

Ref: 1750

## Subject: Strand Markets Frequently Asked Questions - FAQs

| Questions                         | Answers   |
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| <b>Location of the market</b>     | The first Friday of the month between February and December from 5pm to 9.30pm, in Strand Park, the Strand.   |
| <b>How much does a site cost?</b> | <p>Standard stallholder sites are the central sites other than premium walkway sites, and other than gazebo sites.</p> <p>Premium stallholder sites are the outside sites other than food vendor sites, and inside walkway sites (ie sites on the ends of the rows with dual frontages).</p> <p>Prices are as follows:</p> <ul style="list-style-type: none"> <li>• Standard Site (with own P/L insurance)- \$45.00</li> <li>• Premium Site (with own P/L insurance)- \$55.00</li> <li>• Standard Site (no P/L insurance) \$50.00</li> <li>• Premium Site (no P/L insurance) \$60.00</li> <li>• Food Vendor Site (must have own insurance) - \$135.00</li> </ul> <p>Additional \$5 per stall for Vendors without Public Liability Insurance</p> <p>All Food Vendors must have their own Public Liability Insurance</p> <p>A site fee paid in respect of particular date may only be transferred to another day at the discretion of the Operations Officer or management committee.</p> |
| <b>What size are the sites?</b>   | <p>Standard open sites, in the middle of the Market venue, non walkway, non-gazebo sites, are all 3m deep x 4m wide</p> <p>Standard gazebo sites, as indicated on the Market map, are all 3m deep x 3m wide.</p> <p>Premium sites around the outside of the Markets area, other than Food Vendor sites, are 5m deep x 4m wide, and premium walkway sites in the middle are 4m wide by 3 m deep. Food vendor sites, as indicated on the Market map, are all 4m deep x 5m wide</p>  |
| <b>When are Site Fees due?</b>    | Site fees must be paid two weeks prior, or by prior arrangement made with the Operations Officer  |

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| <p><b>How do I pay?</b></p>                 | <p><b>(a) By Electronic Funds Transfer:</b></p> <p>Account Name: Rotary Clubs of Townsville Markets Inc</p> <p>Bank: Westpac Branch: Castletown, QLD</p> <p>BSB: 034 241 Account No: 437356</p> <p>Then email remittance Advice to <a href="mailto:townsvillerotarymarkets@gmail.com">townsvillerotarymarkets@gmail.com</a></p> <p>WHEN DOING AN ELECTRONIC TRANSFER YOU MUST INCLUDE YOUR SURNAME &amp; SITE NUMBER ON THE SECTION WHICH WILL APPEAR ON THE RECEIVER'S STATEMENT. OTHERWISE WE CANNOT IDENTIFY WHO THE PAYMENT CAME FROM AND YOUR ACCOUNT WILL NOT BE CREDITED.</p> <p><b>(b) In Person:</b></p> <p>Payments via cash or cheque only will be accepted at:</p> <p>Willows Rotary Markets on Sunday mornings 2 or more weeks prior to Riverway Moonlight Markets (Email showing site number must be presented to Rotary Volunteer.</p> <p><b>© Credit Card:</b></p> <p>Credit Card payments are accepted over the phone by calling 0477 477 040 during business hours. or email a payment form to <a href="mailto:townsvillerotarymarkets@gmail.com">townsvillerotarymarkets@gmail.com</a></p> |
| <p><b>What do I need to bring?</b></p>      | <p>Tables, chairs, battery operated lighting and display equipment.</p> <p>Fuel generators are only permitted in outside and food vendor sites</p> <p>Gazebo's, umbrellas and shade structures are only permitted in premium, food vendor and standard gazebo sites Gazebo's, umbrellas, shade structures, tables, chairs, lighting, own power source and display equipment.</p> <p>Electrical leads and power boards (<b>tagged &amp; tested</b>) if power is being used.</p> <p>You must NOT use spikes to keep Gazebo down.</p>  |
| <p><b>When do I set up and pack up?</b></p> | <p>You may commence set up no earlier than 12 noon and no later than 4pm.</p> <p>Your vehicle is permitted within the Markets Area for a maximum of 20 minutes.</p> <p>Your vehicle must be parked so as to ensure clear access is available to passing vehicles</p> <p>All Stallholders must have left the Market area by 11pm</p> <p>For more information refer to our Traffic Control Plan found in the Market Regulations.</p>  |

