

Overview

Established in 1962, Hartley Lifecare (Hartley) is a Canberra-based not-for-profit organisation providing supported accommodation for people with disability, their families and carers. Originally established to provide a learning facility and therapy support service for children and adults, Hartley has grown extensively to support clients in over 30 homes across the ACT.

The Hartley Hall Market (the Market) was established in 1987 to support the work of Hartley. All proceeds from the Market are directed toward the provision of support services for people in the ACT and surrounding region provided by Hartley. The Market takes place on the first Sunday of each month (except January).

Frequently asked Questions

1. How do I become a Market stallholder?

- a. Please read the Hartley Hall Markets ***Terms and Conditions***, which includes of the *Code of Conduct*.
- b. Complete the ***Registration Form*** which forms part of this document.
Note: The ***Terms and Conditions*** may be reviewed from time to time. Existing stallholders will be asked to sign the revised ***Terms and Conditions***.
- c. The Market Manager will review your registration. You will be notified of the outcome by email.
- d. As part of the registration process, you will need to nominate the dates you would like to attend the Markets. You will also need to provide proof of your insurance if you are not taking out insurance under Hartley Lifecare's insurance cover. Please refer the ***Terms and Conditions*** for further information.
- e. Additional information may be asked for during the registration review process.
- f. It is recommended that you do not pay for your site until you have been notified that your registration has been approved.

2. What is and is not accepted?

- a. The Market mainly focuses on local, handcrafted product and produce.
- b. Stallholders will refrain from selling items that vary from their original registration, unless prior approval (in writing) is provided by the Market Manager.

- c. To ensure variety throughout the Markets, the management limits the number of stalls with similar products. Therefore there is a waiting list for some items.
- d. Sale of live animals at the Markets is not permitted.
- e. Hartley runs its own food stalls at the Markets as a means to help raise funds and to support its clients. Therefore, the opportunities for hot food stalls are very limited.

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 three to ensure adequate exposure is given to their product at the Markets.

4. How do I pay for my stall?

You can pay your stall fees by credit card over the phone, in advance by cash or credit card or by a direct funds transfer. Details are outlined in the Terms and Conditions on page 3.

To avoid disappointment, please ensure funds are transferred at least 3 working days prior to the payment deadline (20th of each month) for each Market you wish to attend.

5. What do I need to do before I start trading at the Markets?

- a. All stallholders must hold current public liability insurance. There are two options available:
Option 1: Pay Hartley a fee to be covered under the Hartley insurance policy as outlined in the Terms and Conditions; 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.

6. Contact information

- The Market mobile phone number is 0437 602 710 (Market week Friday to Sunday only). Alternatively you can ring the Market Manager on 02 6185 1601 (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>
- If for any reason the Markets have to be cancelled you will be sent a text message on the mobile number that you have provided.

Terms and Conditions

Stallholder

1. Introduction

The Market mainly focuses on local, handcrafted product and produce.

Allocations of stall sites are completed by Friday two weeks prior to Market day. New stallholders are sent a site card and map with their site number and will receive this the week prior to the Markets.

The Market is advertised as being open to the public from 10.00am to 3.00pm, though many shoppers arrive about 9.00am. There is an ATM to dispense cash at the Markets.

The following *Terms and Conditions* and *Code of Conduct* apply to all stallholders participating in the Markets. The use of plastic bags in the ACT is not permitted.

2. Site categories and pricing

Stall Type	Approximate Size	Standard cost	November & December Cost <i>for stallholders who have attended fewer than 4 Markets prior to November</i>	Hartley Insurance \$10 extra
Craft - local, handcrafted product & produce	Craft stall 3m x 3m	\$40	\$75	YES
Craft - local, handcrafted product & produce	Truck site 4m x 4m	\$50	\$75	YES
Other as permitted	Various	\$85-\$150		NO

3. Payment of site fees

Fees for stall sites must be paid in advance by the 20th day of the month before the Market to guarantee your site. To pay the stall fees, you have the following options:

Option 1: Call Hartley on 02 6185 1601 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. If you wish to pay in advance on the day of a Market you must pay by EFTPOS or cash.

