



# The Little Big Markets.

Thank you for choosing to apply for The Little Big Markets. By applying to participate in our markets you agree to be bound by the Terms and Conditions outlined in this document.

## COVID-19 Policy

As part of the New Zealand COVID-19 Protection Framework, we are now making it **mandatory** for all vendors to be double vaccinated in order for us to operate.

**This will come into effect once the traffic light framework has been implemented and is subject to change**

As per our vendor cancellation policy, should you cancel your site on the basis that you will not be following the NZL COVID-19 Protection Framework then you will incur a 30% administration fee of the site(s) you cancel.

While we operate under current alert level(s) the following will need to be adhered to:

- Wearing facemasks
- Provision of sanitiser at every stall
- Scanning of QR code upon entry
- Maintaining social distancing of 2m

**Do not attend the event if you:**

- Have been in close contact with a person who is positive for COVID-19
- Are positive for COVID-19
- Have travelled overseas or to a declared COVID-19 Hotspot in the previous 14 days

## 2021/2022 SUMMER SEASON

From October 2021 through to April 2022

### MOUNT MAUNGANUI (19 markets)

Coronation Park, Maunganui Rd.

- 2<sup>nd</sup> October 2021
- 9<sup>th</sup> October 2021
- 23<sup>rd</sup> October 2021
- 6<sup>th</sup> November 2021
- 13<sup>th</sup> November 2021
- 27<sup>th</sup> November 2021
- 4<sup>th</sup> December 2021
- 19<sup>th</sup> December 2021
- 1<sup>st</sup> January 2022
- 8<sup>th</sup> January 2022
- 29<sup>th</sup> January 2022
- 5<sup>th</sup> February 2022
- 12<sup>th</sup> February 2022
- 26<sup>th</sup> February 2022
- 5<sup>th</sup> March 2022
- 12<sup>th</sup> March 2022
- 26<sup>th</sup> March 2022
- 2<sup>nd</sup> April 2022
- 16<sup>th</sup> April 2022 (Easter)
- 30<sup>th</sup> April 2022

### PAPAMOA (7 markets)

Papamoa Pony Club, 491 Papamoa Beach Rd.

- 16<sup>th</sup> October 2021
- 20<sup>th</sup> November 2021
- 18<sup>th</sup> December 2021
- 15<sup>th</sup> January 2022
- 19<sup>th</sup> February 2022
- 19<sup>th</sup> March 2022
- 23<sup>rd</sup> April 2022

### TLBM @ CHRISTMAS IN THE PARK

11<sup>th</sup> December 2021 – Coronation Park

12<sup>th</sup> December 2021 – Coronation Park

### TLBM @ TAURANGA JAZZ FESTIVAL

15<sup>th</sup> April 2022 – Historic Village

17<sup>th</sup> April 2022 – Tauranga Waterfront

## POSTPONEMENTS

If we can't operate on the day advertised due to weather conditions or unforeseen circumstances, but the following day being a Sunday is permissible, then we will postpone. Please refer to our cancellation / refund policy for further details.

## PRICING (per market)

### Mount Maunganui

- Craft Stall (No Power) \$70
- Craft Stall (Powered) \$90
- Food Gazebo \$120
- Food Truck/Trailer \$150

### Papamoa

- Craft Stall (No Power) \$50
- Craft Stall (Powered) \$60
- Food Gazebo \$120
- Food Truck/Trailer \$150

### Tauranga's Christmas in the Park

- Craft Stall (No Power) \$70
- Craft Stall (Powered) \$90
- Food Gazebo \$120
- Food Truck/Trailer \$150

### Tauranga's Easter Jazz Festival

- Craft Stall (No Power) \$70
- Craft Stall (Powered) \$90
- Food Gazebo \$120
- Food Truck/Trailer \$150

### All Event Extras (Price is per market)

- Craft Stall Corner Site \$10 extra
- Powered Site \$20 extra
- Gazebo Hire \$40 extra
- Gazebo Hire + Set Up \$60 extra

*\*Gazebo Hire does NOT include sides.*

*\*Gazebo Hire + Set Up includes the price of hiring a gazebo but we will also set up for you on the morning of the market.*

*\*Please note that you are not guaranteed a corner site upon application. We have an extremely limited number available, so will be in-touch with regards to the success of your request.*

## BOOKING

If you wish to book a site, **please fill in the application form online in STEP 2.**

## PAYMENT

If your application is successful, you will receive a booking confirmation and invoice with payment details.

**Please ensure that you reference your invoice number when making payment to avoid any issues with allocating your site. Payment must be made upon receipt of your invoice. Failure to do so will result in your site booking(s) not being confirmed.**

## HOW BIG IS A SITE?

Stalls should not be bigger than 3m x 3m. It's recommended that you have your own marquee, tent or gazebo but we do have a hire service available. It is the responsibility of you, the stallholder, to make sure you have erected the gazebo in time for the market opening to the public at 9am unless you have opted for a gazebo set up which is an additional fee. Stallholders can begin site setup once your site has been allocated to you, which will be between 7am - 7.30am. **If you do require a gazebo for the markets please read the Gazebo T&C's [HERE](#)>**

## THE LITTLE BIG RACK SALE

All terms and conditions outlined in this document apply to these vendors, the same as any TLBM vendor.

Please note that you are strictly limited to your rack(s) only. This does not include baskets/containers of clothing which will encroach onto other vendors' space in the gazebo or clothes hanging from the gazebo.

If you are selling pre-loved clothes these must be clean/washed, undamaged and priced.

