

Willow Tree Market Terms and conditions

Please read these terms & conditions carefully. Your submission of an application to trade at the market constitutes the acceptance of each one of these terms & conditions

PRODUCTS

- Products must be proudly South African in design and creation. Whilst products can contain some imported components, they must be conceived and hand-finished locally. Products from neighbouring African countries are welcome.
- Directly imported products will not be allowed.

APPLICATIONS

- To apply, complete the application form that is enclosed and email the completed form to admin@willowmarket.co.za

BOOKINGS

- Bookings will only become effective when we receive your payment of required stall fee.
- All stall fees must be received by the 02nd November 2018. If we have not received stall fee payment, we will consider your booking ineffective and stall space will be allocated to another trader.
- Stall fees must be paid in advance via electronic transfer. **NO** cash payments will be accepted on market day.

FEES

Stall fees:

Goods stalls:

- R250

Food & Drink stalls :

- Food - R350
- Drinks (non-alcoholic) – R350
- Deli & Baked goods - R200

This fee goes towards various costs including the rent of venue, administration, marketing, set-up on day, music entertainment on the day and development of the market.

TRADING TIMES

- Market trading hours is from **9am to 3pm**; stall must be occupied and trading during this time.
- You may commence set up from 7am onwards; please do not arrive earlier unless you have made alternative arrangements with us. Vehicles may enter the market area and unload directly at your stall area after which the vehicle must then be moved to the parking area. This is not applicable if your vehicle is your stall for example a food truck.
- No entry after **8:15am** for traders to offload at the market, you must arrive at least an hour before start of market.
- Vehicles must be unloaded and moved to designated trader parking area before **8:30am**.
- Your stall must be fully set-up by **9am** when the market starts.
- Packing up of stalls is not permitted before **3pm**. All stalls must remain until closing time, busy or not busy.

YOUR STALL

- Allocation of spaces at the venue is at the sole discretion of the market management. Stalls are allocated to best fit the layout, look and feel of the market as a whole.
- You will be given your stall allocation on market day upon arrival at the market.
- Traders shall bring own tables, tablecloths, fixtures and fittings necessary to exhibit its products.
- Traders shall not place goods outside their designated areas, or intrude on other traders designated areas.
- You may display your work in any way you choose, but please ensure that any display racks/shelves or signs are stable and secure and will not cause any hazard or obstruction to other sellers or visitors. Stall must be kept in a clean and tidy condition throughout the market and is the responsibility of stallholder.
- In the interest of keeping a high standard at our market, you will need to have table cloths that cover unsightly trestle table legs to the ground (no table legs or storage containers visible) and an eye-catching, professional and appealing set-up.
- All storage and packing material must be removed from the stall site or sealed from view before the start of the market.
- All rubbish, waste and packaging must be taken away with the stallholder. Bins provided do NOT cater for stallholder rubbish. The stall site must be left in the condition it was found.
- Stall space is let to the stallholder stated and must not be sub-let to any other party. **NO** shared stalls.
- Must take extra care when using gas or open fires to ensure safety of all and where necessary portable fire extinguishers will be required.
- You are responsible to collect own payment from customers via cash or other payment methods (credit card machines/Snapscan/ABSA payment pebble, FNB ewallet etc).
- No posters, handing out of flyers or any other promotional items/advertising materials, other than at your own stand. Furthermore these materials only for own business, no 3rd party advertising. Also no unsolicited direct marketing to visitors walking past stall, only to interact with visitors showing an interest in stall.

PARKING

- Cars must be parked in designated traders parking area after offloading, no cars allowed behind or near your stall. The market and surrounding area is to be kept car-free due to safety and environmental requirements.

TRADING STANDARDS

- If you intend to sell food or drinks to be consumed at the market or at home then you will be required to provide a valid Certificate of Acceptability (COA).

PUBLIC LIABILITY INSURANCE

- Damage / injury caused by vendors products or stall is own responsibility and thus advise that stallholder have own public liability insurance.
- It is your personal responsibility to ensure you trade legally and safely at all times.
- In addition, we are not responsible for injury or accident caused by your product or exhibit, damage to or theft of your stock/property whilst you are attending our market.
- The stallholder shall indemnify the market management from and against any and all claims, demands, actions, debts, liabilities and attorney's fees arising out of, claimed on account of, or in any manner predicated upon loss or damage to the property or the injuries or the death of any and all persons whatsoever, in any manner caused or contributed to by the stallholder or the stall holder's employees while in, upon or about the property where in the stall is located, or while going to or departing from the same and to indemnify the market management from and or any account of damages of any kind which may be suffered as the result of the acts of any of the market contractors, agents, or employees in or about the property the market is at.

TABLE HIRE

- Please contact us for info on suppliers of tables that can be transported easily on market day.
- The hire fee is non-refundable as we use an external company to supply tables. Any damage to hire tables will be for account of stallholder.

BEHAVIOUR

- Stallholders and/or their helpers must conduct themselves in an orderly manner and must not use obscene language. Abusive or anti-social behaviour whilst on site, by stallholders or by anyone associated with that person, will result in instant dismissal from the event. Abusive behaviour, either verbal or written, towards market management or staff, will not be tolerated and will result in instant dismissal from event and any future events.
- The use of radios, speakers or other instruments used in a manner likely to cause a nuisance to other traders and the public is prohibited.

MARKETING

- You agree that we can take photos of your products/stall and that these photos can be shared on our social media pages.

CANCELLATION

- Market management will put in place all reasonable plans to ensure that the market goes ahead as advertised. However, we cannot be held responsible for events that are outside our control which lead to a change in, or cancellation of the market.
- Stall fees are non-refundable.
- No credits or refunds are issued in the case of poor weather on market day. The market will trade in all weather conditions. Please do not apply for a stall unless you are prepared to take the risk on weather.
- In the unlikely event of extreme weather conditions the market will be cancelled. Stallholders will receive a 50% credit. Both the market and you as a stallholder take a risk on the market being outdoors and this cancellation risk is shared 50/50. Please do not apply to trade should you not accept this term.
- If you are unable to make it on market day, please let us know via telephone call as early as possible in the morning so that we can fill the space (open stall spaces look unprofessional and have a negative impact on the market).
- If you have not arrived to set-up at least half an hour before the start of the market and have also not contacted us to inform us what has happened we will assume cancellation and your spot will be reallocated/filled.

Stallholder Refund

If a stallholder is unable to attend a market for which they have pre-booked, the stallholder fee is non-refundable.

In the unlikely event that the stallholder is dissatisfied with attendance at an event, stall fees are non-refundable.

GENERAL

- The market is a non-smoking event, smoking will not be permitted at stall, market or children's play area.
- The market is pet-friendly but all animals must be kept on leashes while in the market and children's play area.
- As with any event, we cannot guarantee visitor numbers but we will do our utmost to ensure that you have a successful market but bad weather or other interruptions is out of our control.

The market management reserves the right to amend these terms and conditions at any time and without prior notice.

Booking a stall with us constitutes your acceptance of our terms and conditions.

As at September 2018

ENQUIRIES

- Should you have any application related queries please send an email to info@willowmarket.co.za