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.*

If you are unable to attend, please advise the Market manager as soon as possible. You are encouraged to do this a fortnight prior to Market day to give us the best chance of reallocating your stall. If we can reallocate your stall we will carry your site fee forward. Site fees will be carried forward no longer than 3 months. If we are unable to reallocate your site, then you forfeit your fee. If you do not attend the Market and have not notified the Market Manager your fee will not be refunded.

Requests for refunds should be made in writing to the Market Manager for consideration.

4. Cars and stallholder parking

- There is a stallholder parking area on each side of the Markets.
- All stallholders who have not been allocated a truck site must park their vehicle in this designated parking area **by 8:30am**.
- Stallholders should arrive to set up between 6:30am-7:30am (6am -7am in November & December).
- Vehicle access to sites is **only** before 8.30am and after 3.00pm.
- Parking outside the designated car parks is considered a health and safety risk and therefore will have insurance implications.
- Stalls are to remain set up until 3:00pm and stallholders are **NOT** permitted to bring vehicles into the Market area until the air horn has sounded to indicate the end of the Markets.
- **SPEED LIMIT IS 10 KPH AT ALL TIMES**

5. Leaving the Market early

If you would like to pack up and leave before the end of the Market, you may do so. However, you must walk your goods to your vehicle. **YOU ARE NOT ALLOWED TO DRIVE YOUR VEHICLE INTO or OUT OF THE MARKET AREA during Market trading hours.** If you have a truck site you **MUST** wait until after 3pm.

6. Sites

- Stallholders must supply all their own display equipment, tables, chairs and shade covering.
- Site cards must be clearly displayed on all stalls.
- All goods should be **home crafted, grown or baked** and the person running the stall must be involved in the production of the goods.
- Most hot food and food for consumption on the day, tea, coffee and cold drinks are sold exclusively by Hartley.
- It is your responsibility to obtain ACT registration, certificates and compliance specific to the products you sell.
<https://www.accesscanberra.act.gov.au/ci/fattach/get/160511/1501544916/redirect/1/filename/Food+sa+fety+compliance+framework.pdf>
- Stallholders selling food must abide by the ACT Health Department requirements. All food items, i.e. jams, pickles, preserves, cakes, bread etc. must be **labelled** with the producer's name, address and phone number, ingredients and nutritional panel as required by the ACT Health Dept.
- No food items requiring refrigeration are to be sold at the Market, unless refrigeration is provided by the stallholder and appropriate food licenses held.
- **NO SECOND HAND ITEMS PERMITTED.**
- Stallholders must supply their own change.
- **No Alcohol allowed.**
- **Designated smoking is in the stallholder parking area only.**
- **ALL PERSONAL RUBBISH TO BE TAKEN HOME**

7. Permanent stallholders

- A permanent site may be applied for after the stallholder has attended at least four consecutive Markets. This needs to be requested in writing to the Market Manager.
- A permanent site may be withdrawn if the stallholder is away for more than 4 consecutive

Markets without notification or is absent for extended periods of time.

8. Non-permanent and new stallholders

- A site card will be mailed out to you (via Australia Post) on the Thursday week prior to the Markets. A site map with your allocated site will also accompany the site card.
- If you do not receive this information by the Thursday prior to the Sunday Market, please call the office so we can reissue this information before the Market.

9. Bad weather

- AT ALL TIMES OUR FIRST PRIORITY IS THE SAFETY AND COMFORT OF ALL STALLHOLDERS AND VISITORS.
- In the event of an emergency, do not panic, refer to the *Emergency Procedures and Evacuation Plan*.

10. Cancellation of Market prior to event

If cancellation of the Market is necessary Hartley will make every effort to contact stallholders on the mobile number, you have registered with us. Please make sure this number is kept up to date by contacting the Market Manager when the number changes so that we have the correct details.

Where there are unexpected circumstances the grounds will be assessed by 7:00am on the Market day. If the ACT Government closes the grounds Hartley will inform stallholders prior to the Market.

