

Northey Street City Farm Organic Farmers Market



Stallholder Terms and Conditions

Version 2025.1

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GENERAL CONDITIONS

All stallholders trading at the Northey Street City Farm (hereafter referred to as NSCF) Organic Farmers Market are subject to these Terms and Conditions.

Stallholders will be bound by these Terms and Conditions as soon as they are notified of their successful application, unless stated otherwise.

This document replaces all previous NSCF stallholder agreements or Terms and Conditions.

These Terms and Conditions may be changed at any time by NSCF. Stallholders will be notified by email when updates to Terms and Conditions occur. If a stallholder returns after a period of absence, it is the stallholder's responsibility to read and agree to any new Terms and Conditions.

The stallholder agrees to be subject to all terms and conditions of the venue proprietors Brisbane City Council.

The stallholder acknowledges that there has been no guarantee of profitability made by NSCF or its staff or agents.

LOST AND FOUND PROPERTY

Any lost or found property can be given to, or reported to, Market staff, or handed in at the Market Shed or Nursery.

Any found property can be collected on market day from the Market Shed. During the week, found property will be available for collection from the NSCF office during normal business hours (**9am – 5pm**) from Tuesday to Thursday.

SITE ALLOCATION

NSCF Market staff are responsible for all site allocations.

While the best efforts are made to satisfy stallholder requests, stall spaces are limited, and allocated positions will be determined based on best fit with the Market's layout and needs. We are happy to discuss stallholders' needs at any time, but the final decision for site allocation is non-negotiable.

NSCF has complete and unfettered right to use any image of the Market or a stall to promote the Market generally, whether by printed material, through its website, or other promotional means.

To locate your allocated site, please refer to [APPENDIX ONE for a link to our Market Map](#). This map is an approximation and is subject to change at any time.

TRADING HOURS

Trading hours are 6am – 11am every Sunday, with the possibility of extended trading hours during the winter months for parts of the Market. Any change to trading hours will be communicated in advance via email.

Stallholders must be stationed at their allocated site **no later than 30 minutes** before Market opening time. Exceptions are not permitted without prior approval of Market staff. If arriving after this time, please call the Market Staff phone number at **0491191434**.

Stallholders must keep their stall open for uninterrupted trading until the Market closing time for their trading area unless prior approval has been granted by Market staff.

STALLHOLDER CATEGORIES, FEES AND PAYMENT TERMS

Stall fees are collected after attendance at the markets. Our preferred method is direct debit via Worldpay; we encourage stallholders to make use of this system to process their payments automatically.

New stallholders will be sent a link to an online form to authorise direct debit payments from their chosen bank account or credit card.

Stallholders who make use of our direct debit system will be charged the Tuesday following their attendance. Stalls who pay via bank transfer will be expected to pay their invoices as soon as possible – within 5-7 business days of being received at the latest.

Payment by direct debit incurs a **\$0.94 / week merchant processing fee** for the stallholder if a bank account is supplied.

A **2.12 % + \$0.35 / week merchant processing fee** is incurred by the stallholder if a credit or debit card is supplied. NSCF recommends providing bank account details to minimise merchant processing fees.

Stallholders who elect to pay manually via Bank Transfer are required to pay a **\$3.00 / week surcharge** to cover general administration costs associated with NSCF Finance Staff processing their payment.

Casual attendance incurs a **\$2.00 / week surcharge** to cover general administration costs.

Payment of stall fees entitles a stallholder to occupy their assigned site for the duration of the Market on that day. It does not infer a lease or the continued right to occupy the same location at the Market. Stall fees may change over time. All fee increases will be notified through changes to these Terms and Conditions.

Accounts Receivable and Late Payment

A **\$10.00 direct debit rejection fee** will be charged for any direct debits that fail due to insufficient funds. Failed payments (+ the rejection fee) will be rescheduled for 5-7 business days from the date of the failed payment notification email.

Late payment penalties apply to stallholders whose invoices remain outstanding for more than 60 days. For more details, see our Accounts Receivable policy at [APPENDIX THREE](#).

