

~ CABOOLTURE ~ Country Markets

ABN 80 010 10 7 623

(The Caboolture Market)
Stallholder Policy and Procedures

UPDATED VERSION JULY 2020

PAGE 1

The Caboolture Market is operated by and for the Caboolture & District Pastoral, Agricultural & Industrial Association Limited (Caboolture Show Society) Hereby referred to as CSS in this document.

The Market Coordinator/Manager, in conjunction with the CSS Management committee 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 Coordinator/Manager as they arise and all queries, complaints and suggestions should be addressed to the Market Coordinator/Manager in written form placed in an envelope or email complaints to sunmarket@cabooltureshow.com.

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

POLICY AND PROCEDURES

1. **The market operates each Sunday except the following:**

1. Caboolture Show
2. Christmas Day and Anzac Day if they fall on a Sunday
3. Any other special events preventing the operation of the market will be advised via
 - Caboolture Markets Facebook page <https://www.facebook.com/CabooltureMarkets/>
 - Caboolture 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

2. **Hours for Stall holders:**

1. The only gate for stallholders to enter for set up on a Saturday is gate 11, this will be locked down from 8pm Saturday to 2am Sunday morning.
2. Permanent stallholders **must be in by 4.30am on Sunday** via Gate 11 on Old Gympie Road.
3. Casual stallholders now enter via gate 11 on Old Gympie Road between **4.30am to 5am** on Sunday.

3. **Hours open to Public:**

1. 5:30am to 11.30am (1st September to May 31st)
2. 6:00am to 12.00pm (1st June to August 31st)

4. **Stallholder Application:**

Market Manager Contact Information:
Phone: 0402 991 396
Email: sunmarket@cabooltureshow.com

~ CABOOLTURE ~ Country Markets

PAGE 2

1. Permanent Stallholders must ensure they update their site information on a yearly basis or when personal information changes – phone number etc.
2. Casual Stallholders must book and prepay their site by the Friday of the week they wish to attend. Casuals need to email sunmarket@cabooltureshow.com for any forms they need to fill out prior to entering the grounds. Casuals can also pay in advance at the office if they so wish.
5. **Please Note prior to Application:**
 1. Food, drink must not be sold without the written permission from the Market Coordinator/Manager.
 2. Fruit and Vegetables must not be sold without the permission from the Market Coordinator/Manager.
 3. Religious and Political stall holders –
 - The CSS, CSS staff, CSS Management, CSS Officials, Caboolture Markets Volunteers and Officials do not endorse any Political or Religious stall holder policies.
 - You must remain within your site allocation area and should you been 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 Markets must be allowed to pass your site area without badgering and harassment from any stall holder.
 4. Email Market Coordinator at sunmarket@cabooltureshow.com for any information in regards to attending the markets.
6. **Seasonal Goods:**
 1. Sellers of seasonal goods may apply to the Market Coordinator/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 Markets by the Market Coordinator/Manager.
7. **Site Information:**
 1. Sites generally have a six-metre frontage and the front corners are marked with white plastic discs. Site numbers are on coloured disks in the middle of the site frontage. They are stamped with a letter and a number (for example A53 or E21).
 2. **Stallholders must set up wholly within their allocated site.** 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. Stallholders must conduct their business from their allocated site only.
 4. No walking around the market selling goods or handing out flyers
 5. Selling of raffle tickets only by approved Community Groups and Charities. No selling of tickets outside of your site or 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 Coordinator/Manager makes the decisions about all site allocation. All Sites remain the property of the CSS and remain so. Market Stalls do not have any rights over the site they have been allocated.

Market Manager Contact Information:

Phone: 0402 991 396

Email: sunmarket@cabooltureshow.com

~ CABOOLTURE ~ Country Markets

PAGE 3

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 Coordinator. This will result in the loss of your permanent site allocation.
9. **Setting Up Your Site:**
1. **Permanent Stallholders** (No exceptions to these times):
 - Saturday – **8am - 8pm** – **Subject to the grounds being available and not in use by another Event or Hirer on the Saturday.**
 1. Notice will be displayed on the website <https://caboolturecountrymarkets.com.au>
 2. Notice will be displayed on the Facebook Page <https://www.facebook.com/CabooltureMarkets/>
 3. Notice will be in the Market News prior to the weekend in mention.
 - Sunday – **Between the hours of 2.00am and 4.30am**
 2. **Casual Stallholders**-Entrance via Gate 11 **between 4.30am and 5.00am Sunday morning.**
10. **Motor Vehicle Movement on Site:**
1. No vehicle movement is allowed on site from when gates are placed in pedestrian mode at 5am.
 2. There is no vehicle movement on site until an announcement has been made over the P.A. This is generally 15 minutes after market closing time, this time can vary.
 3. Should your vehicle be involved in an accident which causes damage to Show Society property you need to inform CSS staff **ASAP**, and an incident report will need to be filled out. Any damage by you to Show Society property will be the responsibility of yourself to repair by a reputable repairer.
 4. 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. **Casual Camping Area:**
1. **CURRENTLY DUE TO COVID 19 THERE IS NO CAMPING IN MARKET AREA.**
- Casual stallholders wishing to stay overnight** need to book and prepay for their site. A site will be allocated for this purpose to camp and to trade on the Sunday. Email sunmarket@cabooltureshow.com for all enquires for camping and site allocation.
- Permanent Stallholders** who wish to camp need to notify the Market Manager/Co-Ordinator of their intention to camp on site and pay the applicable camping fees.
12. **Fees:**
1. The current fee is \$25.00 per site.
 2. Camping fee is \$5.00 per night