The ultimate responsibility for checking whether the Market has been cancelled lies with the stallholders. Checking for cancellation can be done by visiting the Hartley Hall Market Facebook page in the first instance (<https://www.facebook.com/HartleyHallMarkets>) or by contacting the Market Manager's mobile (0437 602 710) where a cancellation message will be recorded.

11. Cancellation during a Market

It is advisable to have with you some plastic sheeting or other material to cover your product in the event of an unexpected shower of rain and/or dust. When the Market has been officially cancelled during the event, you will be advised by Hartley Lifecare staff who will walk around to inform you. When the general public has dispersed from the Market area, **ONLY THEN** will you be allowed to drive your vehicle in or out of the Market to pack up. In the event of an emergency or in the need of evacuation, please refer to the *Emergency Procedures and Evacuation Plan*.

12. Rubbish removal

- Hartley does not have the facilities to dispose of stallholder rubbish in addition to public Market rubbish.
- All stallholders must clean up the area they have occupied of all rubbish, and take it home with them or a \$50.00 fine will be issued.

13. Market contact information

- ☒ The Hall Market mobile phone number is 0437 602 710 (Market week Friday to Sunday only). Alternatively, you can call the Market Manager on 02 6185 1601 (BH).
- ☒ Hartley Hall Markets Facebook page: <https://www.facebook.com/HartleyHallMarkets>
- ☒ Email address is hallmarkets@hartley.org.au
- ☒ Website <http://www.hallmarkets.com.au/>

Code of Conduct Stallholder

Stallholders will:

1. Conduct themselves in a manner that is respectful to Hartley's stakeholders, including people with disability, volunteers, Hartley employees, other stallholders and members of the public who attend the Markets. This includes refraining from using offensive language, making unreasonable demands and displaying racist or discriminative behavior. Behaviour that could lead to Hartley being brought into disrepute will not be tolerated.
2. Pay all fees associated with each Market in advance and by the 20th day of the month before the Market. Late payments will mean that there is no guarantee of an available site on Market day
3. Display their site card prominently on their stall at each Market.
4. Inform the Market Manager via email or phone as soon as practicable before Market day if you are unable to attend a Market.
5. Keep their contact details up to date with the Market Manager.
6. Be responsible for checking if the Markets have been cancelled. This can be done by checking the Hartley Hall Markets Facebook page in the first instance or by ringing the Market Manager's mobile number (0437 602 710) where a cancellation message will be recorded. Furthermore, every effort will be made to contact stallholders in the event of cancellation. Hartley will attempt to contact stallholders on the number registered with us. Refer to the Terms and Conditions

Hartley Lifecare reserves the right to refuse at any time, the allocation of sites to any stallholder without assignment of reason.



People with disability
have opportunities to live
their best life

HARTLEY LIFECARE

Hartley Hall Markets Canberra - Proudly organised and run by Hartley Lifecare since 1987

Hall Showground – Victoria street Hall P: 02 6185 1601 E: hallmarkets@hartley.org.au

Stall Site Registration Form

NO VEHICLES ALLOWED TO MOVE THROUGH MARKETS BETWEEN 8.30AM and 3.00PM

I wish to book and pay for a STALL SITE (3m x 3m) on the following dates – tick box/es

2020

(January no Market)	
2nd February	<input type="checkbox"/>
1st March	<input type="checkbox"/>
5th April	<input type="checkbox"/>
3rd May	<input type="checkbox"/>
7th June	<input type="checkbox"/>
5th July	<input type="checkbox"/>
2nd August	<input type="checkbox"/>
6th September	<input type="checkbox"/>
4th October	<input type="checkbox"/>
1st November	<input type="checkbox"/>
6th December	<input type="checkbox"/>
	<input type="checkbox"/>
Yes I require Insurance	<input type="checkbox"/>
Yes I require a truck site (limited availability)	<input type="checkbox"/>
Yes I require an information site	<input type="checkbox"/>

Site fees 2020: - Site 3x3 metres \$40.00, **Truck Site \$50.00, Information stall: \$50.00**

NOVEMBER AND DECEMBER SITE FEES ARE: \$75 EA. MONTH.

