



## **Caboolture Country Markets (The Caboolture Market) Stallholder Policy 2024**

The Caboolture Market is operated by and for the Caboolture and District P.A. and I. Association Limited (Caboolture Show Society) Hereby referred to as CSS in this document.

The Market Manager and volunteers, in conjunction with the CSS Board is responsible for the day to day running of the market and the application of these rules. Any issues not covered here will be addressed by the Market Manager as they arise and all queries, complaints and suggestions should be addressed to the Market Manager in written form including email to [sunmarket@cabooltureshow.com](mailto:sunmarket@cabooltureshow.com).

A complaint form (CSS001) is available at the office. This should be in writing, then sealed in the attached envelope and given to the Market Manager for review.

It is a condition of entry to the Caboolture Country Markets that you follow and adhere to the policies and procedures listed here and comply with directives from Caboolture Board Officials. Market Management reserves the right to enforce the policies and procedures as hereby stated.

## **POLICY AND PROCEDURES**

### **1. MARKET OPERATION DATES**

1. The market operates each Sunday except the following:
  - Caboolture Show (usually held in June)
  - Christmas Day and Anzac Day if they fall on a Sunday
2. Any other special events preventing the operation of the market will be advised via
  - Caboolture Country Markets Facebook page <https://www.facebook.com/CabooltureMarkets/>
  - Caboolture Markets Stallholders Facebook Page <https://www.facebook.com/groups/1516006778486412/>
  - Caboolture Country Markets Webpage <https://caboolturecountrymarkets.com.au/> you will see the information on the home page.
  - Notice will also be displayed at the Caboolture Market office
  - Caboolture Market Newsletter will also update stallholders
3. At times, area of the venue may be unavailable due to prior event bookings. If your site will be affected by this you will receive formal written notification at least 3 weeks in advance identifying the dates your site may be unavailable and any other associated requests eg. Vacating equipment and stock from shed.

### **2. OPERATING HOURS:**

1. **Trading Hours:** 5.00am to 11.30am.
2. Stalls must be completely setup and ready to operate by opening time.
3. Stalls are not permitted to pack down any component of their stall until after closing time
4. By applying for a site, stallholders agree to operate for all times and days listed above. Failure to do so, without prior consultation with event organisers, may result in exclusion from operating at future Caboolture Country Markets.

### **3. TRAFFIC MANAGEMENT**

1. Access to the venue is via Gate 11 for all stall holders unless otherwise advised. ***Please refer to the Traffic Management Policy.***
2. For the safety of all people onsite, it is VITAL that ALL staff/volunteers working at your site are aware of the rules around vehicle movement onsite and follow instructions given by event staff.

### **4. STALLHOLDER APPLICATION:**

1. Permanent Stallholders must complete paperwork and forms by completing the envelope supplied the previous week or at gate 11. Stall fees must be paid online or at the gate.
2. Casual Stallholders must complete a form online to book a site in advance by going to <https://caboolturecountrymarkets.com.au> If prepaid, print a copy of your receipt to show at the gate or pay at the gate.

## 5. **LIMITED APPLICATION:**

1. Food and drink must not be sold without the written permission from the Market Manager.
2. Fruit and Vegetables must not be sold without the written permission from the Market Manager.
3. Religious and Political stall holders –
  - The CSS, CSS staff, CSS Board do not endorse any Political or Religious stall holder policies.
  - You must remain within your site allocation area and should you be seen operating outside of this area your site will be cancelled, and you will be required to vacate the market.
  - Customers and Visitors to the Caboolture Country Markets must be allowed to pass your site area without badgering and harassment from any stall holder.
4. If you are applying as one of these stall types, please contact the Market Manager on 0402 991 396 or email [sunmarket@cabooltureshow.com](mailto:sunmarket@cabooltureshow.com)

## 6. **SEASONAL GOODS:**

1. Sellers of seasonal goods may apply to the Market Manager for an absence of up to 6 months.
2. A holding fee of \$55.00 is applicable if absence is granted.
3. Sites will be allocated on your return to the Caboolture Country Markets by the Market Manager.
4. No previous sites will automatically be retained for seasonal growers.

