Fraser Coast
Tourism & Events

Stallholder Handbook
2026

All Stallholders must uphold the Code of Conduct.

This Code of Conduct embodies the guiding principles of:

- **Honesty:** We behave ethically and act with honesty, fairness and loyalty.
- **Respect:** We recognise and support the contribution of each stallholder and respect each other, our event patrons and those with different ideas and from diverse backgrounds and cultures.
- **Friendliness:** We keep people informed through active engagement with each other and being open to alternative ideas in a friendly manner.
- **Professionalism:** We present ourselves in a professional way, delivering a unique and high-quality event.

Management reserve the right to request that Stallholders undertake any reasonable measure which will improve the safety of their stall or raises the level of the overall presentation of the event.

Fraser Coast Tourism & Events (FCTE) asks that Stallholders consider the following:

- **Communication**

Unless stated otherwise, all communication is via telephone or email. Stallholders are required to maintain a permanent and reliable communication with Management. Delayed response to urgent matters may cause cancellation from the stallholders list.
We ask that when communicating via telephone or email, it is important to leave a clear message stating your full name, business, phone number and nature of your enquiry. If your message is not clear, we will be unable to assist you with your enquiry.
Management will not engage in any verbal dispute or conflict of any sort. All disputes must be presented in writing via email and directed to Management for resolution.

- **Presentation**

Presentation is key to delivering a high-quality event. Stall displays should present a creative and successful image for the event and the products concerned. Stallholders are asked to avoid leaving stalls unattended and be available to serve and greet customers during opening hours. All products and stalls are to be kept clean and tidy. Stallholders are to be dressed in clean, presentable clothing and covered footwear.

- **Unacceptable Behaviour**

Conflict will not be tolerated between stallholders, retailers, event patrons, or approved contractors, and under no circumstances will event staff engage in business transaction disputes or such conflict. Verbal abuse and/or physical abuse will not be tolerated under any circumstances.

- **Brand and Image**

Our behaviours should reflect our values and not affect the integrity of the event. Stallholders should contribute positively to the reputation of the event through ethical and professional behaviour.

- **Environmental Best Practice**

Stallholders are encouraged to utilise environmentally friendly options where possible. The use of single use plastic is not permitted.

- **Breach or Non-compliance**

If a breach or non-compliance has occurred, investigation will be conducted by Management who will look at the evidence and information that substantiates the breach. If it is considered serious, immediate termination may be applied. If the breach or non-compliance is unlawful, the appropriate

authorities will be contacted. If a breach or non-compliance has occurred with management, then it should be reported to FCTE Management in writing. All reported breaches will be investigated without delay and action will be taken accordingly.

STALLHOLDER TERMS & CONDITIONS

These are the terms and conditions of Fraser Coast Tourism & Events Ltd (FCTE) which apply to the occupation of sites in the event precinct by approved stallholders, community groups and entertainers at FCTE operated events.

DEFINITIONS

Event means an event operated by Fraser Coast Tourism & Events Ltd (FCTE).

Event Coordinator means a person or persons appointed by FCTE responsible for the overall operation of the event.

Site Supervisor means a person or persons appointed by FCTE responsible for overseeing the allocation for sites at the event.

Event Precinct means the area specified on the event site plan specific to the Event.

Site means an area of land within the Event Precinct allocated by the Event Coordinator or Site Supervisor to a Stallholder to sell their goods or services during the event.

Stallholder means a person or persons to whom a Site is issued by the Site Supervisor or Event Coordinator.

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1) Application, Variation and Amendment of the Terms and Conditions

a) By accepting allocation of a site and/or by continuing to occupy a site, the Stallholder agrees to abide by these terms and conditions.

2) Stallholder Application Process

a) Any person who wishes to be considered for a site at the Event must first complete the Stallholder Expression of Interest (EOI) Form and supply all supporting material relevant to the application.

b) EOI will go through two levels of reviews. EOI will first be accepted into the general pool of vendors then into individual event review.

c) The EOI process does not guarantee a site allocation or an involvement or partnership with the Event or with FCTE. Acceptance into the general pool of vendors does not guarantee acceptance into the individual event/s.

d) EOI are reviewed periodically, and a selection process will take place to ensure that all applications are considered under the criteria laid down in clauses 3 – 8 of these terms and conditions. Applications will be allocated to one of the following categories: Accepted, Waitlisted or Rejected.

e) Applications must be received three months prior to the event date for signature events and 4 weeks prior to Food n Groove Fridays event dates. Late applications may not be considered.

f) Acceptance is confirmed in writing around 8 weeks prior to the signature events and 4 weeks for Food n Groove Fridays events. It is the responsibility of all Stallholders to confirm their attendance by paying their site fees by the date specified prior to the Event or no site will be retained for them.

g) Applicants may be placed on a waiting list to receive a site allocation. There is no guarantee

of placement.

h) Unsuccessful applications cannot be resubmitted, and no correspondence will be entered into regarding the application. If the unsuccessful applicant wishes to reapply, a new application may be accepted on the grounds that it better addresses the criteria as specified in clauses 3 – 8 of these terms and conditions.

i) Every effort is made to confirm site locations to Stallholders prior to the Event, however the Event Coordinator reserves the right to re-allocate sites as necessary.

