**Katikati Town & Country Market Stall Holder Terms & Conditions**

**Payment**

If your application is successful, you will receive a booking confirmation and an invoice will follow with payment details. We would like you to book and pay for your market day/s in advance so that the market can run efficiently. Please ensure that you reference your invoice number when making payment to avoid any issues. Internet transfer is the preferred method, but we do accept cash on the day as well.

**Bookings**

Please pre-book and commit to your dates - it is hugely appreciated and helps with the organisation and running of the markets. You are still welcome to pay on the day basis, we just need you to book your dates in advance.

**Cancellation / Refund Policy**

We will always do our best to ensure the market can go ahead on the dates we advertise. Only if we believe the situation to be a risk to our stallholders & the community then will we cancel. The cancellation will be advertised on our Facebook page and also via email to all stallholders. We will aim to give 48hrs notice where possible as we are aware that food vendors start their prep then.

*If Katikati Town & Country Market makes the call to cancel a market day then all Stallholders, who have prepaid will receive a credit to be used on another market date.*

**Stallholder cancellations**

If stallholders cancel less than 48hrs before the market (cutoff Thursday at 9 am), they will be required to pay the full fee. If Stallholders cancel often at short notice, they may lose their space at Katikati Town & Country Market.

**Set up/ Pack down Logistics**

Set up from 7.30 am, pack down from 1 pm. It is the responsibility of the stallholder to make sure their gazebo is up in time and weighted for the market opening at 9am. A market map with the key will be emailed to you on the Thursday before each Market Day. Please open the map to locate your position within the market. If you are having trouble locating your space on market days, please look for one of the market managers (we will be in highvis). Please do not pack down your stall until the end of the market day at 1 pm. Even if you have sold out of your product, please put up a 'sold out' sign and have a wander around the market.

**Parking**

We offer stallholder parking on the far side of the car park, streets surrounding the Memorial Hall, not directly outside of the Memorial Hall or in the car park spaces directly behind the Memorial Hall. You can, however, drive onto the frontage of the hall, unload your vehicle and then park on the nearby. No parking on the frontage of the Memorial Hall during the market, this is classed as sacred space. No vehicles are to be moved on or off the market site during market operating hours 9 am-1 pm.

**Katikati Town & Country Market Operations**

* Katikati Town & Country Market operation period begins at 09.00 am and closes at 1.00 pm.
* Stallholders will have access to their site to begin setup from 07.30 am.
* The market manager is the only one responsible for space allocation Katikati Town & Country Market will allocate sites and provide stallholders with a map indicating their space and time allocated to set up before the market day, via email.
* The stall/site layout will be decided by Katikati Town & Country Market Management and can be changed at any time. **No space is permanent.**
* Set up/ Pack down Logistics Set up from 7.30 am, pack down from 1 pm.
* It is the responsibility of the stallholder to make sure their gazebo is up in time for the market opening at 9 am and weighted.
* Access to the Memorial Hall will be closed at 08.45 am in the interest of public safety.
* Stallholders fundraising for charity must display signage for charity being supported.
* If you sell out of your product, we still need you to stay at the market until closing. Please do not pack up but instead put up a sign saying you are ‘sold out.’
* Katikati Town & Country Market provides stallholders with their space only (as well as power if booked and paid for). Stallholders must, therefore, bring everything they need for their stall with them, including gazebos, tables, tablecloths, stall signage etc.

**Merchandising tips for new stallholders**

Customers need to know who you are, make sure your stall name is visible. Bring cards and flyers that give customers more information and be creative with your displays - an eye-catching stall attracts customers. Always step outside your stall to see how your stall and display look from the customer’s perspective. Your stall may look great from the top, but from a distance, the view under a table could be messy. Floor-length tablecloths can hide the ‘workings’ of your stall. Your customers will judge you on all aspects of your stall, not just the presentation but how easy it is to make transactions. Ensure that you have a good float and cash flow system (this may mean providing an EFTPOS facility) Katikati Town & Country Market does not provide a Cash-out service for market visitors and we encourage stallholders with big-ticket items to provide their own EFTPOS facility.

**Health & Safety**

To the best of their ability and in accordance to the Health and Safety Plan, Katikati Town & Country Market management will take steps to eliminate, minimise or isolate hazards and risks for the safety of the Katikati Town & Country Market management, stall holders and members of the public attending the event.