Attendance Categories

New stallholders can decide which attendance category they wish to belong to. Changes to a stall's attendance category requires approval from the Market Coordinator.

Permanent: Weekly attendance, generally in the same location.

Regular: Regular attendance generally in the same location, e.g. *fortnightly, 1st Sunday of the month*, etc.

Casual: Casual attendance. At least five days' notice is requested before attending.

Seasonal: Only available to Farmers. Categorized as **permanent/regular stallholders** for the duration of their growing season(s).

Stall Categories

The conditions and fees of which stallholders are required to adhere are determined by the stall category assigned by the Market Coordinator.

Coffee and Hot Food: A stallholder that sells hot food and/or coffee. If an organic certification is not supplied, at least 95% of products and ingredients used (by raw weight, not including water) must be able to be traced back (via invoices) to certified organic producers or growers.

Farmer: A stallholder that grows, raises, catches or gathers food and/or processes value-added foods derived from on-farm inputs. Farms are required to be organically certified by one of the certification bodies specified in this document. Farmers may also be permitted to resell other organically grown produce that does not come from their farm – so long as the produce is certified organic and purchased directly from another farmer, *not* from a wholesaler/reseller. Proof of this must be given to the Market Coordinator for approval before these items are added to the farmer's Approved Products List.

Farmer/Reseller: A stallholder that grows, raises, catches or gathers food and/or processes value-added foods derived from on-farm inputs. Farms are required to be organically certified by one of the certification bodies defined in this document. They also resell other organically grown produce that does not come from their farm. This produce must be organically certified, and they must have written approval from the Market Coordinator before these items are added to the farmer/reseller's Approved Products List.

Food Maker: A stallholder that makes their own food products or beverages (excluding coffee). If an organic certification is not supplied, at least 95% of products and ingredients used (by raw weight, not including water) must be able to be traced back (via invoices) to certified organic producers or growers.

Reseller: A stallholder that sources and re-sells organic produce or other items (e.g. Fair-Trade goods) from another party, including a farmer, where monies are exchanged with the intent to re-sell that item or produce to consumers. This includes any primary and specialty food products, and the re-packaging of any food or beverage.

Maker: A stallholder that makes their own non-food products. Organic certification is required in this category where a national organic standard exists for the product being made.

Wellness: A stallholder that provides a service linked to wellness, e.g. massage.

Upcycle: A stallholder that takes pre-used items and repurposes, restores or reuses them to create a product for sale.

Fee Structure

The following fee structure applies (*inclusive of GST*):

Category	Fee per 3m x 3m
Coffee and Hot Food	\$126.92
Farmer	\$66.21
Farmer/Reseller	\$71.74
Food Maker	\$77.25
Reseller	\$77.25
Maker	\$49.67
Wellness	\$49.67
Upcycle	\$49.67

Price on application applies to trucks, vans, irregular sized marquees, or stalls smaller than 3m x 3m.

Stallholders are charged for **retail space**. No charges will be levied for casual seating space in the Market.

Stallholders are encouraged to create **seating space** for their patrons if they wish. Space may only be used for seating if it is not occupied by another stall and does not obstruct any walkways or exits. Creating seating space for patrons must only be done with the express consent of the Market Coordinator. Consent does not give the stallholder the right to use that space indefinitely; the space may be filled by another stall at the discretion of the Market Coordinator. Payment for seating space will be required if stallholder wishes to secure permanent seating space for their patrons within a space allocated for retail stalls.

Obstructions to stall setup that are not directly caused by NSCF do not necessarily incur a discount or waiver on stall fees.

The Market Coordinator, in exceptional circumstances, may offer discounts to stall fees.

Equipment Hire

A limited number of tables and marquees are available free-of-charge in special or emergency circumstances.

Ongoing hire of NSCF marquees or tables is available at a charge of **\$5.00 / week per item**.

Equipment Storage

Storage is available in the Market Shed by request only. Approved market stall equipment can be stored here between market days.

Ongoing equipment storage is offered at a rate of **\$5.00 / week for each individual item**. This includes (but is not limited to) marquees, tables, and boxes of equipment. The rate is negotiable for larger numbers of items at the Market Coordinator's discretion.