Market Manager Contact Information:
Phone: 0402 991 396
Email: sunmarket@cabooltureshow.com

~ CABOOLTURE ~ Country Markets

PAGE 4

3. Electricity fees are \$5.00 for each 10/15-amp lead and \$10.00 for each 3-phase lead
4. Leads plugged in overnight will pay \$2.50 per 10/15 amp and \$5.00 per 3 phase lead per night.
5. 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 can be paid online or at the gate, site fees must be placed in a stallholder envelope and sealed. EFTPOS will be available at Gate 11, it will also be available at the market office on a Sunday from 7am for stallholders wishing to pay their site fees in advance.

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.
2. **Please notify us either by phone or email ASAP when going to take time off.**

You could forfeit your site unless you notify the Market Coordinator/Manager that you are going to be absent.

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 Coordinator/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 no later than last **Sunday Market in December** to retain your current site.

15. Caboolture Markets 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 reopening 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 Management of CSS or the Caboolture Markets Team will take lightly when our main Priority is the safety of:
 - YOU, the stall holders
 - Market Customers and Visitors safety
 - Caboolture 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.
 - If site fees have been paid and the market is cancelled prior to the scheduled opening time, those site fees will be carried over to the next market you attend.
 - If you decide to trade on a bad weather day, that is wholly your decision and as such the full site fee is paid, no refund or discounts will be given.
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)

Market Manager Contact Information:

Phone: 0402 991 396

Email: sunmarket@cabooltureshow.com

~ CABOOLTURE ~ Country Markets

PAGE 5

5. All customers to the Caboolture Markets will be asked to leave the grounds as quickly as possibly safe 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 Coordinator 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 Coordinator/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 Markets or CSS Management. This decision can and will be made if necessary prior to the Caboolture Markets commencing. There are many factors which attribute to this decision. Factors that are considered are:
 1. Weather Warnings issued by the Department of Meteorology
 2. Information provided by MBRC Community Management Team and Emergency Response Teams
 3. 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 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 Markets Office and CSS Officials so that they can follow their procedure for:
 1. Informing CSS First Aid Officer on site of the incident. (The First Aid Officer has access to the onsite defibrillator if this is required).
 2. 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.
 3. 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.
 4. **CURRENTLY DUE TO COVID 19 WE HAVE A FIRST AID STATION IN THE DINING HALL**

17. Emergency Fire Assistance:

1. The Caboolture Markets Emergency First Assistance policy is as follows:
 -

Phone: 0402 991 396

Email: sunmarket@cabooltureshow.com

~ CABOOLTURE ~ Country Markets

PAGE 6

- 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 Markets Office and CSS Officials so that they can follow their procedure:
 1. Informing CSS WH&S officer on duty of the situation
 2. 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.
 3. 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 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. Power leads and electrical appliances used must be tested and tagged **every 6 months** and used in accordance with the Queensland Electrical Safety Act 2013 and/or Workplace Health and Safety regulations.
2. 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.
3. Please note: random inspections occur throughout the year with a representative of CSS WH&S Officers and a member of the CSS Electrical Contractor.

19. Gazebos etc.

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. Strong winds can spring up unexpectedly at any time.
2. You are responsible for your own equipment, should it damage other stallholder or showground property **YOU** are responsible for all associated costs.

20. Stallholders Insurance:

1. Permanent and Casual stallholders are encouraged to have their own Public Liability Insurance
2. Permanent and Casual stallholders will need to sign a waiver stating the CSS and its staff are not liable for any damage or repairs from any accident on the grounds. Any damage caused by a stallholder is the total responsibility of the stallholder to rectify with the work performed by a qualified tradesperson.

21. Rubbish:

1. All sites must be left clean and tidy.
2. Unsold goods, cartons, rubbish etc must not be left onsite or anywhere 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.

