Market. Stall site fee roll over will only happen **ONCE** and will only apply to the following Market. If you cannot attend that Market, the full stall site fee will be forfeited.

- No refunds will be given at any time other than those stall site fees that have been paid and cancelled by the previous mentioned cut off day and time.
- If the Kiama Seaside Markets are cancelled after 10.30 am on any given market day, no credits nor refunds will be given.
- Cancelled Kiama Seaside Markets will ONLY be advised from the time the market is **cancelled** by notification by way of a recorded message on the Kiama Seaside Market Manager mobile phone and on the Kiama Seaside Markets Facebook page. A group text messaging service will be utilized, and a group email will be sent. Please understand that the Kiama Seaside Markets are on **UNTIL** they are cancelled. If you do not receive a cancellation message by any on the above sources, it is safe to assume that the Kiama Seaside Markets are still on. Please DO NOT reply to any messages should you receive the cancellation message. The Kiama Seaside Markets Manager will not cancel a market prematurely. The decision to cancel or not cancel is that of the Kiama Seaside Markets Manager and no correspondence will be entered into. The decision to cancel the Market is usually at earliest 5.00 AM on Market Day but may be after 5.30 AM dependent on weather conditions at that time.
- It is the Stallholder's responsibility to contact the Kiama Seaside Market Manager mobile phone if weather is uncertain and prior to departing or en-route. To check call 0457 773 063. If there is **NO** message the market is still on. The Kiama Seaside Market Manager will NOT answer any calls on Market days and then only as per the recorded message pre set on the mobile telephone.
- The Kiama Seaside Markets will operate on each advertised market date unless cancelled by the Kiama Seaside Market Manager.
- The Kiama Seaside Markets endeavour to have planned Kiama Seaside Markets operate unless severity of weather conditions or conditions of the grounds render the market inoperable or unsafe to do so.
- The Kiama Seaside Markets operate in varying weather conditions and Stallholders must be prepared for adverse weather. Being in a unique area strong winds (including gusts) do occur at times, so please come prepared and ensure your gazebo is sufficiently weighted down allowing for all weather conditions.
- The Kiama Seaside Market Manager will not be held responsible for any loss, damage or injury whatsoever resulting from adverse weather conditions.



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Insurances

- Stallholders are required to have their own current Insurance. Insurance must clearly cover both Public Liability and Product Liability with a minimum of \$10,000.00 insurance cover for the operation of a market stall.
- It is the Stallholder's responsibility to ensure a current copy of insurances / renewed policy documents have been supplied to the Kiama Seaside Market Manager.
- If requested by the Kiama Seaside Market Manager, a Stallholder must produce a valid and current insurance certificate of currency immediately.

Stallholder Set Up and Ingres

- Stallholders whilst approaching the market entrance gates and during setup are to be mindful of neighbourhood amenity and respect resident's rights to a quiet residential environment.
- Stallholders must NOT exit their vehicle until on the market reserve.
- Stallholders are to arrive from 6.00am (not before) until 8.00am and must be setup and ready to trade by 8.45am.
- No late entry will be permitted. The gates close at 8.00am.
- Stallholders will be allocated a numbered stall site prior to the market day in site areas "A, B C or H"
- Stallholders in area "A" site are to enter from Minnamurra Street only and enter the market site via Gate 1. Gate 1 is the first entrance gate left off Shoalhaven street from Minnamurra street- closest to the roundabout at the corner of Minnamurra Street.
- Stallholders in sites "B, C and H" must approach Shoalhaven Street from Terralong Street, drive under the railway bridge that crosses Shoalhaven Street and access via Gate 2 which is the gate entrance directly right off Shoalhaven Street from the railway line cross over.
- Stallholders are required to unload their product immediately and then park their car at the designated parking area. No stalls are to be set up with the car at the stall site in area A.
- All cars are to be driven at walking pace (5kph or less) with hazard lights on from either gate entrance to allocated stall site.
- Directions from Kiama Seaside Market staff MUST be observed at all times.
- Stallholders are required to park in approved areas only and/or as directed by the Kiama Seaside Manager. Please note there is only 1 car permitted per stall site. Any additional cars incur a \$20 parking



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fee (per car). Parking at stall site in area A central area is not permitted at any time.

