

Accessing a Space – What You Need to Know



Joining our collective means you'll have your own dedicated retail space in one of our beautiful pop-up shops! You'll benefit from 7-day-a-week exposure in busy Westfield shopping centres, and get to be part of a supportive, creative community of makers and small business owners.

What Spaces Are Available?

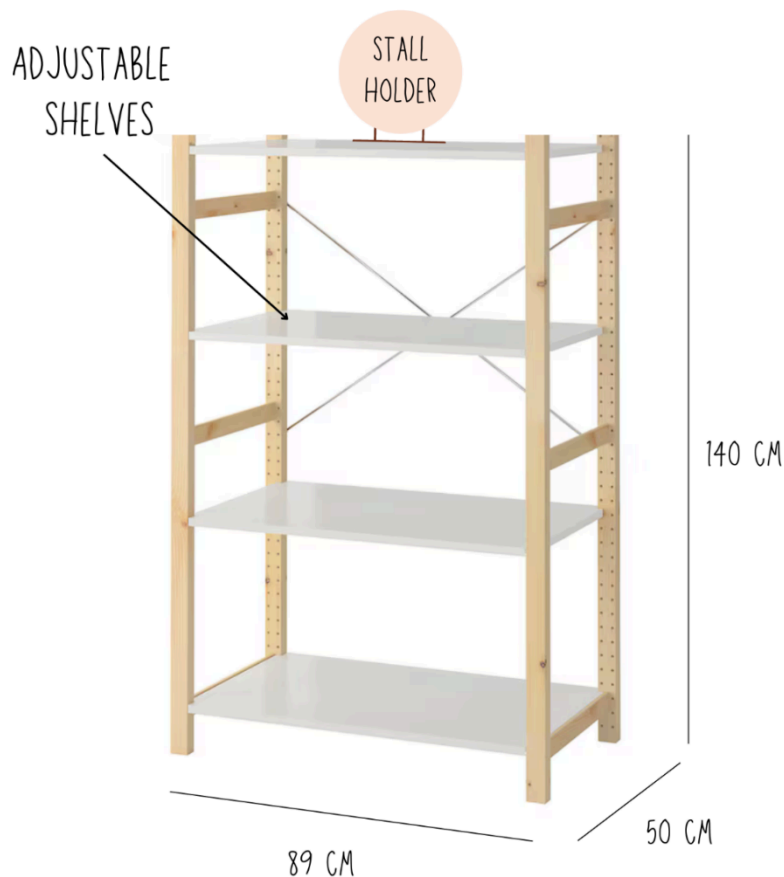
We use **IKEA IVAR shelving systems** at Doncaster (we use [different shelving at Plenty Valley](#))

Large Stand

- **Width: 89 cm** | Depth: 50 cm | Height: 140 cm
- Up to 5 adjustable tiers
- Weekly Rates: See [application form](#)

Small Stand

- **Width: 48 cm** | Depth: 50 cm | Height: 140 cm
- Up to 5 adjustable tiers
- Weekly Rates: See [application form](#)



Pegboard Only

- 56 cm x 112 cm pegboard panel
- Weekly Rates: See [application form](#)



💡 **Display props** (like risers, small hooks, signage, etc.) are welcome, provided they stay within your shelf space. White, timber or clear finishes are preferred.

📌 Extra Details

- **Signage:** Please bring your own shop sign (max 30 cm high). No handwritten signs.
- **Storage:** We can 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.

✨ What's Included in the Access Fee?

Your Access Fee covers:

- Your shelf or pegboard space
- Staff coverage (7 days a week)
- Square POS system access
- Weekly inventory/sales reports
- Packaging & retail bags
- Cube price displays and other stationery
- Retail Store Equipment (including POS hardware replacement)
- Business Admin software, and other day-to-day running costs
- Marketing & Advertising



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 & 10% commission fee) are paid to you **each Wednesday**.
- You'll receive a weekly itemised sales report.

**Commission Fee reduced to 6.5% for Long-term vendors*

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

If you participate in-store, you can receive up to \$200 OFF your weekly access fee.



In-Store Participation & Access Fee Discount

- **In-store participation is optional** but highly encouraged.
- Each participation block is normally 4 hours (3.5 on Sundays), but up to 7 hours.
- 1 block per week (4 hrs) = **\$100 off weekly access fee**
- 2 blocks per week (8 hrs) = **\$200 off weekly access fee**

Rosters are set in advance and time swaps can be coordinated through our **Instagram vendor group chat**.



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.
 - We recommend all vendors 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 first***

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
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17 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 (Nov–Dec):

- Up to \$25,000-\$35,000/week across 17 vendors

Quiet periods:

- Around \$5,000–7,000/week across 12–15 vendors


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?

 hello@prettylittlehandmade.com.au

➡️  **DM us on Instagram:**

@prettylittlehandmade_doncaster

@prettylittlehandmade_plentyvalley