

Accessing a Space – What You Need to Know



Joining our collective means you'll have your own dedicated retail space within our beautiful pop-up shop! You'll benefit from 7-day-a-week exposure at Westfield Plenty Valley Shopping Centre, and get to be part of a supportive, creative community of makers and small business owners.

What Spaces Are Available?

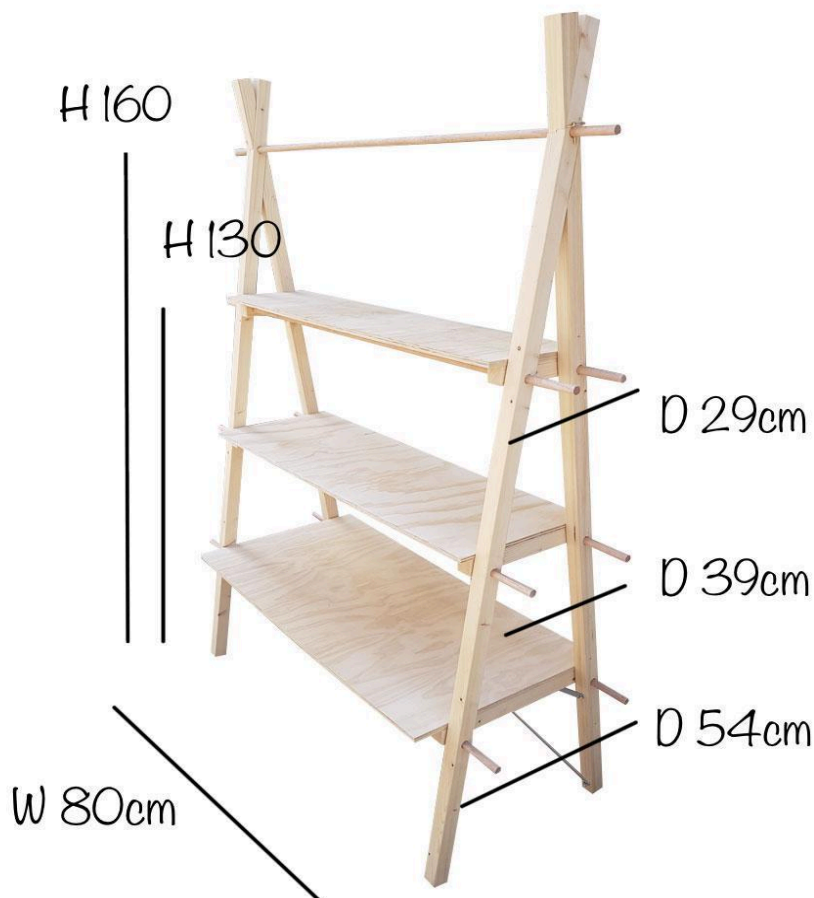
We use the following Display Stand in Large or Small. You can either rent an **entire stand**, or a partial space such as the **full front** section (high exposure) or the **full back** section (inside store / less exposure).

Large Stand

- **Width:** 80 cm | **Depth: Bottom Tier** 54cm - **Middle Tier** 39cm - **Top Tier** 29cm | **Height:** 130-160 cm (Space in-between the tiers 34.5cm)
- Shelves Not adjustable (risers / additional props recommended)
- Weekly Rates: *Please visit our application form*

Small Stand

- **Width:** 45 cm | **Depth:** Same as above | **Height:** Same as above
- Shelves Not adjustable (risers / additional props recommended)
- Weekly Rates: *Please visit our application form*



Extra Details

- **Signage:** Please bring your own shop sign (max 30 cm high). No handwritten signs.
 - **Storage:** We supply 1–2 baskets for bottom-shelf storage.
 - **Upgrades:** You may upgrade from a small to large shelf in your early weeks. Ongoing switching isn't generally permitted.
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What's Included in the Access & Commission Fee?

Your Access & Commission Fee covers:

- Your shelf space
- Staff / Vendor coverage (7 days a week)
- Square POS system access
- Weekly sales reports & payouts
- Packaging & retail bags
- Cube price displays (or you may bring your own)
- Retail Store Equipment (including Shelving, POS hardware etc)
- Day-to-day running costs (Admin Software, Square, Website, insurance etc)

Access Fees, Sales & Commission

- **Your First Week's Access is paid upfront via an invoice** (this is to confirm your place).
- After that, your Access Fee is deducted from your weekly sales.
- Sales (minus access fee & commission fee) are paid to you by **each Wednesday**.
- You'll receive a weekly itemised sales report on **Monday each week**.

**Commission Fee reduced for Long-term vendors*

**In the event that your sales does not cover your weekly access fee, you will be sent an invoice*

In-Store Participation

- Enjoy a lower access fee rate in return for participating in-store
 - Further discounted rate for participating over weekends
 - **In-store participation is optional** but highly encouraged.
 - Each participation block is normally 4 hours (3.5 on Sundays), but up to 8 hours.
 - Rosters are set in advance and time swaps can be coordinated through our **Instagram vendor group chat**.
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Inventory & Barcoding

- You'll use our shared **Square platform** to manage inventory and track sales.
 - All products must be barcoded (we'll help you get started).
 - You can use your own barcoding method – barcodes must include pricing.
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Refunds & Policies

We have a store-wide refund policy, but you're welcome to provide your own to include in our procedures manual.

Our current policy:

- Full refunds within 30 days (must be resellable, with receipt or transaction match)
 - Faulty goods refunded where customer is not at fault
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Security & Insurance

- The shop is covered securely overnight.
 - However **theft can still happen**, even during opening hours – please price accordingly.
 - All vendors must have their own **product liability insurance** (especially if your products are consumable, topical, or pose a potential risk).
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Product Exclusivity

We can't guarantee exclusivity unless you're a **long-term vendor**, but we aim to curate a balanced mix of makers. We'll always consider aesthetic, product category, and seasonal demand when approving new vendors.

**** Any new product that you wish to introduce, MUST be approved by the shop manager***

Long-Term Vendors

After your first **4 weeks**, you can apply to become a long-term vendor. Benefits include:

- **Reduced commission** (6.5%)
- **Priority booking** over peak periods
- **Product exclusivity** on 1-2 key products or category

Bump In & Setup

- **Prep:** Once you've been approved, we will send you a 'Welcome & Getting Started' email with all of the information you need.
 - **Bump In:** Set up date and time can be negotiated with the shop manager.
 - We'll have your shelf ready – all you need to do is bring your magic!
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How Much Stock to Bring?

This varies – feel free to reach out to existing vendors for guidance. Here's a quick look at past sales to help you plan:

Peak season (end Nov–Dec):

- "Average" Weekly Sales per vendor \$1500 - \$2000

Quiet periods:

- "Average" Weekly Sales per vendor \$420–\$590
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Ready to Join?

Submit your [application](#) via our website. If approved, we'll contact you within 2–4 weeks and issue your first weeks access fee invoice. Once that's paid – you're in! 🎉

You'll also be added to our **Instagram group chat** for updates, shift swaps, and community support.

Have more questions? Please reach out to me!

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 **DM on Instagram:**

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Shonna (*Owner + Operator*)

Pretty Little Handmade | & Co