- All Stallholders will be checked-in and verified by the Kiama Seaside Market Manager.

Stallholder Pack Up and Egress

- Stallholders must trade until 3pm and cease to trade strictly at 3pm. The market closes at 3pm. However Stallholders are permitted to begin pack up from 2:30pm. This pack-up procedure must not disrupt neighbouring stalls or the aesthetic of the Market for our visitors. All stall belongings must be packed up prior to bringing vehicles to the stall site.
- Strictly NO vehicle movements are permitted prior to 3pm. All products must be cleared from the stall area by 3.45pm.
- For egress (exiting) all vehicles must proceed in a safe manner at no more than walking pace, (5 kph or less) with their hazard lights on.
- All vehicle exiting must be completed by 4pm. Both access gates will be locked at 4.05pm and the Black Beach area is then made available to the general public again from 4.15pm.
- If egress is not completed by a Stallholder by 4.05pm, the Kiama Seaside Market Manager may refuse a booking for any future Kiama Seaside Market.
- Directions and instruction from the Kiama Seaside Market Manager must be followed at all times.

Categories of Stalls

- There are three categories of stalls in Kiama Seaside Markets:- Casual, Regular and Permanent.

Casual

- All Casual stalls attend only by application and booking approval by the Kiama Seaside Market Manager.

Regular

- All efforts will be made to enable regular Stallholders to trade from the same stall site each Kiama Seaside Market attendance. However, this is not guaranteed.
- If a regular Stallholder advises non attendance at a particular market and then changes their mind and advises they will be attending - their usual site may have already been allocated to another Stallholder. Once allocated stall site changes can not necessarily be accommodated.



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Permanent

- To become a PERMANENT Stallholder a payment for the 15 Kiama Seaside Markets (full year) must be made in advance and at 6 months make a future 6 months payment in advance. Application to become a PERMANENT Stallholder must be made in writing to the Kiama Seaside Market Manager.

Approved Products

- Stallholders may only sell products that have been approved by the Kiama Seaside Market Manager and as listed on the Stallholder's initial application form.
- Stallholders wishing to add new products to their stall must first apply in writing to obtain approval before introducing new products.
- Stallholders may be asked to provide pictures of their intended product. It is the responsibility of the Stallholder to ensure they conform to any safety and compliance standards pertaining to their product.
- No counterfeit goods may be sold.

Presentation

- All products and stall presentation must be of a high standard. Presentation is key to delivering a truly unique and high quality market. Stallholders may be refused participation in future Kiama Seaside Markets for failing to meet presentation standards.

Waste and Rubbish

- Stallholders are required to remove their own rubbish and waste from their immediate stall location.
- Boxes and cartons must be removed from the market area. Failure to do so may result in refused participation in future Kiama Seaside Markets and a \$30.00 clean up fee will apply.
- The waste bins provided at the market are for general public use only.
- Stallholders are responsible for leaving their site and surrounding area clean, tidy and undamaged.

Marquee Weights Compliance

- We are a coastal event and do experience wind gusts from time to time. If Stallholders do not have weights, they will not be permitted to trade for safety reasons.
- Marquees must have minimum of three weights attached at all times, and any Market umbrellas need to have a weighted base with the umbrella stand able to be securely fixed to the weight.