Please note that the Market Shed has limited space allocated for equipment storage to ensure continued access and safety. For this reason, all requests for equipment storage are subject to the discretion of the Market Coordinator. Preference will be given to regular stallholders.

Setup and Pack Down Assistance

Staff may agree upon request to regularly assist stallholders in setting up or packing down any equipment stored in the Market Shed for a fee of \$5.00 / week per item.

This fee covers the labour costs associated with assisting stallholders with their equipment and applies **for each instance** the stallholder is assisted – a fee of **\$10.00 / week per item** will apply to assistance provided during both setup and pack down.

This fee may only be waived at the discretion of the Market Coordinator.

Power Access

Power access up to 15A is available at most sites for a cost of \$15.00/week per outlet.

Stallholders making use of our electricity boxes are asked to always follow the Market's Electricity Safety Guidelines – [see APPENDIX FOUR for more information.](#)

First Nations Discounts on Stall Fees

Aboriginal or Torres Strait Islander-owned businesses are entitled to a 50% discount on their category fee.

New and emerging (less than two years old) Aboriginal or Torres Strait Islander-owned businesses may also be offered **twelve months' attendance free-of-charge** at the discretion of the Market Coordinator.

Attendance and Weather Conditions

NSCF Organic Farmers Market is an all-weather market, and operates irrespective of weather conditions, 'rain, hail or shine' ... except for severe flooding.

Inclement weather, therefore, is no excuse for non-attendance. Stallholders have an obligation to attend the market in **all weather conditions**. This is critical to the success of the overall market, and it supports fellow stallholders who rely on the Market as their primary source of income.

Stallholders are responsible to plan for adverse weather conditions such as rain, wind, cold and heat with appropriate safety and wet weather procedures and equipment (e.g. marquee sides and weights to secure marquees). Stallholders are also responsible to ensure that their products are protected.

Market Management, its operator/s, servants, agents and/or assigns shall not be liable for loss or damage to stock and/or equipment however caused. Credits and/or refunds will not be issued for bad weather on trading days. Fee credits will only apply if the Market Coordinator suspends trading due to flooding or for any other reason.

Annual Leave, Absenteeism and Fees

For permanent and regular stallholder to retain their site and status at the Market, they are asked to be present each Sunday they are regularly scheduled to attend. Failure to do so may result in stall fees being charged in absentia or the loss of their site allocation.

With that said, there are select instances where fee-free absences are permitted.

The following absences are *sufficient* for the waiving of stall fees:

- **Farmers** are entitled to **absenteeism** as per their growing season. Prior notification of at least seven days is requested.
- **Aboriginal or Torres Strait Islander stallholders** are entitled to **absenteeism** from the markets. Prior notification of at least seven days is requested.
- **Casual stallholders** who give more than 24 hours' notice of their absence are entitled to **cancel their attendance** without incurring a stall fee.
- All **permanent weekly stallholders** are permitted **eight Sundays of 'annual leave'** per financial year from the Market, with notification required 24 hours in advance.
- All **regular fortnightly and monthly stallholders** are permitted **four Sundays of 'annual leave'** per financial year from their scheduled attendance dates at the Market, with notification required 24 hours in advance.

The following absences are *not considered sufficient* for the waiving of stall fees:

- Any **casual stallholders** who confirm their attendance, only to advise the Market staff of their absence less than 24 hours before trading closes (at 11am), will be liable for that week's stall fees.
- Any **permanent or regular stallholders** scheduled to attend who do not advise us of their absence before the market's closing of trading will be liable for that week's stall fees.
- **Permanent weekly stallholders** and **regular fortnightly/monthly stallholders** who are absent and have used up their annual leave, whether advised in advance or not, will be liable for that week's stall fees.
 - Nonpayment of fees is the stallholder acknowledging that they are waiving their right to their place in the Market.
 - Absenteeism advised in advance does not constitute a waiver of stall fee, unless the stallholder is taking one of their annual leave Sundays.

Exceptions:

If exceptional circumstances mean that a stallholder cannot honour their scheduled attendance, they may apply to the Market Coordinator for '**compassionate leave**'.