All stall holders of Katikati Town & Country Market are considered contractors and are therefore responsible to meet their obligations under the Health & Safety at Work Act 2015 and any associated regulations. As well as the points above, all stallholders are also responsible for the following including but not limited to:

* Stallholders must ensure any gazebos/tents or structures are secured with long thick pegs at all times as well as weights at all times.
* Stallholders must keep all displays and signs inside the stall site and keep pathways clear for the community.
* All rugs, mats or semi-permanent floor coverings are secured with tape to prevent tripping.
* All power cords are secured, taped down to avoid tripping.
* All stalls must be set up and ready to go at least 15 minutes before the opening of the market.
* All vehicles must be moved off-site.
* Stallholders must not dismantle their stalls or begin packing up until the close of the market.
* No vehicles can be moved on or off the market site until after the market closes at 1:15pm.

It is the responsibility of all stallholders to familiarise themselves with emergency evacuation procedures, Katikati Town & Country Market Health & Safety, location of the first aid station and the fire emergency equipment. If a stallholder is unsure of this information, it is their responsibility to ask the Katikati Town & Country Market organiser for clarification before the start of each market.

***Miscellaneous H&S***

The Katikati Town & Country Market management reserves the right to request any and all unsafe activities and/or equipment to be stopped immediately. If control measures cannot be implemented to reduce the risk of the activity/equipment, the Katikati Town & Country Market management reserve the right to cease the activity/equipment use permanently while the Katikati Town & Country Market management has the full authority over the event space. Failure to comply with this may result in the stallholder being expelled from the market.

Katikati Town & Country Market management has the authority to carry out random H&S audits from time to time. Failure to produce the required information may lead to the stall holder being expelled from the market.

Katikati Town & Country Market management takes no responsibility for stallholders failure to meet their Health & Safety obligations under the current Health & Safety at Work Act (2015). These terms and conditions do not relinquish a stallholders responsibilities under this Act.

Katikati Town & Country Market management reserves the right to edit, change and/or revoke the above Health & Safety elements of the Katikati Town & Country Market terms and conditions at any time without informing stallholders. This does not overrule, replace or represent the Health & Safety obligations of the Katikati Town & Country Market management or the stallholders of each individual market.

**Smoke-free/low-waste market**

* Animals will not be allowed inside or at Food stalls due to Health & Safety regulations. (unless they are assistance dogs).
* Please note that we are a smoke-free market It is our mission to work towards being a zero-waste market.
* As per The Waste Minimisation (Plastic Shopping Bags) Regulations 2018 which took effect 1 July 2019. From this date, retailers can no longer sell or distribute single-use plastic shopping bags to customers for the purpose of carrying or distributing their sold goods.

**Power**

Power is only supplied when arrangements have been made prior with the market management. Please let us know your requirements in the application form. All power cords more than 1year old must have a valid test & tag sticker by a certified technician, and all appliances will need to be certified by a recognised certification regime.

**Katikati Town & Country Market Team**

If sometimes operational decisions have been made that you do not agree with, know that we are only trying to do our best for the market. We are open to discussion if there are any issues that you would like to resolve positively and constructively. We do ask, however, that you make an appointment after the market hours if there is anything you would like to discuss - i.e. during the week - so as not to disrupt the market day.

Katikati Town & Country Market management will not be answerable to any stallholder for any act or default or neglect by any other stallholder. All stallholders must treat other stallholders, visitors to the market and Katikati Town & Country Market management with respect.

**Marketing**

We have an advertising schedule in place for the market, which includes event listings, flyers, signage, social media, regular newsletters to our database and our website. We encourage all stallholders to advertise their own business involvement with Katikati Town & Country Market on their own social media pages and to tag Katikati Town & Country Market in their posts. By applying to join Katikati Town & Country Market the Stallholder gives permission to Katikati Town & Country Market al for the right to use any imagery or blurbs from the stallholder’s business website and/or social media pages, to use for advertising purposes.

**Social Media**

We encourage the use of social media to draw attention to your stall/business and attract new visitors to the markets. So, here are a few tips:

* Let your customers know where you are going to be during Katikati Town & Country Market, by tagging us in your posts @townandcountrymarket
* Create interesting posts to promote your wares on Facebook and Instagram
* Please send us your business social media links.
* We would love to follow you and share your quality posts on Katikati Town & Country Market’s social pages.

**Products**

Katikati Town & Country Market prides itself on having a creative choice of stalls and food operators. From time to time, we may not be able to accommodate a new stallholder who sells products similar to an existing stallholder. Most products as set out earlier are acceptable at Katikati Town & Country Market, although there are some exceptions.

**Products not to be sold include:**

* Live birds or animals.
* Fake or copies of designer brand named goods.
* Weapons Items associated with the illegal use of drugs.
* Offensive, counterfeit or unauthorised products.
* Imported goods Items that the market management may consider unsuitable for the market.
* Party Plan products.