3) Stallholder Selection and Site Allocation Process

a) Stallholder selection will be made based on the following considerations:

i) Detail of direct economic benefit to the Fraser Coast, as outlined in application.

ii) Appropriateness of vendor to enhance event themes.

iii) Appropriateness of vendor to appeal to event targeted demographic.

iv) Provision of choice and variety for event attendees

v) Vendor presentation

b) FCTE cannot guarantee product/service exclusivity to any Stallholder.

c) The number of stall sites may be limited according to the specific requirements of each event and the restrictions of the event location and site design.

d) Sites will not be offered to stallholders who have an outstanding payment or unresolved issue regarding previous FCTE events.

4) Products and Services

a) All allocated Stallholders must provide a complete listing of products and/or services for sale as part of the application process. Any changes to the listing of products, vendors must contact FCTE to update application prior to the event.

b) To maintain the integrity of the Event, only the products which have been approved during EOI process by the Event Coordinator may be sold. Any intention to vary this must be pre-approved by the Event Coordinator prior to goods being sold at the Event on an event-by-event basis. Any product not listed or approved by the Event Coordinator may be required to be removed and a site reallocation may be necessary. Except in the case of antiques and collectables all items must be new. No second-hand goods may be sold in the Event Precinct.

c) The dissemination of political or religious material or ideas is not permitted.

d) False or misleading claims regarding products could result in exclusion.

e) Under no circumstances is any illegal material such as copied DVDs, games or any product breaching copyright laws to be sold at the Event. If caught, consequences may include substantial monetary fines and imprisonment. Any Stallholder found to have these products for sale will be required to remove them from their site. Failure to comply with such requests will result in exclusion.

f) Stallholders are not permitted to sell any of the following banned items: weapons of any kind (such as toy guns or swords), clothing or products with explicit or illicit material, and

cigarettes.

g) Animals or livestock being used for entertainment or promotional purposes in the Event Precinct must be kept under conditions compliant with RSPCA legislation. All litter and waste shall be removed immediately. All required safety equipment must be used in the handling of such animals. It is the responsibility of the Stallholder to obtain any licences or registrations necessary – refer to clause 16 of these terms and conditions.

h) The Event Coordinator may order the removal of any item from a stall that does not comply with the requirements outlined in clauses 4.a – 4.g above.

5) Food Vendors

a) All food vendor sites must comply with health regulations issued by Fraser Coast Regional Council prior to commencement of trade in the Event Precinct. It is the responsibility of the Stallholder to inform themselves of the requirements by contacting a Council Environmental Health Officer on 1300 79 49 29.

b) A current copy of the Stallholder's Annual/Short-Term Food Stall Licence or Mobile Food Business Licence must be submitted with the Stallholder Application for the Event. An additional copy must be available to be presented to the Event Coordinator or Fraser Coast Regional Council Environmental Health Officers at the Event upon request.

c) To comply with the Fire and Rescue Service Act 1990 and the Building Fire Safety Regulation 1991, all hot food vendors must have at least 20B(E) Dry Chemical Powder (or equivalent) fire extinguisher on site.

6) Food Vendor Volunteer Meal Provisions

a) As a volunteer appreciation practice, FCTE requires that all food vendors supply meals to volunteers or staff members on the day of the event.

b) The initiative works as follows:

i) We will print dated meal vouchers that are distributed to volunteers/staff on the date.

ii) Stallholders are to exchange vouchers for meals and/or drinks (recommended value up to $20, including GST) during the event.

iii) If stallholder wishes to seek financial compensation from Fraser Coast Tourism & Events, vouchers must be retained. Post event vouchers are to be photographed or scanned and sent to events.accounts@fcte.com.au no later than two weeks post event along with tax invoice addressed to Fraser Coast Tourism & Events. Fraser Coast Tourism & Events will pay up to $20 (incl. GST) per voucher.

iv) Please note that you may not be presented with any meal tickets during the event.

7) **Market Vendors - Blue Card Requirements in Entertainment, Beauty, and Photography**

a) Important changes have been made to Queensland's blue card system to strengthen safeguards for children. From 20 September 2025, vendors (including their workers) who attend events organised by FCTE and operate in the entertainment, beauty, or photography industries will be required to hold a valid Blue Card. This information will be collected as part of the Stallholder Expression of Interest (EOI) application. More information available here.

b) Only vendors with a valid Blue Card will be accepted to trade at FCTE's Signature Events.