Any decision to waive the stall fees under these circumstances is at the sole discretion of the Market Coordinator.

STALLHOLDER VEHICLES AND PARKING

Stallholders will be issued with a bump in procedure on application approval.

Bump in commences from 4:00 am when Market Staff arrive onsite. You may choose to bump in earlier, but please minimise noise and light pollution and be considerate of our neighbours.

Stallholders are expected to liaise and cooperate with neighbouring stalls regarding ongoing bump in routines to ensure a safe bump in with minimal disruption for all involved. New or returning stallholders should arrive early to their first market to minimise their impact on existing routines.

All vehicles driving onsite must use hazard lights and not exceed the speed limit of 5km / hr (walking speed).

Vehicles should be removed offsite once unloaded, and prior to stall set up, unless Market staff have granted an exception.

All vehicles must be offsite by 5:30am.

Vehicles must not obstruct or impede other stallholders while onsite.

Stallholder vehicles must not park in the main carpark area without prior approval from Market staff. Approval may be granted if vehicle access is required during trading hours. Otherwise, all vehicles should be parked on the street away from the Market. This is essential to free up parking spots for Market patrons.

Vehicles may only enter the Market site on conclusion of trading or with the permission of Market staff. Please exercise extreme caution of pedestrians and property.

Failure to comply with these terms will result in a Verbal Warning. If the offending stallholder is non-compliant for a second time, they will receive a Written Warning. Ongoing failure to comply will result in a \$200 fine or exclusion from the Market at the discretion of the Enterprise Manager.

STALL MAINTENANCE

Stallholders must set up and pack down their stalls in a quiet and orderly manner.

Stalls are expected to be neat, tidy and well presented. Stallholders must keep their stall areas clean and clear at all times. Stallholders are asked to leave their site in the condition that it was prior to the stall being erected.

Any damage caused by either stallholder or persons affiliated with the stallholder, must be repaired at the expense of the stallholder.

No ropes or tarps may be tied to any trees and branches without approval from Market Staff.

Clear access must be maintained for pathways, waste stations, and bins.

Stallholders shall not assign or sublet or part with any section of their site without written approval from the Market Coordinator.

During adverse weather conditions, stallholders are responsible for securing their marquees and other equipment.

EQUIPMENT AT MARKET SITE

No equipment is to be left onsite at NSCF, or in the market shed, without prior approval from Market staff.

All equipment is to be packed up and removed after each market.

NSCF is not responsible for any property left behind or stored onsite by stallholders.

See the subsection 'Equipment Storage' under 'STALLHOLDER CATEGORIES, FEES AND PAYMENT TERMS' for equipment storage rates and other details about storing equipment in the Market Shed.

PRODUCTS FOR SALE

Only products that are approved by the Market Coordinator during the application process are allowed to be sold at the Market.

New products, or changes to existing products, **must be submitted to the Market Coordinator at least seven days in advance for written approval.** Requests to change a stall's Approved Product List should be emailed to markets@nscf.org.au.

Failure to obtain pre-approval in writing from the Market Coordinator before selling any product will be considered grounds for suspension from the Market.

Stallholders may not conduct an auction, lottery, raffle, competition or fundraising of any kind at the market without prior approval from Market staff.

Applications and new product requests will be assessed to ensure the protection of cultural heritage and Indigenous Cultural and Intellectual Property. Stallholders whose products or services include Indigenous Cultural or Intellectual property will be asked to provide evidence they have permission to use that material.

Stallholders must not offer products that compete directly with NSCF enterprises, such as the City Farm Nursery. NSCF is a not-for-profit organisation that relies on its enterprises to help make its valuable contributions to the community. These enterprises ensure it remains independent and financially viable.

No stallholder is guaranteed exclusivity for their product/s; however, we do consider existing stallholders' product lines before approving new products or new stalls.

SIGNAGE AND LABELLING

All products for sale must be clearly priced using display cards, menus or labels/writing on the product's packaging.

Country of origin labelling must be present in accordance with Australian Consumer Law.

