Stallholder Guidelines & Rules

Maleny is a special community made up of unique artisans including craftspeople, authors, woodworkers, designers, food creators and makers of many other special products. Maleny Handmade Markets is an opportunity to showcase our area's absolute best.

Stallholders interested in being part of this extraordinary event are required to submit an application form and accompanying photos of their products. Images may be used in social media, on the website and in promotional material.

The management of Maleny Handmade Market will assess all applications to ensure goods meet a high level of standard. Approvals will be sent to those who are successful in securing a table at the next market.

Upon receiving a notice of approval, full payment will be required within 7 days or at least 2 days before the market, whichever is earlier. A place is not guaranteed until full payment has been received.

Unique, Special & High Quality.....

Maleny Handmade Market is uniquely for goods that have been handmade, created by, hand baked or constructed by the person who attends to the stall on market day. Any exceptions to this must be approved by the management of Maleny Handmade Market. Maleny Handmade Market is not for any mass-produced products.

1. All products and goods offered for sale must be high quality. The Management reserve the right to ask for items that appear to be of poor quality to be removed from being offered for sale.

2. All products and goods offered for sale must be approved prior to market day. Any additions to your stall must be approved prior to being offered for sale.

3. All Stallholders should be able to explain how they made the product to the market management if required. It is important that 'Handmade' establishes itself as a reputable market for the public to attend and rely upon to find unique items.

4. Maleny Handmade Market request that Stallholders ensure that they have their 'story' available for purchasers such as where they find their inspiration, goods are recovered, recyclable etc. as this can improve the market experience for customers.

5. We request that Stallholders observe the copyright of their fellow Stallholders. Maleny Handmade Market takes not responsibility for determining copyright legality however and all grievances will need to be directed between the relevant parties.

6. The Co-Ordinator will do their best to reduce the number of repetitive stalls at the market however Maleny Handmade Market do not guarantee that any Stallholder will be exclusive.

7. Stallholders who want to add a different product or change the products that they offer for sale need to seek approval from the Maleny Handmade Markets before offering the goods for sale. Maleny Handmade Markets reserve the right to ask for any goods not approved to be removed from sale.

Sites.....

8. Allocation of sites will be at the discretion of the site co-ordinator based on the order of payment received, the items for sale and layout of the site. Applicants requests for particular locations will also be considered, such as stalls with a wall behind or to be located next to someone who will assist with coverage etc. Additional fees are applicable for sites with more space or power. Requests need to be received no later than a week before market day and we cannot guarantee that all requests will be fulfilled, we can only guarantee that we will try our very best to ensure the best outcome for the overall market and the individuals.

9. Final allocation of sites will be done in the week before the market and information will be emailed to Stallholders before market day however, we will endeavour to ensure that all stallholders are 'locked into' their sites beforehand.

10. We will reallocate sites for the next market from site holders on the day who are prepared to pay a deposit. Those who pay a deposit for the next market on market day will have priority on their preferred site. We cannot guarantee a site however, just offer a priority.

11. The Site Co-ordinator's decision on sites on market day will be final.

On the day.....

Working together to be fully set up and ready to go ensure success for all of us.

12. All tables and chairs will be supplied to stalls in the hall unless agreed otherwise beforehand. Stalls on the deck will be supplied chairs only. Stallholders must be set up and ready at least 15mins prior to the public open time advertised. No set up is to take place after opening time.

13. No early pack up is permitted. If you cannot be in attendance for the entirety of the market timing then you need to arrange for someone to run your stall or not attend.

14. All Stallholders must report to daily co-ordinator at least 30mins before the advertised opening time. Failure to do so may result in the forfeit of your market fee and your stall re-allocated to a standby.

15. Parking arrangements, if any, as well as timing will be supplied with the stall-holders pack.

16. Stallholders must ensure that they clean their area and pack up their table and chair at the end of the market. This is not negotiable and our on the floor manager will check in with you at the end of the day to ensure this has been completed.

Atmosphere.....

