

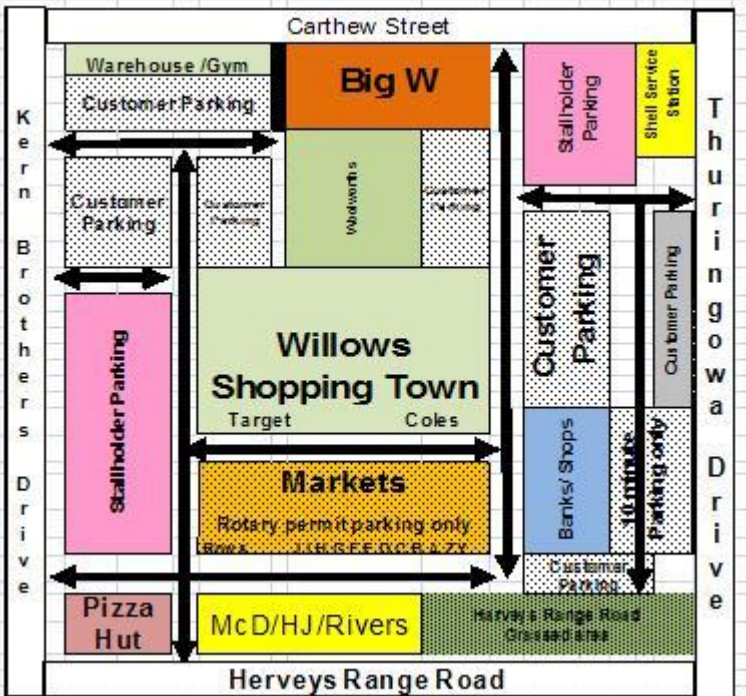
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## Subject: Willows Markets FAQ – Frequently Asked Questions

Questions	Answers
<b>Location of the market</b>	Every Sunday from 7.30 am to 11.30 am in Willows Shopping Centre carpark.
<b>How much does a site cost?</b>	<ul style="list-style-type: none"> <li>• Premium site \$35.00</li> <li>• Standard site \$30.00</li> <li>• Public Liability Insurance \$5 per day</li> <li>• Table and umbrellas \$5 each</li> <li>• Power \$5 per outlet.</li> </ul> <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>When are Site Fees due?</b>	Site fees are collected in cash by Rotary Volunteers at the markets. Stallholders have an option to pay site fee in advance via direct debit (Westpac Bank BSB 034 241 Account 437356). The site number must be quoted as reference.
<b>How big are the sites?</b>	Most sites are a carpark size, 2.8 metres wide and about 6 metres long.
<b>What do I need to bring?</b>	<p>Gazebo's (that fit the car park), umbrellas, shade structure, tables, chairs and display equipment. Umbrellas and tables can be hired if you want to.</p> <p>Electrical leads and power boards must be tagged and tested, if power is required.</p>
<b>When do I set up and pack up?</b>	<p>You may commence set up 2 hours prior to the commencement of Trading Hours, and must have arrived by 6.30am</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 12:30pm</p>

	For more information refer to our Traffic Control Plan found in the Market Regulations
<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. 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>

<p><b>Adverse Weather Conditions</b></p>	<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> <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>
<p><b>Exceptional Weather Conditions</b></p>	<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>
<p><b>What if it rains and I want to leave early?</b></p>	<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>
<p><b>Will I have access to Power?</b></p>	<p>Stallholders requiring access to power must request such on their application form as only limited sites have power.</p>

<p><b>How do I get in and out?</b></p>	<p>Drive onto market site from the shopping centre side using the entry closest to your designated site.</p> <p>Leave the market - down the row, exiting at the Hungry Jacks/McDonalds end.</p> <p>Vehicles must travel at no more than 5kph when driving within the Market area, with your hazard lights on.</p> <p>No vehicle is allowed to enter the market site after 8 am or before 11:30am.</p>
<p><b>Where do I park?</b></p>	<p>Regular and casual stallholders must ONLY park in approved locations, as indicated on the map below. Stallholders found breaching the parking regulations may have their permit to trade withdrawn.</p> 
<p><b>Can I Busk?</b></p>	<p>Busking is permitted in the Market, provided that prior permission has been obtained from the Operations Officer or the Markets Coordinator</p>
<p><b>Contact Details</b></p>	<p>Operations Officer –</p> <ul style="list-style-type: none"> <li>• Phone: 0477 477 040;</li> <li>• Email <a href="mailto:townsvillerotarymarkets@gmail.com">townsvillerotarymarkets@gmail.com</a></li> </ul> <p>Post: PO Box 943, Castletown Q 4812</p> <p>W: <a href="http://www.townsvillerotarymarkets.com.au">www.townsvillerotarymarkets.com.au</a></p>

Last update: VB 08 August 2017