Stallholders must not display signs outside of their stall area without permission from Market staff.

The only non-organic certified food products permitted are:

- a. Products in conversion to organic certification, and;
- b. Products that satisfy our requirements for Coffee and Hot Food, Food Maker, Maker, and Upcycle stallholders.

Products in conversion will only be approved if accompanied by a letter from the Certifying Body. Appropriate signage for products in conversion must be clearly displayed, e.g.

- Product is in conversion to becoming certified organic
- Product contains at least 95% certified organic ingredients – but the product itself is not certified organic.

In exceptional circumstances, some non-organic food products may be permitted only with the **express written permission of the Market Coordinator**. This allows for the inclusion of ethically sourced products for which Organic Certification does not currently exist (e.g. wild caught or sustainably foraged goods). Other certifications or sufficient evidence of the product's ethical credentials will be required. Such products must be clearly labelled as *non-organic certified*.

Stallholders must not use the NSCF logo or other marketing collateral without prior approval from the Market Coordinator or the Enterprise & Support Manager.

Farmer Signs

Green corflute signs are provided free-of-charge for stalls that belong to the 'Farmer' category. These signs are to assist Farmers in distinguishing themselves from other stalls in the Market.

We strongly encourage all Farmers to make use of these signs to make this visual identification aid consistently useful to our customers.

Signs will be labelled on the back with the name of the stall that uses the sign. Farmers are requested by NSCF to only use the sign with their stall's name label on it.

Farmers have the option of picking these signs up during bump-in and leaving these signs in the Market Shed at the end of the day for safe keeping. However, they are also welcome to take the signs home with them and bring them back to the markets each week. Please note that doing so is at the risk of the Farmer in question, who will be responsible for ensuring the signs attend with them each week.

Loss or damage of an NSCF Farmer sign in such instances that are within the Farmer's control will require the Farmer to pay a **\$10.00 fee** for a replacement sign.

LEGAL REGULATIONS

Stallholders are required to comply with all regulations applicable to their respective stalls and products (particularly dairy, eggs, meats and seafood products).

These may include (but are not limited to):

- Safe Food Queensland Regulations (www.safefood.qld.gov.au)
- Queensland Health Department Regulations (www.health.qld.gov.au)
- NSW Food Authority Regulations (<http://www.foodauthority.nsw.gov.au>)

Stalls may be inspected at any time by an authorised Brisbane City Council Environmental Health Officer to ensure compliance with legislative requirements. Stallholders must cooperate with the Officer and follow any directives.

Stallholders must observe all requirements of:

- The QLD Public Health Act (<https://www.legislation.qld.gov.au/view/pdf/2017-09-01/act-2005-048>)
- Brisbane City Council by-laws concerning the preparation, storage, display and sale of food and beverages (<https://www.brisbane.qld.gov.au/laws-permits/laws-permits-businesses/food-business-licences>)

Food and drink stallholders must display copies of their required food licences.

These may include:

- A Temporary Food Stall Licence from Brisbane City Council
- A Food Business Licence or Food Manufacturing Licence from a local council

All food stall operators are encouraged to complete a food safety training course. Brisbane City Council offers the free-of-charge 'I'm Alert' program: <https://www.imalert.com.au/foodsafety/>

Scales must be tested and certified by Weights and Measures (www.measurement.gov.au)

Market patrons may be given small tastings of alcohol for the purpose of making a sale. Stallholders selling alcohol must have the permission of the Enterprise & Support Manager and Brisbane City Council, plus have the relevant licenses from the Queensland Alcohol & Gambling Authority.

WORKPLACE HEALTH AND SAFETY

Stallholders have workplace health and safety responsibilities and a duty of care within and adjacent to their stall site, and on the Market site.

Smoking

NSCF is a **no smoking area**. Smoking is only permitted five metres beyond the site's perimeter.

Emergencies and First Aid

In the case of emergencies, all stallholders are to comply with the lawful directions of NSCF Staff and any emergency personnel. Stallholders should familiarise themselves with the NSCF evacuation procedure. (See **APPENDIX TWO** for the evacuation procedure).