8) Entertainment

a) All entertainers including buskers must be booked and allocated a site by the Event Management prior to the Event.

b) The Event Coordinator must approve any amplified sound system before being used in the Event Precinct. All electrical equipment must be tagged and tested as per clause 20.

c) The Event Coordinator will monitor the volume level throughout the day and any direction to adjust the level must be followed immediately.

9) Charities and Community Organisations

a) Charities and Not-For-Profit Community Organisations may register to utilise the Event for their promotional or fund-raising activities by completing a Stallholder Expression of Interest Form.

b) Applications must include a copy of the charity's registration and details of the proposed activity/fundraiser to be carried out. A copy of the public liability policy covering the charity or organisation and its representatives must also be supplied upon application.

c) Sites allocated to charities and community organisations will not exceed 20% of the total number of stallholders at the Event.

10) Public Risk Insurance

a) All Stallholders, food vendors, entertainment providers and persons conducting charity, fundraising or promotional activities within the Event Precinct must provide proof of a Public Liability Insurance Policy for an amount of not less than $20,000,000 and will note the interests of Fraser Coast Tourism & Events whilst conducting their activities on land controlled by, or the responsibility of, Fraser Coast Tourism & Events. Evidence is to be provided in the form of a Certificate of Currency or Schedule of Insurance; this may be reviewed by FCTE's appointed insurance broker regarding the adequacy of such insurance. A copy must accompany the stallholder application and will be kept on file.

b) Evidence of this insurance must also be available upon request by the Event Coordinator or Site Supervisor on-site at the event, should the need arise

11) Site Fees

a) A site fee schedule is available from the Event Coordinator.
b) Charities and Not-For-Profit Community Organisations who reside within the Fraser Coast will be eligible for a 50% discount on site fees.

c) Fees are to be paid to Fraser Coast Tourism & Events upon confirmation of a site by the specified due date.

d) Site fees are to be paid using the online link emailed from the Stall Manager application system.

e) Digital receipts will be given for each payment.

f) Refund of site fees will occur in the following circumstances –

i) Where more than 14 days notice has been provided to the Event Coordinator of the

stallholder's inability to attend, a refund of 75% of the site fees (less a 25% administration fee) will be applied.

ii) Where less than 14 days but more than 7 days notice has been provided to the Event Coordinator of the stallholder's inability to attend on the day, a refund of 50% of the site fees (less a 50% administration fee) will be applied.

iii) Where less than 7 days and more than 48 hours notice has been provided to the Event Coordinator of the stallholder's inability to attend on the day, a refund of 25% of the site fees (less a 75% administration fee) will be applied.

iv) Where less than 48 hours notice has been provided to the Event Coordinator of the stallholder's inability to attend on the day, no refund will be applied.

v) In accordance with clause 12.a no refund of site fees will apply.

12) Attendance

a) Sites must be occupied by the time nominated on the Stallholder Information Sheet or they may be reallocated at the Event Coordinator's discretion. Stallholders who are running late are required to contact the Event Coordinator immediately on the contact number provided.

b) Stallholders who are unable to attend due to an emergency or illness must contact the Event Coordinator as soon as possible on the contact number provided. A refund may be discussed with the Event Coordinator.

13) Wet Weather Arrangements

a) Wet or windy weather and or the lack of wet weather protection is not considered sufficient grounds for non-attendance.

b) In the case of mild inclement weather, the Event shall proceed in most instances and Stallholders are expected to present themselves on the day and bring their own wet weather equipment for their site area and products.

c) In the instance of severe inclement weather, the following procedure will be followed:

i) The Event Coordinator and Event Manager will monitor the situation.

ii) A decision will be made at least 4 hours prior to the commencement of the Event as to whether the Event will be cancelled or continued.

iii) Further assessments will be made throughout the day as necessary.

d) Should the Event be deemed unsuitable to proceed, all attempts will be made to reschedule and site fees to be carried forwards. If the Event cannot be rescheduled and is cancelled by FCTE, stallholders will have their full site fee refunded.

14) Site Set Up

a) No Stallholder shall set up their site prior to the times nominated on the Stallholder Information Sheet. Site set up earlier to this time may result in exclusion from the Event Precinct.

b) During bump-in, Stallholder vehicles must be parked alongside the space allocated to the Stallholder's site.

c) Goods and site structures must be unpacked onto the site, and the vehicle must be removed from the Event Precinct prior to setting up a site.

d) Weights of no less than 15kg must be applied to marquee legs immediately.

e) Under no circumstances are pegs permitted to be used to secure marquees, flags or any other structures. Stallholders seen using pegs will be asked to remove the pegs immediately.

f) Under no circumstances are flags or any other structures to be inserted into the ground.

g) No vehicle will be allowed to remain in the Event Precinct after the time specified on the Stallholder Information Sheet unless permission is given by the Event Coordinator.

h) Vehicles must observe all traffic rules and signals when entering and leaving the Event Precinct. Low speed must always be observed, and hazard lights must be activated when vehicle is moving inside the Event Precinct.