## 7. **SITE INFORMATION:**

1. Sites generally have a six-metre frontage and the front corners are marked with white plastic disks. Site numbers are on coloured disks in the middle of the site frontage. They are stamped with a number (for example 531 or 219).
2. Stallholders must set up wholly within their allocated site ensuring access to emergency exits and marked areas are clear. Nothing may extend past the plastic markers or on to any roadway. This includes awnings, sandwich boards, signs and merchandise.
3. Only one vehicle is allowed per site and must be parked wholly within the site. If the vehicle does not fit within the allocated site, the vehicle will need to be taken offsite and parked in the stallholder and public parking area.
4. Stallholders must conduct their business from their allocated site only. No walking around the market selling goods or handing out flyers
5. No selling of raffle tickets other than approved Community Groups and Charities and must remain within their site allocation. Any selling of tickets outside of this area you will no longer be able to sell tickets.
6. No Trucks allowed to be parked inside shed areas.

## 8. SITE ALLOCATION:

1. The Market Manager makes the decisions about all site allocation. All Sites remain the property of the CSS. Market Stalls holders do not have any rights over the site they have been allocated.
2. If you are selling your business, you can advertise this for sale but NOT the site your business is on. There is no guarantee that once your business is sold the site will be retained.
3. You can NOT SUB LEASE - meaning to allow someone to rent all or part of your stall to anyone else. This also includes alternate Sunday's unless written approval is provided by the Market Manager. This will result in the loss of your permanent site allocation.

## 9. ACCESS AND SETTING UP YOUR SITE:

1. Permanent stallholders' vehicles must be in by 4.30am as gates will then close at 5am. ***Please refer to the Traffic Management Policy.***
2. If permanent stallholders are not set up by 4.30am, sites may be given away to casual stallholders.
3. All stallholders must enter via Gate 11 and pre-book casual sites on <https://caboolturecountrymarkets.com.au> ***Please refer to the Traffic Management Policy.***
4. Stallholders can set up their site within the following times only;
  - Saturday – Between the hours of 2pm and 7pm
  - Sunday – 2am to 5am
5. These times are subject to the grounds being available and not in use by another Event or Hirer on the Saturday. If the grounds are booked notification will be given by;
  - Notice will be displayed on the website <https://caboolturecountrymarkets.com.au>
  - Notice will be displayed on the Caboolture Markets Stallholders Facebook Page <https://www.facebook.com/groups/1516006778486412/>
  - Notice will be in the Market Newsletter prior to the weekend in mention.

## 10. Motor Vehicle Movement on Site:

1. No vehicle movement is allowed on site once the markets have started. This includes bicycles, rollerblades and scooters except mobility devices.
2. At the close of market, no vehicles are to be moved on site until advised by the market office over the PA
3. If there is an emergency and you need to leave the site during market hours, please notify Market Management to assist with escorting your vehicle safely from the premises.
4. When moving vehicles onsite hazard lights must be on at all times.
5. Vehicle speed must not exceed 10km/hr
6. Stall holders must use the designated entries and exits as marked on the ***Traffic Management Policy.***
7. Should your vehicle be involved in an accident as a result of your actions, you will not be covered under the Caboolture Country Markets Public Liability.
8. If your vehicle is found moving on the site prior to the official hours of vehicle clearance your vehicle will be stopped and you will need to wait with your vehicle until the correct traffic movement time.

#### 11. **CAMPING:**

1. Stallholders wishing to stay overnight may enter via Gate 11 on Old Gympie Road, between 2.00pm and 6.00pm, please speak with the Market Manager prior to attending.
2. Site fee for staying overnight is \$5.00 per person. Stall holders must pay their site fee and camping fee upon arrival. Please visit Staff/Volunteer onsite prior to set up.
3. Casuals- a casual stallholder form must be complete. Staff/Volunteer's onsite will have forms available for completion.

#### 12. **FEES:**

1. The current fee is \$28.00 per site for permanent stallholders and \$33.00 for casuals.
2. Electricity fees are \$5.00 for each 10/15-amp lead and \$10.00 for each 3-phase lead
3. Leads plugged in overnight will pay \$2.50 per 10/15 amp and \$5.00 per 3 phase lead per night.
4. Fees may increase with rises in costs including electricity rises. Should this occur, you will be notified in writing one month prior to any change.