All accidents or injuries are to be reported to Market staff as soon as possible.

A fully stocked First Aid Kit is located in the City Farm Nursery. A qualified first aider is on staff and is to provide first aid treatment and fill in the required paperwork.

Lost Children

Stallholders should take any lost children to the **City Farm Nursery** ('safe zone'), and Market staff will be contacted to follow the Lost Children Procedure.

Power Leads and Electrical Equipment

All power leads and electrical equipment (regardless of how new) must have a current test tag.

Stallholders are responsible for engaging a licensed person to ensure all their leads and electrical equipment have current test tags. Any leads or equipment found to not comply will be removed from the stall site. Leads and electrical equipment will be checked every 3-6 months by the Market staff.

Stallholders who wish to use our electricity boxes are required to provide up-to-date information about the appliances and leads they use, including the power capacity of leads, the make/model of any appliances, and how much electricity each appliance is drawing from a given outlet.

Stallholders are to notify market staff whenever their power requirements and/or list of appliances change.

Use of a private generator will be allowed only with the prior written permission of the Market Coordinator.

Dangerous Goods and Compressed Gasses

Stallholders should keep no more than one litre of flammable liquid. Flammable liquid must be stored in an approved container.

Stallholders should keep no more than two cylinders of LPG, not exceeding 25 litres each.

Inert gas cylinders should be positioned to prevent dislodgement.

Alcohol and Other Drugs

Stallholders will not be permitted on-site if they are impaired by alcohol or illegal drugs.

Stallholders should not consume alcohol or illegal drugs during the operating time of the Market, except in the circumstance of sampling products as listed in these Terms and Conditions.

Animals

Brisbane City Council, the landowner of the Market venue, allows dogs in public spaces.

It is the owner's responsibility to keep their dog on a lead, restrain it if needed, and clean up after their dog.

NSCF cannot prevent patrons from bringing their dogs to the Market. It is encouraged that stallholders DO NOT allow dogs to enter their stalls. If a patron blatantly ignores stallholder requests, please call Market staff and have them speak with the patron.

Stallholders should not bring or cause to bring any animals into the Market area, except for licenced Guide Dogs and those with prior approval from the Market Coordinator.

INSURANCE

Stallholders must have their own product insurance, business insurance, and/or personal liability insurance.

A public liability (to the value of \$10 million) and product insurance (if applicable) certificate must be provided on application, or the application will not be approved.

Stallholders shall supply updated copies of insurance cover upon renewal. Trading will be suspended unless a current copy of the insurance is emailed to the Market Coordinator.

Stallholders acknowledge that NSCF's insurance does not cover them.

NSCF shall not be held liable for loss or damage to stallholder property caused by any third party before, during or after a market. NSCF is not responsible for any loss or damage to products or income due to cancellations or weather conditions.

ORGANIC REQUIREMENTS

NSCF supports and encourages local farmers who are organically certified. Local is defined as being within a 200 km radius of the Farm.

Only certified organically grown produce is to be sold at the market. However, special consideration may be given, in exceptional circumstances, to growers or producers who have almost completed their certification process, or who are **'in-conversion to organic'**, or who have changed certifiers. Exceptions will only be considered when accompanied by a letter from the certifier.

Stallholders and the products they sell are required to conform to the [National Standard for Organic and Bio-Dynamic Produce](#). NSCF recognises certification from the following bodies:

- Australian Certified Organic (ACO)
- Bio-Dynamic Research Institute / Demeter
- NASAA Certified Organic (NCO)
- AUS-QUAL Limited
- Organic Food Chain (OFC)
- Certified Naturally Farmed (quality assurance system based on the National Organic Standards) – allowed in specific situations.
- Peer Guaranteed System Accreditation
- Southern Cross Certified

NB: International imported products must meet Australian certifying regulations.

Organic certification certificates must be displayed at the stall. A copy of the full certificate must be emailed to the Market Coordinator whenever it is renewed or updated. Trading will be suspended unless a current copy of the certificate is submitted.

Organic Auditing

Annual and random audits are conducted to confirm stallholder compliance with Organic Certification requirements and to ensure Organic Certification standards for our patrons.

