

# Yamba River Markets – Transition to online booking – FAQ



July 2020

## What is happening?

Payment for stall sites is moving online. This means stallholders will be able to pay for their site in advance of market day.

## What are the benefits?

Payment for sites in advance will reduce wait time accessing the site on market days. Stallholders using the online payment system will receive a 10% discount on site fees for the next three markets (July, August, September). Online payments also reduce the risks associated with cash handling.

Furthermore, the use of an online system to manage site bookings and stallholder information will improve communication, as well as our ability to maintain current records of stallholder insurance and licence documents.

## Can I still pay cash?

Cash payments will be gradually phased out and will no longer be accepted in the queue to enter the site. During the transition period, stallholders may pay for their site using cash at the Market Info Tent.

## Are site fees changing?

No. However, stallholders who transition to online payments will benefit from a 10% discount on their site fee for the next three markets (July, August, September). In future years, site fees may increase according to the CPI (Consumer Price Index) in order to match rises in operating costs.

## How do I apply?

To participate in our market as stallholder you must first apply via our website.

All stallholders, new and existing, must complete an application form:

<https://yambarivermarkets.com.au/apply>

Application is required once only and ensures your site requirements are listed in the database.

To apply, you will need to have the following information and documents prepared:

- Email address, contact name, address, business name (for invoicing)
- Your stall or business website and social media links (if applicable)
- Images of your stall and products
- Stall size
- A digital copy of your *full menu* (if applicable)
- Gas usage / electrical power requirements
- A digital copy of your *Clarence Valley Council Food Vendor Permit* (if applicable)
- A digital copy of your current *Public Liability Insurance* certificate

## How do I pay for my site?

Regular stallholders will be sent a payment link via email at the start of each month. Regulars retain their usual sites (see note below about Calypso Holiday Park).

Casual stallholders in the database will be sent an email invitation to attend the next market. Once a Casual confirms their attendance, they will be allocated a site and sent a payment link.

Payment secures your booking for that market. You will receive a tax receipt confirmation of your payment via email.

The online payment covers stalls fees, power, vehicle on-site, insurance etc according to the information supplied in the application form.

**The cut-off date to secure your site is midnight on the Friday prior to market day** (4<sup>th</sup> Sunday of every month). Payments received after the cut-off date will be allocated a site subject to availability.

### Can I still apply via Facebook / Instagram / text message to Gary?

No, applications will only be accepted via the website. Other communication channels may be used to advise the Market Coordinator of your attendance or planned absence from a market.

Regulars must advise, before the monthly cut-off date, if they are unable to attend the market.

Casuals need to confirm their attendance to receive a payment link.

### How will the Calypso Holiday Park expansion affect the market layout?

It depends. No changes are being made to sites due to the introduction of online booking.

However, construction of the long-anticipated expansion of Calypso Holiday Park, at the eastern end of Ford Park, is due to begin any day now. As a consequence, a permanent realignment of the market layout will occur to accommodate the encroachment, meaning that most stallholders usually based at the eastern end of the market will be moved into new positions. The market coordinator Gary Brisbane will contact you directly to discuss these changes prior to the July market.

Other disruption during construction includes the temporary removal of car parking spaces at the eastern end of the market. These will be reinstated as part of the new build. The existing toilet block adjacent to Calypso Holiday Park will remain in use throughout construction.

### Who runs Yamba River Markets?

The markets are operated by Live Prawn Productions Inc under a three-year renewable licence from Clarence Valley Council. Live Prawn Productions (LPP) is a local not-for-profit association formed to support and promote arts and culture in the Clarence Valley.

The association's volunteer management committee contracts Gary Brisbane to coordinate the monthly community market and meets every second month to discuss issues and opportunities relating to the market, as well as arts and cultural activities. Please contact us if you are interested in learning more about LPP.

The current market licence period was renewed as of 1<sup>st</sup> July 2020.

### I still have questions, how do I contact you?

To contact the Market Coordinator Gary Brisbane, ring 0422 420 159 or email [stalls@yambarivermarkets.com.au](mailto:stalls@yambarivermarkets.com.au)

For general enquiries, email [hello@yambarivermarkets.com.au](mailto:hello@yambarivermarkets.com.au)