#### 13. **FEE COLLECTION:**

1. Site fees are to be paid prior to entry.
2. Site fees can be paid online by card or cash, or at Gate 11 on arrival;
  - Sunday prior 5.00am
  - Receipts will be emailed or printed on request.
3. Failure to have fees paid on time may result in administration fee of \$10.00 or loss of permanent site.

#### 14. **RETAINING YOUR SITE:**

1. If you are a permanent stallholder, you are permitted to have 2 consecutive markets away, 3 times in any 12-month period. You must advise staff in the market office when you will be away or submit your absence in writing via text message to 0402 991 396 or email [sunmarket@cabooltureshow.com](mailto:sunmarket@cabooltureshow.com)
2. You could forfeit your site unless the absence is registered.
3. If you have more than 2 weeks consecutive a fee of \$5.00 per week will be charged to your site as a holding fee. The Holding Period is subject to approval by the Market Manager.
4. All permanent stall holders are required to complete a New Site Booking Form each year prior to commencement of markets. All forms must be submitted with a copy of your insurance, no later than last Sunday Market in December to retain your current site.

15. **CANCELLATION POLICY** – Every effort will be made for the Markets to continue in the case of adverse weather.
1. Once a Market has been cancelled there will be no re-opening that day (No Exceptions).
  2. The decision to cancel a market is a difficult one that involves many parts and people, and extensive Risk Management Policies and Procedures. It is not one that the Board of CSS or the Caboolture Country Markets Team will take lightly when our main priority is the safety of:
    - YOU, the stall holders
    - Market Customers and Visitors safety
    - Caboolture Country Markets and CSS staff and volunteer's safety
  3. Our Team will make the decision as quickly as it can when advice is received, to ensure that no stallholder has already completed their set up and arrived at the markets.
    - There will be no monetary or other remuneration provided by the Caboolture Country Markets or CSS if the markets are cancelled prior to, or during the market being open to the Public.
  4. When a market is cancelled, no stallholders will be permitted to trade including any stall holder with perishable products. This also includes stall holders within the sheds. (No Exceptions)
  5. All customers to the Caboolture Country Markets will be asked to leave the grounds as quickly as possible and the grounds will be vacated, if conditions are safe to do so.
  6. Once the decision is made to cancel a market prior to the event all gates will be secured and any stall holders who may be already set up will be given 1 hour to pack and leave the showgrounds site, if conditions are safe to do so.
  7. If the decision is made during a market, the Caboolture Market Manager and officials will notify you as stallholders, to as quickly as possible pack your items and vacate the site, if conditions are deemed safe to do so.
  8. If the market is closed due to a wind event that is happening then you are asked to ensure you have secured everything or take down your marquees, tents, umbrellas etc for safety of all attending the markets.
  9. **Weather:**
    - The Caboolture Market Manager and the CSS Officials will determine should a market be cancelled due to weather conditions. This decision will be made when deemed necessary and no guarantee of times will be provided by the Caboolture Country Markets or CSS Management. This decision can and will be made, if necessary, prior to the Caboolture Country Markets commencing. There are many factors which attribute to this decision. Factors that are considered are:
  10. Weather Warnings issued by the Department of Meteorology
  11. Information provided by Moreton Bay Regional Council Community Management Team and Emergency Response Teams
  12. Information provided by our WH&S staff on duty at the time including:
    - Weather already received prior to the market in question
    - The ability for our grounds to provide a safe underfoot and location for stallholders and customers as well.

#### **16. EMERGENCY SERVICES ASSISTANCE:**

1. The Caboolture Country Markets Emergency Services Assistance policy is as follows.
  - When a person is deemed to be in urgent need of emergency service assistance the person who is first on the scene must call 000.
  - A person on the scene who is not required for medical assistance is required to inform the Caboolture Country Markets Office and CSS Officials so that they can follow their procedure for:
2. Informing CSS First Aid Officer on site of the incident. (The First Aid Officer has access to the onsite defibrillator if this is required).
3. CSS Officials that an ambulance is on the way to ensure gate entry with a clearway to the location of the person in need of emergency assistance location on the grounds.
4. CSS WH&S Officer on duty to ensure that all paperwork required by law is completed and that there is no risk to other persons on the grounds.