Maleny Handmade Markets is a showcase of our best creatives. As creatives, we all achieve more when gather in a friendly, work together atmosphere.

17. We reserve the right to ask any Stallholder to leave without refund who shows aggression or ill feeling towards another Stallholder, Management or the general public.

18. Maleny Handmade Markets do not tolerate any forms of bullying or aggression between Stallholders, management or anyone associated with the market including the general public. Any formal complaints to the management will be dealt with and out decision will be final. Stallholders who initiate any forms of misadventure including bullying and aggression will be removed from the market and refused stalls in the future.

Cancelations and reschedules.....

19. We do not offer refunds on booked stalls. A stall cannot be transferred to another Stallholder without the permission of the management of Maleny Handmade Markets. Maleny Handmade Markets reserve the right to change the date of the market with 4 weeks' notice without penalty. If the market is cancelled by Maleny Handmade Markets then any deposits or payments for stalls at that particular market will be refunded to the person who paid via the method that it was paid. Maleny Handmade Markets will not accept any liability for losses incurred due to a cancelled or rescheduled market.

    If a Stallholder cancels it is at the discretion of the Coordinator if they permit the transfer of that payment to another date. Transfers shall not be expected; these will be at the Coordinator's discretion based on cancellation reason. There will be NO transfers of payment if cancellations occur within 48 hours of the market.

20. Stallholders are not to sell raffle tickets unless prior approval has been given.

21. Stallholders must ensure that their site and the market area is left clean after they have packed up to ensure they receive their refund of their cleaning deposit.

Overall Market Appeal.....

Maleny Handmade Markets aim to provide an appealing, tidy, professional and aesthetically pleasing market. Stallholders who apply for a stall will benefit from the collective approach to delivering a high-class makers market that delivers high quality Handmade goods.

22. Stallholders will be allocated a site by the Site Co-ordinator on market day and they must keep their goods within their allocated area. Stallholders must ensure that they do not have goods on the floor in walkways and hanging where the public walk in line with OHS requirements. Stallholders must cover their table with a cloth that covers all boxes etc that are stored under the table to ensure that the market looks tidy and appealing. The cloth must not fall further than the floor or tuck back under the table at the floor to ensure that the cloth is not a trip hazard. A limited number of clothes will be available to lease on the day for $20 plus a deposit of $30.

23. Stallholders must confine their displays and signs within the confines of their allocated stall site and keep pathways clear for patrons as per OHS and insurance policy requirements. Floor length table cloths MUST be used on all tables and tucked in to avoid a tripping hazard. All the planning in the world for a great display will be lost if your table cloths don't reach the floor and there is a mess behind your stall of bags and boxes. If the public can see this, it will distract them from what you want them to see. The more professional your stall looks, the better the public perceives your items and their quality.

24. Gazebos are not allowed indoors.

Compliance.....

25. Stallholders who use electrical or gas appliances must comply with all relevant certification standards. Electrical leads must be tagged and tested within the last 12 months. No flame is allowed.

26. The Stallholder is responsible to ensuring that they trade within all relevant laws. Any food items must comply with all relevant food handling and preparation laws. All administrative laws such as Tax Invoices, GST and compliance to Australian Standards relating to the sale of the Stallholders' goods is the Stallholder's responsibility. Maleny Handmade Markets will not take any responsibility for any breaches of the law by the Stallholders.

27. Stallholders must comply with Queensland laws pertaining to single-use plastic bags which includes compostable, degradable and biodegradable plastic bags. Maleny

Handmade Markets will not take responsibility for Stallholders who breach this law and reserve the right to remove stalls that breach the legislation.

Insurance.....

28. The Handmade Expo Market has Public and Product Liability in place for Stallholders who do not have their own. If you do have your own insurance you will not be covered under ours. Please email a Certificate of Currency to us on application.

29. Stallholders who do not possess their own insurance cover can be covered by the market's insurance policy (with exceptions – see below. There are some exceptions for product liability.