The audit objectives are to:

- ensure organic certification documents, approved products and signage are current;
- verify certified organic products and ingredients;
- verify that 95% of products and ingredients (by raw weight) used in prepared food and beverages can be traced back, via invoices, to certified organic producers;
- ensure that stallholders conform to the standards expected by other stallholders and patrons; and
- review compliance with Market Terms and Conditions, and as appropriate, any other requirements.

When an audit is completed, stallholders will be informed whether they have passed, or not, and whether any rectification is required. If a stallholder has not passed an audit, and if the Enterprise Manager, in consultation with Market staff and NSCF Management, is satisfied that these Terms and Conditions have been breached, then a suspension notice will be issued, and the offending stallholder will be asked to leave the Market.

WASTE MINIMISATION AND MANAGEMENT

NSCF rubbish and recycling bins are provided for patron use only. Stallholders are expected to take any large waste items (e.g. cardboard packaging) off-site for reuse, recycling or disposal.

Stallholders that provide single use items as a part of their service are required by 1 July 2024 to have signage advising customers whether the items are compostable, recyclable or need to go to landfill. Please try to find better alternatives to the landfill items. Market staff are happy to help source more eco-friendly options.

Stallholders must comply with the Queensland Government Plastic Bag Ban. Single-use plastic produce bags and plastic straws are banned from the Market. Paper bags or certified compostable plant-based bags may be provided, and reusable produce bags can be sold to customers.

Market staff continuously take action to reduce single use items and plastic waste at the Market. Stallholders are expected to comply with any directions as developed; new waste minimisation measures will be added to these Terms and Conditions periodically. Patrons are encouraged to bring their own cups, crockery and cutlery. Stallholders are expected to support customers wishing to use non-disposable items when purchasing from them. There are washing up facilities at the Chai Café for anyone wishing to use them.

Stallholders must not dispose of grey water on site without approval from Market staff.

Stallholders must leave their site and immediate surrounds in a clean state. If the stall area is left unclean, in the opinion of the Market Coordinator, the stallholder will be charged a **minimum clean-up fee of \$50** that must be paid within seven days.

STALLHOLDER CONDUCT

Stallholders and their staff are required to maintain the highest standards of stall/product presentation, personal appearance, customer service and relations.

Stallholders are to represent themselves and the Market in a professional, safe and courteous manner and must not engage in behaviour that brings the reputation of the Market into disrepute.

Stallholders must not physically or verbally interfere with other stallholders and/or stall sites at any time.

Abusive, aggressive, intimidating or violent behaviour, whether verbally, in written format or physically directed towards other stallholders, staff, patrons or Market staff will not be tolerated. This is grounds for suspension from the Market at the discretion of Market staff.

Loud and intrusive selling techniques are not permitted. Stallholders are not to use any public address (PA) systems, or other practices that may cause annoyance to other stallholders and patrons.

Stall-wide sales (e.g. “50% off all produce”) are not permitted.

Stallholders must comply with requests and directions from Market staff. Stallholders must refrain from any practice that the Market Coordinator believes could discredit the Market in any way.

STALL SUSPENSIONS

The NSCF Enterprise & Support Manager and/or the Market Coordinator may suspend a stall and/or stallholder from trading if, in their opinion, they determine that the stallholder has breached any of these Terms and Conditions.

Upon the suspension of the stall, the stallholder must immediately vacate the site and remove their belongings. If the stallholder fails to comply with a direction to remove belongings from the site, the Market Coordinator has the authority and the irrevocable permission of the stallholder to remove the belongings of the stallholder to be stored off-site. The stallholder will be liable for the cost of the removal and subsequent storage off site.

Where the NSCF Market Coordinator or the NSCF Enterprise & Support Manager cannot resolve an issue satisfactorily, the matter shall be referred to the NSCF Management Committee.

CHAI CAFÉ

The operators of the Chai Café (in the Farm) must abide by all conditions found in this document (where applicable) as well as the Memorandum of Understanding agreed to by both parties.