#### **17. EMERGENCY FIRE ASSISTANCE:**

1. The Caboolture Country Markets Emergency First Assistance policy is as follows:
  - The person who is first on the scene is required to call 000 if access to fire equipment is not accessible. If required, an ambulance should also be called.
  - A person on the scene who is not required for assisting the situation is required to inform the Caboolture Country Markets Office and CSS Officials so that they can follow their procedure:
2. Informing CSS WH&S officer on duty of the situation
3. Informing CSS Officials that a Fire Truck is on the way to ensure gate entry and to provide a clearway to the location of the fire.
4. WH&S Officer on Duty must complete all paperwork required by law and ensure there is no longer a risk to other persons on the grounds.
  - The CSS Fire Warden will provide random checks of all Fire Exits and Fire Extinguishers throughout the Caboolture Country Markets grounds. Anyone who is obstructing these locations and facilities will be given a written warning and failure to comply will result in your site being removed from the Caboolture Markets.

#### **18. ELECTRICAL SAFETY:**

1. It is the responsibility of the stallholder to provide all extension leads required to operate the site.
2. Power leads and electrical appliances used must be tested and tagged in accordance with the Queensland Electrical Safety Act 2013 and/or Workplace Health and Safety regulations.
3. Any leads/appliances found without a current tag will be switched off and unplugged. The stallholders to have tagged prior to the next market for inspection.
4. All electrical cords must be flown above 3m or neatly run through non-pedestrian areas using cable trays or under carpet mats to cover and weather proof, and must be gaffed together where possible if more than one lead is being utilised.
5. Power cords must NOT be attached to any type of fencing.
6. Random inspections will occur throughout the year with a representative of CSS WH&S Officers and a member of the CSS Electrical Contractor.

## 19. **GAZEBOS AND EQUIPMENT**

1. Marquees, gazebos, tents, shade covers, umbrellas (any item that can become airborne and be a risk to those on the grounds) must always be securely anchored, weighted or pegged. Strong winds can spring up unexpectedly at any time.
2. You are responsible for securing your own equipment should it damage other stallholder or showground property and all associated costs.
3. If you are storing equipment onsite, approval must be obtained in writing by the Market Manager and CSS. Storage fees will apply.
4. Any signs, flags or A-frame signs must be within your allocated site area.
5. Equipment stored onsite should be secure and adequately weather proofed.
6. All stalls must be well presented at all times. Professional presentation at a minimum includes:
  - Clear signage
  - All excess stock to be neatly packed away, preferably under clothed tables out of sight of customers

## 20. **INSURANCE:**

1. All stallholders should have their own public liability insurance and details provided to the Market Manager.
2. A copy of your public liability insurance policy must be to the minimum value of \$10 million or \$20 million for food operators.
3. Permanent stallholders unable to provide a copy of this policy will be required to sign an annual waiver.

## 21. **RUBBISH:**

1. All sites must be left clean and tidy – All rubbish must be removed.
2. Unsold goods, cartons, rubbish etc must not be left onsite, disposed of in waste bins or anywhere else on the grounds.
3. Please take special care to remove all tent pegs and metal items which may create a hazard for ground maintenance workers.
4. If you leave goods or rubbish behind you will be charged a cleaning fee or refused further entry as a stallholder.



**22. PROHIBITED ITEMS AND STALLS - for all Caboolture Market Stallholders (Permanent and Casual) No exceptions to the rule:**

1. Food and drink must not be sold except with written permission from Market Manager and signed off by the CSS.
2. Food items must be prepared in licenced premises, no home-made products are permitted. Packaged food items must have ingredients shown.
3. Drinks in glass containers are not permitted.
4. Drones are not to be operated during market hours over the public areas, unless licenced operators and approved by CSS board.
5. Goods cannot be sold at the Caboolture Country Markets that are deemed to be
  - Illegal,
  - Prescribed,
  - Counterfeit
  - Offensive
  - X Rated
6. All laws must be complied with and any required permits must be obtained and displayed including:
  - OH&S
  - Trade Practice,
  - Local Council
  - Consumer laws.