UNLESS YOU HAVE ATTENDED A MINIMUM OF FOUR MARKETS DURING THE YEAR PRIOR TO NOVEMBER

- The Hartley Hall Market requires all stallholders to have Public Liability Insurance
- *If you do not have your own insurance Hartley can arrange Insurance cover through our insurance at an extra cost of \$10 per Market. If you have insurance a COPY of your insurance policy must accompany your registration form. Please ensure your insurance policy covers Markets and the actual product you sell.*
- Food stalls: Contact Market Manager at the Hartley office for extra information
- The Market is outdoors. All available sites are in the open air. NB: All prices Include GST

Stallholder's Name			
Business Name (if applicable)			
Address			
Suburb		Postcode	
Home Ph.:		Mobile	
Email			
Goods to be sold			

DECLARATION I/We have read and undertake to abide by the Terms and Conditions and the Code of Conduct of the Hartley Hall Markets as outlined in this registration form. I/We agree to allow Hartley Lifecare to give details upon this form upon request for customer enquiries & Market management purposes.

Signed _____ **Date** _____

Please return completed form with your payment to hallmarkets@hartley.org.au
6 Hodgson Place, Pearce, ACT 2607.
Market Manager: 02 6185 1601

Hartley Lifecare reserves the right to refuse the allocation of sites to any applicant without assignment of reason.

PROCEDURE FOR EVACUATING THE MARKETS- Assembly point marked on map over page

Emergency plan

a. The delegated areas for assembly of both visitors and stallholders are;

Area A the Equestrian Showground

Area B the Polocrosse Field

These two areas are the assembly points should the markets need to be evacuated.

If the air horn is repeatedly sounded during the day, please leave your stall and make your way swiftly to your nearest assembly point.

Hartley Hall Markets will secure the grounds and monitor all movement back through the markets until the emergency is over.

It is imperative that you follow the direction of Hartley Lifecare staff and volunteers.

Human life is more precious than stallholder stock, anyone that remains behind during an emergency or chooses not to follow direction from Hartley Staff....do so at their own risk and liability.

Stallholders and the public should remain at the identified assembly point until either the Market manager, Police or other Emergency Services give the all clear.

By providing separate visitor car park it is acceptable for members of the public to leave the showground by leaving by the nearest exit from the assembly point if safe to do so. This precludes re-entering the market area.

PROCEDURE FOR MEDICAL EMERGENCY AT THE MARKETS

a. There is at least two staff, volunteers at every market that hold a senior first aid certificate.

b. There is a first aid kit that is to be kept in the office at the show grounds, on the polo cross side of the markets.

c. The Market Manager and the Office staff at Hall can always contact one of the two first aid officers either by two-way radio or phone for the duration of the markets.

d. These two people are the preferred respondents to a medical emergency

e. If an ambulance is called to attend two staff or volunteers will be identified to escort the ambulance through the market area to the patient.

f. Radio contact must be maintained with the car parking attendants so they can anticipate the arrival of emergency services and stem the flow of traffic as required.

g. The market manager, the first aid officer and any staff or volunteer directly involved in assisting the patient must complete an incident report which is to be filed with Hartley Lifecare's Human resources department on the Monday after the markets.

h. If either a medical emergency or evacuation of the markets occurs where the situation required the Police, Paramedics or the Fire brigade to attend the Market Manager must contact and advise the CEO of Hartley Lifecare once the situation is under control.

Emergency services contact details

POLICE – If you or someone else are in immediate danger, the offender is still in the vicinity, or there has been a serious accident phone triple zero - 000.

For assistance where there is no immediate danger, or to report suspicious activity or theft phone 131 444.

AMBULANCE- dial 000 and they will advise you of the best possible course of action. (Which side of the market is the incident?)

FIRE BRIGADE -dial 000 and advise them of the emergency and which road to come in off (which side of the market is the incident?)

EVACUATION AREA A
 = Gladstone Street

EVACUATION AREA B - VICTORIA ST