**Right of refusal**

If Katikati Town & Country Market management feel that the stall or stallholder is no longer suitable for the market, or their display/stall is deemed by Katikati Town & Country Market to be unfit for, or cause detriment to the market appearance as a whole, then that stallholder will be issued a notification from Katikati Town & Country Market management advising that they will not be offered a stall position in the future. The decision to issue such information is at Katikati Town & Country Market management discretion.

**Product Quality**

Please ensure that the products you sell are of the highest quality - take only your best to the market. If you feel confident and proud of the quality of what you are selling it will naturally result in more sales.

**Product Changes**

Katikati Town & Country Market management will need to keep an eye on the product mix, and you will need their permission before you add any previously unplanned goods to your stall. We choose not to have too many stalls for one product, so we need to know what you are planning to sell in advance so we do not undermine other stallholders. Food vendors need to specify every product they intend to sell; this includes drinks.

**Food Safety and Hygiene Standards**

* All stallholders must trade following the Food Hygiene Regulations Safe practices in food handling, cooking and storage are essential to prevent foodborne illness.
* All stalls must have adequate means of cleaning hands - either with anti-bacterial sanitising gel or wipes.
* Always clean hands before and after handling food.
* All readily perishable food should be stored at a temperature that will protect it against deterioration and spoilage and in accordance with each stallholder's Individual food licence.
* Baked goods must be covered with a 'sneeze guard'.
* All food must be individually packaged or covered to protect from cross-contamination.
* Care must be taken to protect food from cross-contamination when transported to and from Katikati Town & Country Market.
* Tongs must be used to handle food - not hands.
* Gloves should be avoided if also handling money.
* If food is cooked at the market, care must be taken to ensure that food is cooked through and served promptly to maintain the temperature.
* A copy of your current food registration certificate for the premises where the food is prepared must be attached to your application or emailed to [info@townandcountrymarket.nz](mailto:info@townandcountrymarket.nz)

**Presentation**

Stallholders will be expected to be neat, suitably dressed and deal with the public in a courteous manner. Products should be displayed attractively, with due regard to consumers and other stallholders. Stallholders are responsible for maintaining their space in a clean and tidy condition at all times and are encouraged to present an attractive site in keeping with the theme of Katikati Town & Country Market.

**Licence of Area Only**

* The use of the Katikati Town & Country Market area by the stallholder will relate to their provided area only.
* Katikati Town & Country Market shall always be entitled to use, occupy, and deal with the remainder of the property without reference to the stallholder.
* The stallholder shall have no rights concerning it, other than the rights of use provided by Katikati Town & Country Market.

**Market Requirements**

The stallholder shall comply with the provisions of all statutes, ordinances, regulations and bylaws relating to the use of the area by Katikati Town & Country Market or other occupants and will also abide by the rules of all licences, requisitions and notices issued by any competent authority in respect of the area or their use by the stallholder.

**Stallholder Obligations**

The stallholder will be responsible for:

* Maintaining their area in a proper manner and to the reasonable requirements of Katikati Town & Country Market management and maintain the area in a clean and tidy order and the same condition it was in at the commencement of this agreement.
* Stallholders must take all their stall waste with them and leave their stall site free of rubbish. As per The Waste Minimisation (Plastic Shopping Bags) Regulations 2018 which took effect 1 July 2019. From this date retailers can no longer sell or distribute single-use plastic shopping bags to customers for the purpose of carrying or distributing their sold goods. We would like to minimize the use of single use plastic. Where possible please use recyclable, biodegradable and environmentally friendly products and packaging.
* Feel free to have information available about the product(s) you sell, how it is made or grown.

**Insurance**

The stallholder shall not under the control of Katikati Town & Country Market do anything in the area or the property whereby any insurance effected by Katikati Town & Country Market or by the stallholder be rendered void or voidable or whereby the premium payable shall be liable to increase. The stallholder shall pay upon demand all extra premiums payable as a result of any breach of this clause.

The stallholder agrees to occupy and use the area at the stallholders risk and releases to the full extent permitted by law Katikati Town & Country Market and any employees from all claims and demands of any kind and from all liability which may arise in respect of any accident, damage or injury occurring to any person or property in or about the area or the property. All vendors are recommended to consider public liability insurance, but this is not compulsory for involvement with Katikati Town & Country Market.

**Indemnity by The Stallholder**

The stallholder shall keep Katikati Town & Country Market indemnified against all claims, actions, losses, and expenses of any nature, which Katikati Town & Country Market may suffer or incur or for which Katikati Town & Country Market may become liable in respect of or arising out of; 1.The neglect or careless use or misuse by the stallholder and persons under the control of the stallholder of the area or the property or other services to the area or the property 2. Any accident or damage to property or any person arising from any occurrence in or near the area wholly or in part because of any act or omission by the stallholder and persons under the control of the stall.