**23. RESTRICTED POLICY:** Please speak with our Market Manager for more information on this. [sunmarket@cabooltureshow.com](mailto:sunmarket@cabooltureshow.com)

1. Animals – No animals may be sold or given away at the Caboolture Country Markets with the exclusion of poultry, birds and fish.
2. Poultry can only be sold from within the poultry shed.
3. Bird stallholders must have the appropriate form required to have a stall at the Caboolture Country Markets.
4. Plants – all plant stall holders must complete and provide a Certificate of Movement each Sunday.
5. Glass drinking bottles are not permitted ie: Bundaberg soft drinks or similar.

**24. DOGS AT THE MARKET:**

1. Dogs are permitted provided they are on leads; larger dogs should have a muzzle.
2. Owners of dogs should clean up their dogs' mess.

**25. ALCOHOL AND SMOKING:**

1. No alcohol is permitted in the markets.
2. Smoking of cigarette's or vapes is not permitted in the markets or on stallholders' sites.
3. Designated smoking area is behind the wood chop area or outside the show grounds

## 26. **OFFENSIVE BEHAVIOUR:**

1. There will be no tolerance of offensive behaviour at or associated to the Caboolture Country Markets including online harassment and defamation from any stallholder. No exceptions will be allowed. Offenders will be removed from the Caboolture Country Markets. Offensive Behaviour includes: **Any form of harassment, verbal abuse, racial or sexual comments, sexual abuse, ridicule or bullying to;**
  - Other stallholders
  - Customers and patrons to the Caboolture Country Markets
  - Volunteers of the Caboolture Country Markets
  - Staff of the Caboolture Country Markets
2. Not using amenities provided (urinating or other in public spaces)
3. Negative comments posted on social media channels regarding the CSS, Market Management, staff, volunteers and officials is not acceptable and may result in dismissal from the market.
4. Any report of harassment will be reported to the CSS and if found guilty will be automatic removal from the Caboolture Markets.
5. If you feel you have been a victim of harassment, **please complete a formal complaint at the Market Office.**

## 27. **SITE CANCELLATION:**

1. The Caboolture Country Markets and the CSS Board have a strict policy around the protocol of the Caboolture Country Markets. Should you be addressed by the Market Manager for any matter associated with this document the following procedure will take place:
  - A verbal warning from the Market Manager in person which will be recorded for you both to have a copy. You will also be notified of the recording and if you agree to continue – should you not agree to this then the Market Manager will proceed directly to the written letter and a copy provided to you.
  - Written Letter – this is your final warning and the next step is,
  - Eviction Notice – Upon receipt of your final notice “Eviction Notice” you may request to present your case to the CSS Board at a special meeting to discuss. You will need to supply in writing to the Secretary 14 days’ notice to attend a Board meeting with all details you wish to discuss in written form. This decision is final. You will be required to present your case to the CSS Board within 14days of receiving the “Eviction Notice”. Email your request to [secretary@cabooltureshow.com](mailto:secretary@cabooltureshow.com)

## **28. Caboolture Country Markets and CSS Vehicles and Equipment:**

- Vehicles or Equipment of the above organisations have right of way and should your property impede these vehicles in any manner the Caboolture Country Markets or CSS will not be held liable for property damage through either replacement or financial means.
- This also includes ambulance or fire service vehicles which have the right of way.

## **Traffic Management Plan**

- Entry to market area is only through Gate 11, off Old Gympie Road before 5am
- All vehicles entering market area must have hazard lights on and headlights if still dark
- Gates close at 5am and market area goes into pedestrian only mode
- No vehicle movement is permitted between 5am and the announcement that gates are open around 11.30am, other than for emergency and CSS vehicles
- Mobility scooters are permitted, but not bicycle's or scooters
- Once announced that gates are open, you may exit through Gates 2, 3, 10 or 11 however at Gate 10, you must give way to incoming vehicles