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| <b>What can I sell?</b>                      | Arts, craft, jewellery, home wares, exotic items, designer fashions, home baking, fresh produce and much more. A limited number of food Sites are permitted.   |
| <b>What can't I sell</b>                     | No second hand goods, goods bearing registered trademarks, which are not genuine products; items and services of an 'adult' nature which are not suitable for a public forum; items associated with the illegal use of drugs; items not in accordance with the relevant Australian Standards.<br>No coffee or live animals   |
| <b>Do I need Public Liability Insurance?</b> | <p>All stallholders MUST be covered by Public Liability insurance with a minimum coverage of \$10,000,000</p> <p>This insurance can be provided either with the stallholders' own insurance policy, or be covered (at extra expense) by the TRM's policy. If the stallholder wishes to avoid being charged for the TRM's insurance, a copy of the public liability insurance certificate must be attached to the application form. Stallholders that rely on their own insurance policy must ensure that a valid insurance Certificate of Currency is provided to the Coordinator at all times, and display their Certificate of Currency on their stall</p> <p>Stallholders who cannot produce a valid certificate of currency will be covered by the TRM's insurance</p> <p>The TRM's insurance does not cover food vendors- therefore all food vendors must have their own insurance, and display a Certificate of Currency on their stall.</p> |
| <b>What if it rains?</b>                     | <p>The Market may operate in varying weather conditions</p> <p>It is the responsibility of the Stallholder to bring their own covers and other equipment for the purpose of protection in adverse weather conditions</p> <p>If the Market proceeds in the case of inclement or adverse weather conditions, it is solely at a Stallholder's discretion as to whether the Stallholder will set up, commence, continue trading, cease trading, or pack up on the day. Except in the case of extreme weather conditions, the Stallholder must advise the Market Coordinator of their intention to cease trading and pack up.</p> <p>The Manager will not be held responsible for any loss, damage or injury whatsoever resulting from adverse weather conditions</p>   |
| <b>Adverse Weather Conditions</b>            | <p>The Market WILL NOT be cancelled in the event of wet weather – The Markets is conducted in the open air, it is not a covered market and will operate in varying weather conditions including wet weather</p> <p>NO refunds/credits are issued to any Stallholder if the weather deteriorates during the day</p> <p>NO refunds are issued to any Stallholder if the market is cancelled by Rotary due to adverse weather conditions. Prepaid site fees will be credited to the stallholder for a future booking</p>  |

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|  | <p>It is the responsibility of the Stallholder to bring their own covers and other equipment for the purpose of protection in adverse weather conditions</p> <p>You should not apply for a Site unless you are prepared to take the risk on weather.</p>  |
| <b>Exceptional Weather Conditions</b>              | <p>Management reserves the right to cancel the entire Market if weather conditions are considered too dangerous to trade, in particular, in the case of actual or predicted cyclonic activity</p> <p>No refunds are issued to any Stallholder if the market is cancelled due to exceptional weather conditions. Prepaid site fees will be credited to the stallholder for a future booking</p> <p>Stallholders are not allowed to trade once the Market has been cancelled, irrespective of improvements in the weather</p> <p>Stallholders who trade in contravention of the cancellation of the Markets by the Manager are deemed to have committed a serious breach of these regulations and will have their right to trade withdrawn immediately</p> <p>Stallholders will be advised of the cancellation of the market in any/all of the following ways:</p> <ul style="list-style-type: none"> <li>• Message on the answering machine mobile 0477 477 040</li> <li>• Bulk Email</li> <li>• Home page message on the Markets website</li> <li>• Advice on local radio stations</li> </ul> |
| <b>What if it rains and I want to leave early?</b> | <p>Stallholders may leave at any time they wish BUT there are no vehicles allowed on the market site until 11.30 am.</p> <p>Therefore if a stallholder wishes to leave they must walk their gear out of the market.</p>   |
| <b>Will I have access to Power?</b>                | <p>All stallholders, <b>including food vendors</b>, are required to supply their own power if required.</p> <p>Food vendors and stallholders in outside sites are permitted to use fuel generators</p> <p>Fuel generators are NOT permitted in standard or gazebo sites</p>   |
| <b>How do I get in and out?</b>                    | <p>Vehicles must travel at no more than 5kph when driving within the Market area, with your hazard lights on.</p> <p>Vehicles must enter from the Rockpool side of The Strand Park and exit via The Watermark side of The Strand Park</p> <p>No vehicle can remain inside the market site during trading hours</p>  |
| <b>Where do I park?</b>                            | <p>Street parking is NOT PERMITTED on the Strand, Landsborough St, Mitchel St, Stuart St, Burke St, and Kennedy St.</p>   |

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| <b>Can I Busk?</b>     | Busking is permitted in the Market, provided that prior permission has been obtained from the Operations Officer or the Markets Coordinator  |
| <b>Contact Details</b> | Operations Officer –<br>Phone: 0477 477 040;<br>Email <a href="mailto:townsvillerotarymarkets@gmail.com">townsvillerotarymarkets@gmail.com</a><br>Post: PO Box 943, Castletown Q 4812<br>W: <a href="http://www.townsvillerotarymarkets.com.au">www.townsvillerotarymarkets.com.au</a> |

**Last update: VB 08 August 2017**