15) Stall Pack Up

a) Stallholders are not to pack down their stall set-up or structure until the completion of the Event.

b) Goods and site structures must be unpacked onto the site prior to the Stallholder's vehicle being brought back into the Event Precinct.

c) Vehicle access to vacate the Event Precinct shall be no earlier than the time specified on the Stallholder Information Sheet.

d) No vehicles or trailers are to remain within the Event Precinct after the site pack-up concludes, unless previously approved by the Event Coordinator.

e) Stallholders must remove all rubbish and litter from site, including food scraps and waste oil at the completion of the Event.

16) No Smoking Area

a) The Event Precinct is designated a no smoking zone. Smoking is prohibited within the Event Precinct, this also applies to stallholder marquees.

b) Smoking break-out areas are outside the event precinct.

17) Stallholder Parking

a) Stallholders will be notified details of relevant parking areas in their Stallholder Information Sheet. It is the responsibility of the Stallholder to observe any time limits relating to the recommended parking areas.

b) Stallholders are encouraged to consider parking vehicles in the furthest carparks available, to allow patrons easy access to event precinct.

18) Presentation

a) All Stallholders must present themselves and their site in an appropriate manner. Stallholders are to be dressed in clean, presentable clothing and footwear. Enclosed shoes are recommended for health and safety reasons.

b) Stallholders are required to provide everything needed for setup. Shade cover is highly

recommended and stalls with marquees or market umbrellas are preferred.

c) Presentation practices such as tablecloths or coverings to the ground, clear signs with trading name, clear price boards and display baskets, boxes or trays are strongly encouraged to improve the reputation and image of the stall and the Event.

d) Stallholders must keep their stall area clean and tidy.

e) Walkways and public areas are to be kept clear at all times. Sites must stay within the site boundaries unless authorised in writing by the Event Coordinator.

19) Licences, Registrations and Standards

a) Stallholders are responsible for obtaining all necessary licences, registrations and permits required for the sale of their goods, produce or services. Stallholders must display these at the Event as required. Certificates of registration/licences/permits must be available for inspection by the Event Coordinator at all times.

b) All products offered for sale at the Event must comply with Local, State and Federal Standards governing weight, packaging, display and labelling. Inspectors visit the Event Precinct regularly.

20) Workplace Health & Safety

a) Stallholders must be aware of their obligation of care and comply with all Workplace Health & Safety requirements affecting their operations.

b) Stallholders must ensure they provide adequate wind and weather protection devices.

c) Stallholders must always have marquee weights minimum 15kg attached to each leg of their marquee.

d) Should the Event Coordinator deem weights unsuitable (e.g. makeshift weights tied to a marquee), the Stallholder will be requested to provide appropriate weights at future events and/or pack-down the stall structure.

21) Electrical Connections & Outlets

a) All electrical equipment and leads used during the Event must be tested and display a current inspection tag as per Workplace Health & Safety legislation.

b) Any electrical fitting, lead or connection which is suspect in any way or that is not tested and tagged shall immediately be disconnected from the source of electricity supply and shall not be used until repaired or serviced and tested by a licensed electrician.

c) All power boards must have safety cut-out switches. All leads to power boxes must be covered.

d) An electrician may attend the Event Precinct to inspect leads and equipment. Stalls not complying will be asked to leave or to continue trading without access to power for that equipment.

e) All use of generators must be approved by the event coordinator before the event date.

22) Code of Conduct

a) All instructions and requests made by the Event Coordinator, Security Staff and Traffic Controllers to Stallholders during the Event must be complied with.

b) Within the Event Precinct, no Stallholder shall behave in an inappropriate manner or use language that is foul, threatening or abusive towards any other person. Offensive behaviour will result in the offender being required to leave the Event Precinct immediately.

c) FCTE events are designed to promote the Fraser Coast, as such Stallholders are expected to be ambassadors for the region. Language that is dismissive or negative towards the Fraser Coast or the Event to members of the general public will not be tolerated. General public includes commentary made on public social media platforms.

23) Disputes & Complaints

a) All disputes and complaints must be presented in writing and directed to the Event Coordinator or FCTE Management for resolution within 2 week of event date. No verbal disputes or complaints will be entered into on the day of the Event.

24) Penalties & Breaches

a) Any breach of these terms and conditions by a Stallholder may result in the Event Coordinator instructing the Stallholder to leave the Event Precinct immediately.

b) As a result of breaching the terms and conditions, the Stallholder may be excluded from future FCTE Events.