UNACCEPTABLE INSURANCE RISKS

This insurance does not provide any coverage for Personal Injury or Property Damage in connection with Products Hazard insofar as such Personal Injury or Property Damage in connection with such Product Hazard is caused by or arising out of the ownership, possession, maintenance, operation or use of the following products or services:

i. mechanical & electrical goods;
ii. toys (including board games);
iii. adult toys;
iv. medicines, potions, beauty products, nail polish (excluding soap);
v. hazardous, flammable or dangerous goods (excluding candles);
vi. products that have been dispensed or have been repackaged into smaller containers for retail sales, except where the original product dispensed has not been altered, mixed or blended with any other ingredients or products with clear product labelling of use and ingredients;
vii. products sold in containers exceeding 5 litres or 5 kilograms;
viii. explosive tools, fireworks, flammable liquid or bulk pool chemicals
ix. products intended to be used in connection with the navigation of vehicles, aircraft or watercraft
x. parts for motor vehicles
xi. medical equipment
xii. guns and/or ammunition
xiii. model aircraft
xiv. knives, swords or spears (excluding cutlery)
xv. power tools xvi. motorised vehicles
xvi. animal feed (excluding for domestic pets)
xvii. gym equipment and bicycles
xviii. preparation of any body part for, or the application of, any tattoo or body piercing item
xix. massage, chiropractic treatment or similar type treatment;
xx. fertilisers

xxi. tobacco products and nicotine replacements, personal vaporizers products;
xxii. silicone and latex products;
xxiii. essential oils (which is to be used internally or directly on skin);
xxiv. vitamins, herbs, protein powders, nutraceuticals or any health and weight loss products; or
xxv. vitamins, herbs, protein powders, nutraceuticals or any health and weight loss products; or
xxvi. any beauty treatments (excluding hair braiding, face painting using natural/nontoxic paints, henna painting)
xxvii. any alcohol products

Other.....

30. Stallholders are not permitted to carry out loud promotion of their products.

31. Stallholders must not pack up before the advertised closing time.

32. Animals are not allowed at the market site except for registered assistance dogs.

33. There is no smoking at Maleny Handmade Markets. Stallholders who wish to smoke are requested to not smoke near or around the entrance of the markets.

34. Maleny Handmade Markets do not accept any responsibility for damages goods as a result of the market, set up and pack up. Stallholders are responsible for their goods at all times. If a Stallholder has a dispute with another Stallholder regarding damage then the Stallholder must deal with their grievance directly with the other Stallholder. Maleny Handmade Markets cannot work as mediator or communicator between Stallholders.

COVID-19 Regulations .....

The risk of transmission of Covid-19 presents new challenges that we all need to acknowledge and work together to create a safe environment for stallholders and our customers.

We will keep up to date with the current regulations in relation to running a market. This may include hiring additional staff to check the number of people in a particular area, signage and sanitiser upon entry.

As the laws relating to Covid-19 change regularly we may need to alter floor plans or even cancel some stalls or the whole market.

Maleny Handmade Market cannot take responsibility for consequential loss to a stallholder as a result of complying with local, state and federal laws as they chance from time to time.

Stallholders must take responsibility for laws relating to their stall and the sale of their products. Laws relating to food, clothes and other products are the responsibility of the stallholder and signing these guidelines the stallholder acknowledges that they will know and comply with all laws relevant at the time they are a stallholder.

Further, Maleny Handmade Market will issue directives relating to the current laws prior to the market. This may include, and will not be limited to, stallholders providing access to sanitiser for customers on their stall, stallholders not to attend if showing any symptoms of Covid-19, ensuring that the 1.5 social distances space is adhered to all times, and other directives based on current laws at the time.

Covid-19 is a serious issue that we all have to deal with, although we wish we didn't, your co-operation can help us all to have a wonderful day.

Now, let's all have fun working together to promote handmade, unique products.

PLEASE SIGN AND DATE TO ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTOOD AND RETURN TO US BY EMAIL. THANK YOU.

Signed by Stallholder

Date