Market Manager Contact Information:

Phone: 0402 991 396

Email: sunmarket@cabooltureshow.com

~ CABOOLTURE ~ Country Markets

PAGE 7

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 Coordinator.
 2. Goods cannot be sold at the Caboolture Markets that are deemed to be
 - Illegal,
 - Prescribed,
 - Counterfeit
 - Offensive
 - X Rated
 3. 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 associated with the following:** Please speak with our Market Coordinator for more information on this. sunmarket@cabooltureshow.com
1. Animals – No dogs or cats to be sold at the markets
 2. Fish, guinea pigs, rats and mice are allowed to be sold at the markets
 3. Poultry can only be sold from within the poultry shed or directly outside the poultry shed
 4. Bird stallholders must have the appropriate form required to have a stall at the Caboolture Markets.
 5. Plants – all plant stall holders must complete the relevant Biosecurity forms in relation to fire ants etc.
24. **Dogs at Caboolture Markets:**
1. No Dogs allowed in the markets except certified: Guide Dogs, Hearing Dogs, Assistance Dogs.
25. **Alcohol and Smoking:**
1. No alcohol is permitted in the markets.
 2. Smoking is permitted in **designated smoking areas only**. Stallholders who are observed smoking on their site risk removal as a stallholder of Caboolture Markets.
26. **Offensive Behaviour:**
1. There will be no tolerance of offensive behaviour at the Caboolture Markets from any stallholder and no exceptions will be allowed. Offenders will be removed from the Caboolture Markets. Offensive Behaviour includes:
 - **Rude, the use of profanity, abusive, bullying or the sexual harassment** of the following:
 1. Other Stall holders
 2. Customers to the Caboolture Markets
 3. Volunteers of the Caboolture Markets and CSS
 4. Staff of the Caboolture Markets and CSS

Market Manager Contact Information:

Phone: 0402 991 396

Email: sunmarket@cabooltureshow.com

~ CABOOLTURE ~ Country Markets

PAGE 8

- **Not using amenities provided** (urinating or other in public spaces) whilst a stallholder at the Caboolture Markets.
 1. **This will be automatic removal from the Caboolture Markets**
 - 2. **Mediation** – Stallholder Mediation will occur when 2 or more stallholders have an on-going running dispute. If you require mediation please contact Market Co-Ordinator/Manager.
27. **Site Cancellation Policy:**
1. The Caboolture Markets and the CSS Management Team have a strict policy around the protocol of the Caboolture Markets. Should you be addressed by the Market Coordinator/Manager for any matter associated with this document the following procedure will take place:
 - A verbal warning from the Market Coordinator/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 Coordinator/Manager will proceed directly to the written letter and 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 Management Team at a special meeting to discuss. You will need to supply in writing to the Secretary 14 days’ notice to attend a management meeting with all details you wish to discuss included in written form. This decision is final. You will be required to present your case to the CSS Management Committee within 14 days of receiving the “Eviction Notice”. secretary@cabooltureshow.com
28. **Caboolture Markets and CSS Vehicles and Equipment:**
1. Vehicles or Equipment of the above organisations have right of way and should your property impede these vehicles in any manner the Caboolture Markets or CSS will not be held liable for property damage through either replacement or financial means.

THESE RULES ARE SUBJECT TO CHANGE AT THE DISCRETION OF THE MARKET MANAGER/CO-ORDINATOR OR CSS STAFF

Market Manager Contact Information:

Phone: 0402 991 396

Email: sunmarket@cabooltureshow.com

~ CABOOLTURE ~ Country Markets

ABN 80 010 10 7 623

PAGE 1

RULES CURRENTLY IN PLACE DUE COVID 19 – THESE ARE SUBJECT TO CHANGE WITH EASING OR TIGHTENING OF RESTRICTIONS

- Stallholders to install signage to explain new shopping procedures
E.g. Social distancing 1.5mtrs, 1 person per 2sqm
- Stallholders to use social distancing markers at the entry/exit points of their site
- Stallholders to re plan their site with tables and stock at the front of stall instead of having visitors walk to the back of their site
- Any stallholders that do allow customers to enter their site must have an entry and exit plan in place with signage
- All stallholders to have hand sanitiser and disinfectant wipes on their site
- Encourage stallholders to use cashless methods to avoid handling of cash e.g. EFTPOS
- EFTPOS machines to be wiped after each use with disinfectant wipes
- Pre-bagged produce is recommended, and try to encourage customers to minimise handling, touching stock otherwise it will need to be sanitised
- Any food sampling is to be done with safe practices and all samples need to be given in sealed containers.
- Stallholders no camping until further notice in market area
- Stallholders exhibiting symptoms prior any market day should not attend the market until the symptoms dissipate and the affected person follows self-isolation or medical advice.
- Any stallholder that is not feeling well to notify the market office so as you can leave immediately

Market Manager Contact Information:

Phone: 0402 991 396

Email: sunmarket@cabooltureshow.com

~ CABOOLTURE ~
Country Markets

Market Manager Contact Information:

Phone: 0402 991 396

Email: sunmarket@cabooltureshow.com

~ CABOOLTURE ~
Country Markets

Market Manager Contact Information:

Phone: 0402 991 396

Email: sunmarket@cabooltureshow.com