



Terms and conditions

Burwood Markets



Introduction

Burwood Markets on the 4th Sunday of the month is organized by Umbala Events PTY LTD. Located at Woodstock Park, Church st, Burwood. The Market will be active from 9am-2pm.

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1.The Basics

- Please note that all communication will be done via email only. We have a no phone policy with running this business. The only number that will be given out is during bump-in for emergency use only, this number will only be active on market days.
- There are **NO Refunds**- more details on page 5.
- All products that are sold at the markets must be listed on the application form. Any new products that are added to the stall must be approved by the organizer. Any products that are not mentioned in the application will have to be removed from the stall. Refusal to remove these products will result in the stall holder not being allowed to trade in future.
- If you plan on sharing a stall with another business, that stall holder will need to fill out the application form and I will need to approve the shared stall.
- Being accepted into the event does not give your sole rights to sell a particular product. Competition at the market may occur.
- **WEIGHTS MUST BE USED.** Pegging is **NOT** permitted on grass areas due to underground water piping. Weights must be at least 20kg each (more detail under windy conditions).
- Invoices are sent a month before the event. Bump-in & stall locations are sent the week leading up to the event. Bump-in will only be sent once payment is received..
- No Heckling. No Spruiking.
- Not for profit and charity organisations may only attend 3 markets per year. Permanent bookings will not be made for not for profit and charity groups.
- Rude, defensive and bad attitude is not tolerated. Correspondence will cease immediately. We will not engage in debate and arguments. This goes for email etiquette too.
- All food made by the stall must be registered under NSW Food Authority and Burwood Council . More detail below.
- We do not accept consultant style businesses, franchise businesses, political parties or corporate entities.

1.1 General Conditions

- Our terms and conditions are subject to change.
- All stall holders are required to have current 10 million dollar public liability insurance. You will not be allowed to trade without a current policy.



- Store Holders are responsible for bringing their own Gazebos, Umbrellas or suitable covering. Tables and all display units to be organised by the Stall holder. Umbala Events do not provide any of these items.
- Gazebos and Umbrellas must be weighed down with suitable weights; such as sand bags, bricks or specially designed weights. **Pegging is NOT permitted** due to underground services.
- Stall holders may not sell inappropriate products; counterfeit, weapons, dangerous or illegal items are not allowed at the Markets.
- Umbala Events PTY is NOT responsible for any loss, stolen or damage of goods. It is the responsibility of the stall holder to protect their own products and property.
- Smoking is prohibited at any Council open space area.
- Music cannot be played at our events. Only buskers and performers are allowed.
- Burwood Council will ask the market organizer on a regular basis for an updated list of interested stall holders. All stall holders agreeing to book for this event or to be placed on our contact list have agreed for information such as email, business name, contact name and phone number to be given to the Burwood Council.
- No Heckling. No Spruiking. Do not disturb people as they are walking by. Please allow for a natural flow of conversation.
- All stall holders using power at the event must have all their power cords tagged and labeled with a compliance of less than 6 months. Feel free to contact the event organizer with an affordable contact for tagging.



2. Pricing

Invoices are sent using Xero; Payment options include banks transfer & Credit Card. Stall holders must bring their own equipment- we do not hire out gazebos, tables, umbrellas, etc. Prices include GST.

Outdoor Spaces (No driving onsite)

Option A: \$143- Gazebo 3/3m

Outdoor Spaces Food Stall (Driving onsite allowed):

Option B: \$176- Gazebo 3/3m

Option C: \$220- Food Van

Indoor & Semi indoor spaces (No driving onsite):

Option D: \$143- tables 3/3m space (Indoor)

Option E: \$88- Single Table 2m max (indoor)

Option F: \$88- Single Table 2m max (veranda undercover)

3. Payment

- Invoices will be sent about a month prior to the event. The invoices need to be paid within 7 calendar days and a reminder email will be sent after this period. If reminder emails become a regular occurrence, any future bookings will be removed or stall holders will not be invited back. A \$10 late fee may apply.
- Invoices are sent out using Xero. Payment can be made via bank transfer or credit card.
- A reminder email will be sent on the 7th day after the initial invoice has been sent. Failure to communicate with the organiser will result in the automatic cancellation of your booking and all future bookings.
- Payment of stalls must be received in full prior to the event and bookings will only be confirmed once full payment has been completed.
- Bookings are only confirmed once payment has been made. Stall allocation is given the week leading up to the event.
- Stall holders that are having any issues with payment or require more time for payment; please email the organizer and we will do our best to assist.
- Refunds will not be issued- Transfer of dates will be permitted if the event organizer has been notified 10 days prior to the event date. **Refunds will NOT**



be issued in the event of bad weather, late arrival, last minute cancellations or change of mind.

- In the event of cancellation due to inclement weather or any other unforeseen circumstances, a discounted fee will be issued to a future date. The discount will be calculated at the time of the cancellation.