CHARITY/COMMUNITY ORGANISATION STALLS

Charity stalls that align with NSCF's vision and beliefs will be allowed to operate at the Market on request.

A letter/email identifying the charity and specifying the nature of the stall will be required from the organisation to secure the booking. Stalls are not to be associated with political parties or religious organisations.

A free-of-charge 3m x 3m site will be allocated by Market staff. If the Charity wishes to attend on a regular basis (e.g. weekly) or secure a specific site, a stall fee may be charged.

Charity stalls may sell non-food products for fundraising with approval from the Market Coordinator. Printed material (e.g. flyers) should be kept to a minimum.

Charity stallholders are requested to refrain from standing in aisles to intercept Market patrons.

Charity stalls must abide by these Terms and Conditions.

CONTACT DETAILS

Market Coordinator Email: markets@nscf.org.au (preferred communication channel)

Enterprise & Support Manager Email: enterprise.mgr@nscf.org.au

Market Phone (Sundays only): 0491 191 434

Office Phone: (07) 3857 8775

Postal Address: 16 Victoria Street, Windsor, QLD, 4030

Web: www.nscf.org.au/market

Emergencies: 000

Fortitude Valley Police Station: (07) 3737 5757

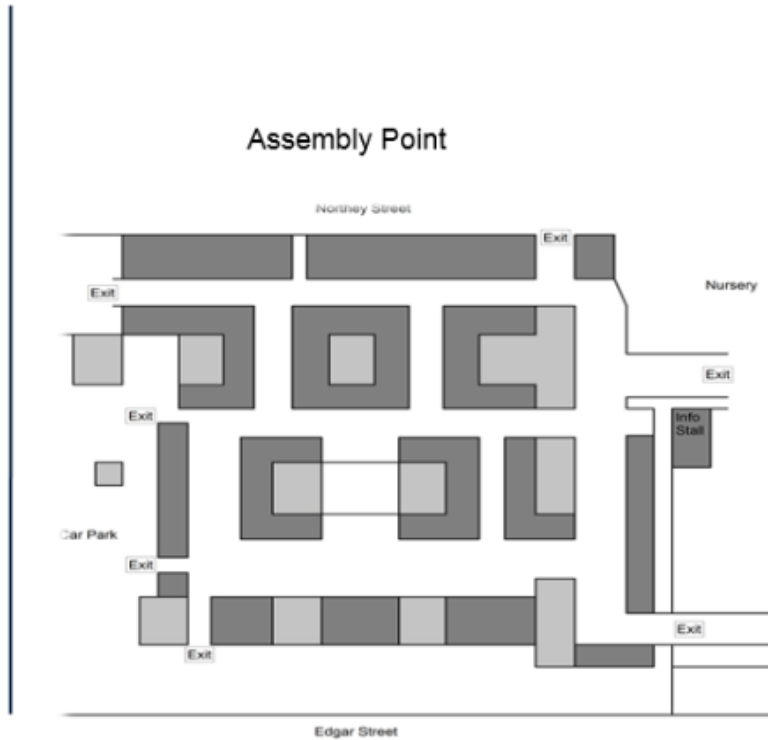
APPENDIX ONE - Link to Market Map / Layout

<https://www.nscf.org.au/organic-farmers-market/stall-holders-and-market-map/>

APPENDIX TWO – Evacuation Plan

Northey Street Organic Market Evacuation Procedures

- > In case of emergency (siren or megaphone will sound), stallholders must comply with directions of NSCF staff, Stallholder Fire Wardens and emergency personnel.
- > Stallholders must be familiar with the nearest emergency exits and assembly point, and be able to direct others.
- > Assembly point is located under the trees, between stalls 100-104 and Northey Street.
- > Evacuation procedures are displayed near emergency market exits and assembly point.



APPENDIX THREE – Accounts Receivable Policy

<https://www.nscf.org.au/wp-content/uploads/2025/05/Accounts-Receiveable-Policy-2025.pdf>

APPENDIX FOUR – Market Electrical Guidelines

<https://www.nscf.org.au/wp-content/uploads/2025/06/Powerbox-Guidelines-General.pdf>