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Electrical Compliance ** Access to power is strictly by approval only **

- All electrical appliances and cords must be tested and tagged by a qualified electrical contractor in accordance with NSW Electrical Safety Regulations 2002 and subsequent amendments. Stallholders are encouraged to diarise for renewal.
- Equipment & cords should also be regularly checked to ensure they remain in serviceable condition.
- Stallholders with higher power needs e.g. cooking/refrigeration appliances should connect using a suitable 'earth leakage protection device'.
- Please seek advice from a qualified electrical contractor regarding the amperage draw of your equipment and seek professional advice prior to entering the Kiama Seaside Markets.
- Double adaptors are not permitted for usage under any circumstance.
- Stallholders found with non-complying or unsafe appliances or cords will have power withdrawn without notice. Non-compliance may invalidate your insurance and cause risk of serious harm to the public, your employees and yourself.
- It is essential that extension leads do not present a trip-hazard to the public. Excess cords must be coiled safely within the stall and not accessible to the public.
- Exposed cords running between stalls must be either covered with mats or taped with waterproof tape - please bring these with you each Kiama Seaside Market.

Food Stalls

- All food stalls must be licensed. Please contact the Kiama Municipal Council, if you require information about obtaining a Food License.
- Food stall applications will not be assessed without provision of a current NSW Food Authority.
- Temporary Food Licenses must be displayed at all times during trading hours. These can be obtained from Kiama Municipal Council. Please telephone 4232 0444 to apply.
- Standard health and safety procedures must be adhered to at all times.
- Other than Service Groups or Community Groups, food stalls may not sell commercially bottled or canned soft drinks. Water and healthy/unique options of drinks are to be discussed with the Kiama Seaside Market Manager.
- Approval from the Kiama Seaside Market Manager must be given before you change or add to your food stall or product range.



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- Other than Service Groups and Community Groups no hot food is permitted to be sold.
- The Kiama Seaside Market Manager reserves the right to refuse any food stall that does not provide a point of difference to food available commercially in the Kiama CBD.

Emergency Management

- The Kiama Seaside Market Manager will provide a written copy of the Evacuation Procedure either online or hard copy on request. In the interim Evacuation is to take place via the closest gate access or street and stair access along the harbour pathway.
- No vehicle movement is permitted during emergency evacuation.
- Stallholders will be directed to wait in a chosen cleared area away from the market area until advised by the Kiama Seaside Market Manager that they can return to their stall site.

First-Aid

- If you or anyone around you, requires First-aid, please contact the Kiama Seaside Market Manager immediately. The Kiama Seaside Market Manager will have a basic first aid kit on hand for minor injuries.
- Any serious injury must be reported to the Kiama Seaside Market Manager who will call an ambulance.
- All incidents must be reported to the Kiama Seaside Market Manager.

Smoking

- The Kiama Seaside Market precinct is a smoke free zone under NSW Law. The smoking ban includes all footpath, lawn and garden areas.

Social Media Policy

- By attending the Kiama Seaside Markets you are agreeing to images of yourself and your stall being used for advertising in selected printed media, visual media and social media.
- It is the Stallholder's responsibility to advise the Kiama Seaside Market Manager if they are not in agreement with their images being used.



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- Stallholders are asked to present positive messages about the Kiama Seaside Markets and their experiences with the Kiama Seaside Markets on social media platforms.
- Negative comments or airing of grievances with the Kiama Seaside Market Manager or the Kiama and District Business Chamber on promotional pages owned by the Kiama Seaside Markets will result in immediate termination from the Market and possible disqualification from attendance at future Kiama Seaside Markets.
- All grievances can be resolved professionally by other means- first point of contact is Kiama Seaside Market Manager or in the case of unsatisfactory resolution by email to the Kiama and District Business Chamber [-Executive@kiamachamber.com.au](mailto:Executive@kiamachamber.com.au)

Sale or Transfer of Business/Stall

- The Kiama Seaside Market enters into no permanent or written agreements about the location, placement and regularity with any stall/business.
- Should you sell your business to another you are required to provide full written disclosure to the Kiama Seaside Market Manager.
- Business/Stall owners are not entitled to promise, advise or instruct new owners of any ongoing arrangements with the Kiama Seaside Markets.
- A change of ownership will result in the renegotiation of stall approval, placement and status with Kiama Seaside Markets in every instance. Please keep this in mind with any plans of sale or transfer of ownership of your stall. These terms are not negotiable.
- Stall sites are not assignable except with the written agreement of the Kiama Seaside Market Manager.