4. Bump-in Procedures

- A comprehensive bump-in email will be sent the days leading up to the event. Please refer to that email for further instructions.
- The market start time is at 9am, all stalls should be fully set up by this time.
- Bump-in starts at 6am. Only food stalls are allowed to drive onsite. All other stalls must find parking and carry their items.
- Umbala Events have the authority to forfeit a stall if they arrive after 8:30am. All late arrivals, please contact the event organizer ASAP.
- The market closes at 2pm.

5. Weather & Market Cancellation

- Burwood Markets will trade under most weather conditions; cold, hot, overcast, sunny, drizzling, showers...
- The market will be cancelled with any severe weather warnings; including storms, high winds, torrential rain, hail and any weather that may be a danger to stall holders and customers.
- **Refunds & booking transfers will not** be given in instances where these weather conditions occur.
- In the event of bad weather, we would like to give at least 24 hours' notice of the cancellation. Ideally notification of the cancellation will be given by 8am on the Saturday before the market. This will prevent/reduce food & perishable items to be wasted on the day. 24 hours will also provide our visitors more notice of the cancellation. However, in the event of sudden weather changes, stall holders will be notified no later than 6am on the day of the event.
- While refunds are not given; a discount for a future event will be given. This discount amount will be announced within a week after the market cancellation. As the event organizer, the non-refundable expenses need to be



calculated. Stall holders that pay with cash will be sent a discounted invoice in the event on a cancellation.

- Stall holders are responsible for the protection of their own products in all weather conditions. The event organizer is not responsible for any damages, loss or injury caused by weather conditions.

Windy Conditions

- Leading up to each market I monitor various weather apps. Sometimes these apps are correct and other times they are wrong. I can only make decisions with the information in front of me and many times it's uncertain how the weather will turn out.
- With this being said, I try to make the best and safest decision when it comes to trading and the weather forecast. I ask for patience and understanding while dealing with uncertain situations.
- **Please note that it is all our responsibility to try and make the right decision. If for whatever reasons you feel unsafe to trade, please make your own independent decision. All stallholders should have their own access to weather apps and monitor the conditions themselves.**
- There will be times I will cancel in advance with the weather, however every situation is different.
- Wind is our biggest threat on the day of the market. Most of the time we are fine, but we need to be prepared for unexpected wind conditions.
- Standard water weights are **not sufficient**. Unless they are filled with a heavier substance like sand or concrete. Water will not be heavy enough. Below I have provided a link to sandbag weights that hold 20kg. These weights secure to the leg preventing the weight and leg from separating. You can use alternative weights, this is just an affordable suggestion.
https://www.bunnings.com.au/oztrail-commercial-sand-bag-kit_p3192699
- It is important that weights are physically on the gazebo leg. String attached to the leg and weight is not enough. It must be properly anchored to the leg.
- If weights are not sufficient or not to standard (windy or not), I will ask the stallholder to either take down the gazebo or remove the canopy top & walls to prevent an incident.
- **Umbrellas:** All umbrellas must be taken down in the event of high winds. Also umbrellas must be on a 20kg stand.
- During a windy episode: any gazebos that do not look sturdy or secure will be asked to either take down the gazebo or remove the canopy tops/walls.
- Please be understanding and compliant when asked to take this down. It's all for safety reasons.



6.Environmental Impact

- All stallholders to consider the environment during this event. Please be mindful of the natural environment and be environmentally friendly wherever possible.
- Please take care of natural Flora in the area; do not use trees or branches in any way with your stall.
- Umina Beach Markets will be supplying additional bins on the day. These bins may be used by the public. We ask that stall holders take their own garbage if possible.
- Stall holders to keep a clean and tidy environment; please clear any litter/rubbish in your area.
- We encourage stallholders in using biodegradable bags and utensils wherever possible. We aim to have an environmentally friendly event.
- Stall holders must dispose of all their own liquid waste; such as water, oils, grease, etc.
- Balloons are not permitted at our events for environmental reasons.

7.Food Stalls

- All stalls selling food must all be registered under the Burwood Council. If you require the application form for Council, please ask the event organizer.
- All food stalls must hold current products and public liability insurance to a minimum of 10 million dollars.
- Stalls that are selling food products and consumable goods must be registered with the NSW Food Authority.
- Water will not be directly linked to your stall. Water is only available by tap and may be used by filling buckets, bottles, etc.
- Please ensure that there are drop sheets/cardboard placed under the BBQ to catch any grease and prevent waste on the reserve area.
- All mobile food owners and/or operators are required to seek Council approval to ensure compliance with the Local Government Act 1993, the Food Act 2003 and Food Standards Code by contacting Council's Compliance section
- Glass is not permitted at any Council open space area.
- All food stalls are required to carry a fire extinguisher and must have a recent tag of compliance.



8. Declaration

By completing the online application form you have agreed to our terms and conditions. Making payment for the events confirms your acknowledgment of our terms and conditions.

Thank you for supporting Burwood Markets & Umbala Events PTY.

