

# Stansbury Seaside Market

## Frequently Asked Questions - General

*Please note: many of these items are mentioned on the Market Registration form. By signing the Market Registration Form, you are agreeing to abide by all of the Terms and Conditions set out on the form. Please familiarise yourself with the form and the Terms and Conditions prior to submission.*

### **What time do I arrive to set up my stall?**

The road closure starts at 6:30am and you are welcome to start setting up after this time. If you require more time, please speak to the Market Manager prior to the day. All stalls MUST be set up by 8:45am for a 9:00am start. Your time of arrival will depend on how long it takes for you to set up, but please allow additional time for delays and manoeuvring around other stall holders.

### **What time can I start packing up?**

Stall holders must stay for the whole market unless organised with the Market Manager prior to the day and must not start packing up any earlier than 30 minutes before close. For example, if the market finishes at 1pm, the stall holder must not start packing up before 12:30pm.

### **What time must I be finished packing up?**

Stall holders must have vacated the market site by 1 hour after the market ends. For example, if the market finishes at 1pm, the stall holder must have left the site by 2pm. This is to ensure that the terms of our road closure are met, and that volunteers are not waiting around to re-open the roads. Please note that roadside sites will not be available for stall holders unable to pack up within the allocated time.

### **Where will my site be located?**

The Market Manager will escort you to your site on the day. Upon arriving at the Stansbury Seaside Market, please look for the Market Manager who will be wearing a Hi-Vis jacket. Every effort will be made to assign the requested sites, however last minute cancellations can result in changes being made to ensure the market is as appealing as possible to market goers. If you have special requirements, early bookings are essential.

### **Do I need insurance?**

If you are selling any food products, insurance is always required and your permit will not be approved without it. If you are not selling food products, insurance cover is still preferred but can be provided by the Stansbury Seaside Markets to a limited number of stalls, at no additional charge.

### **Can I fill out the form online?**

No. However, the form can be downloaded from <http://www.stansburysa.com/markets.html> and then printed, completed, scanned and emailed back. If you prefer to receive a copy of the form by post, please contact the Market Manager and allow enough time before the market to receive and return the form by post.

### **Can I pay on the day?**

No – all payments must be made at the time of registration. If payment is not received your site will not be booked.

### **What payment options are available?**

Cash (*only in person at the Stansbury Visitor Centre*), EFTPOS (*only in person at the Stansbury Visitor Centre*), cheques, money orders, credit and debit card payments (*include your details on the registration form, or payment can be made over the phone*). Unfortunately EFT is not available.

### **Why do I need to include a description of my products?**

Firstly it assists in ensuring stall holders selling similar products are situated away from each other. Secondly, we often receive inquiries from customers, seeking to purchase additional items. All product descriptions are entered into a searchable database and thus the more information you provide, the more likely it is I can pass on your details to a potential customer.

### **How do I hire a trestle for the day?**

Fill out market registration form and indicate how many trestles you require. The trestles will be delivered to your site on the day – and the fees will be collected by a representative of the Stansbury Museum. Please have the right amount ready for collection – fee cannot be paid as part of the market registration. All proceeds from the trestle hire goes to the Stansbury Museum.

### **Do you have marquee weights available?**

There are a limited number of water weights available on the day, free of charge, on a 'first come – first served' basis. They are located in a trailer near the centre of the market.

### **I am unable to attend, can I get a refund?**

The Stansbury Seaside Markets has a 'no refund' policy. However, if enough notice is provided, a fee transfer to another market in the same season will be considered. Extenuating circumstances will be negotiated at the discretion of the Market Manager.