



Stallholder Information Pack Frequently asked Questions



1. How do I become a market stallholder?

- a. Please read the Hartley Hall Markets **Terms and Conditions**, which is inclusive of the *Code of Conduct* (refer to [Attachment A](#)).
- b. If you are happy with the *Terms and Conditions*, please sign page 6 and return (page 6 only) to the Market Manager. If you are a new stallholder, also complete the **Expression of Interest form** (refer to [Attachment B](#)).
Note: The *Terms and Conditions* may be reviewed from time to time. If this takes place, existing stallholders will be asked to sign the revised *Terms and Conditions*.
- c. Your **Expression of Interest** will then be reviewed. If successful, you will be advised by email or phone. A **Stallholder Registration form** will then be sent to you for completion.
- d. As part of the registration process, you will need to advise us which months you would like to attend the markets. You will also need to provide your current ACT Health Department documentation and insurances, if not taking out insurance under Hartley Lifecare's insurance cover. Please refer to question 9 below and the *Terms and Conditions* for further information. Once we receive all of the relevant information, your details will be entered into our system.
- e. *Expressions of Interest* under consideration will be invited to provide additional information if required for review.

2. Are all items accepted?

- a. No. Our main focus is on Craft - local, handcrafted, product and produce.
- b. To ensure variety throughout the markets, we limit too many duplicate stalls. Accordingly, we have a waiting list for some items. Our waiting list is reviewed regularly.
- c. Sale of live animals at the Hartley Hall Markets is not permitted.

3. Do I need to attend every market?

No, you can attend one or as many as you like. We do recommend for new stallholders that they attend at least 3 to ensure adequate exposure is given to their product at the markets.

4. Can I sell hot food at the markets?

Hartley Lifecare runs its own food stalls at the markets as a means to help raise funds and to support its clients. Accordingly, the opportunities for hot food stalls are very limited.

5. Can I sell biscuits, cakes and candy?

Yes, however, if you sell this type of product, please enquire about its suitability, as these types of items are very popular and some are on the waiting list.

6. How do I get on the waiting list?

Fill out the *Expression of Interest* form and tick the waitlist box, and if necessary, we will automatically keep your details and notify you in the future when a stall becomes available. Wait times depend on the type of product and the number of existing stalls participating. We request you be patient as often waitlist times can be quite long.

7. What does a market stall cost?

Please refer to page 2 of the **Terms and Conditions**. If your *Expression of Interest* is successful, the Market Manager will confirm your classification and ensure you are happy to proceed to pay the required fees.

8. How do I pay for my stall?

Option 1: Call Hartley Lifecare on 02 6282 4411 to pay via credit card.

Option 2: Pay by Eftpos or funds transfer to our account:

Hartley Lifecare
BSB: 012-984
Account: 496968727
Reference: *Your name*

To avoid disappointment, please ensure funds are transferred at least 3 working days prior to the payment deadline for each market you wish to attend.

NB: ANZ Banking: If you use ANZ and transfer over the counter at the bank, it is likely that the teller can only enter numbers as your reference. Please use your phone number if this is the case. Please then notify the Market Manager via email or phone so that we can inform the Finance Team. This will in turn help us allocate your money correctly.

9. What do I need to do before I start trading at the markets?

a. All stallholders must hold current public liability insurance. There are 2 options available:

Option 1: Pay Hartley Lifecare a fee to be covered under the Hartley Lifecare insurance policy (refer to the table on page 2): or

Option 2: Remain privately insured and provide a copy of your current market policy to Hartley.

b. You will need to supply your own tables, power (if required) and a marquee that is secured appropriately.

c. It is recommended that no money be outlaid until you have been notified that your *Expression of Interest* has been approved.

10. How long does it take for my Expression of Interest to be considered ?

Up to 7 - 8 weeks

11. Contact information

- The Hartley Hall Market mobile phone number is 0437 602 710 (market week Friday to Sunday only). Alternatively you can ring the Market Manager on 02 6282 4411 (BH)
- The Hartley Hall Markets Facebook page: <https://www.facebook.com/HartleyHallMarkets>
- Email address is hallmarkets@hartley.org.au - Website is <http://www.hallmarkets.com.au>