You must arrive at 8am at the latest to be set up ready for trade by 9am.

Any damage caused to the clothing racks supplied is the responsibility of the rack sale vendor.

## POWER

Provision of power is only supplied for food vendors unless arrangements have been made prior to the markets with management. A power requirement form will need to be returned for us to ascertain what your requirements are.

***Please note that all power cords must have a valid test & tag sticker by a certified technician and all appliances will need to be certified by a recognised certification regime.***

## PARKING

We offer areas for our vendors to park at all of our events, these locations are shared in our pre-event emails. It is essential that you park in the designated areas and clearly display your stallholder parking pass on the dashboard of your vehicle.

## BE RELIABLE

The Market and its customers need reliability, gaps due to last minute cancellations and no-shows create a lot of stress and make the overall market appear scruffy. The market managers may cancel season site allocations if applicable and site payment may still be required.

## VENDOR CANCELLATIONS

Vendor cancellations more than 7 days prior to the market will have the options of moving their paid-for site to an alternative market day. Unpaid sites will be cancelled and incur an administration fee (30% of the site(s) fee). Please note paid-for sites are

non-refundable. If you are unable to make an alternative date, situation dependent, **we may offer the option of a credit note which can be used at a later date.**

Credit notes are only valid for 3 months from the date issued.

Vendor cancellations less than 7 days prior to market will require full payment as it is too late for us to fill your site.

## TLBM REFUND POLICY

We do our utmost to ensure The Little Big Markets can proceed on the date we advertise. We can't, however, control the weather or other factors derivative of the current global pandemic.

If we are unable to postpone due to logistics or public health hazards, then we will cancel the markets, particularly if we believe it to be a health and safety risk to our vendors, employees & the community. In these circumstances, **we will not be able to provide refunds or credit notes.**

## SETTING UP / PACKING DOWN

- Sales begin at 9am and close at 2pm
- Even if you sell out of product, we require you to stay at the market until closing. It's a great chance to talk to customers
- The market managers are the only ones responsible for space allocation
- Regular stall holders can have their space allocated for the season if they are consistently attending the market
- Casual stallholders cannot be assigned a permanent spot. Every attempt will be made to accommodate your needs

- Sharing of site space may be permitted with prior agreement by The Little Big Markets management
- Stall / site layout is decided by The Little Big Markets management and can be changed at any time

## **SITE SAFETY**

- Stallholders must confine displays and signs to the stall site and keep pathways clear for shoppers
- All stalls must be set up and ready to go at least 15 minutes prior to the opening of the markets and all vehicles not necessary for the display or sale of food must be moved off site
- Stallholders must not dismantle their stalls or begin packing up until the close of the market
- No vehicles are to be moved onto the market site until after the close of the market
- Stallholders must take all due care when driving onto, around and off the market site
- Stallholders are responsible for maintaining their site in a clean and tidy condition at all times and are encouraged to present an attractive site in keeping with the theme of The Little Big Markets

## **WASTE MANAGEMENT**

### **Everyone**

Ensure that you clean your own stall space and if you have time give others a hand too. We will have a recycling system in place, which will be segregating rubbish into four categories. Please adhere to the recycling signage so that you can make an informed decision on the disposal of your waste.

### **Food Vendors**

It is required that all food packaging and utensils are 100% commercially

compostable. We cannot accept food vendors own waste at the end of a market. You must dispose of it yourself.

Here are some of our recommended suppliers for approved compostable packaging:

[innocentpackaging.co.nz](http://innocentpackaging.co.nz)  
[biopak.co.nz](http://biopak.co.nz)  
[ecoware.co.nz](http://ecoware.co.nz)

## **MARKETING**

We have a comprehensive schedule for advertising the markets which includes: event listings, flyers, editorial coverage, signage, event calendars, social media campaigns across multiple platforms, regular newsletters to our database and our website(s).

Because we're one big family - we encourage all stall holders to advertise their involvement with The Little Big Markets, we will provide you with various assets throughout the season in both print and digital format that you are free to use via your marketing channels.

In addition, if you think you have a good story and/or images that we could include in The Little Big Markets social feeds then please email us at [social@thelittlebigmarkets.co.nz](mailto:social@thelittlebigmarkets.co.nz) and we'll be in-touch.

We ask that you please use the correct logos when advertising The Little Big Markets - for a media pack, including logos, images of the market flyers, etc. Then please email: [social@thelittlebigmarkets.co.nz](mailto:social@thelittlebigmarkets.co.nz)

## **SIGNAGE**

Customers need to know who you are, make sure your stall name is clearly visible. Bring cards and flyers that give

customers more information and be creative with your displays, an eye-catching stall attracts customers.

Always step outside your stall to see how your stall and display looks from the customer's perspective. Your stall may look great from the top, but from a distance the view under a table could be untidy. Floor length tablecloths can hide the 'workings' of your stall.

Don't forget that the seller is the one of the most important displays in your stall - a smile and friendly face will work wonders.

## **SOCIAL MEDIA**

We encourage any use of social media to draw attention to your stall / business and attract new visitors to the markets. Here's a few helpful tips for you to remember if you're new to Facebook/Instagram.

- Let your customers know where you're going to be during The Little Big Markets by tagging us in your posts
- Focus on helping people
- Create interesting posts to promote your content on Facebook/Instagram.
- Have an engagement goal for each post
- Experiment! Some of our most engaging posts were unexpected
- Be visual - click rates are thought to be more than 100% higher when photos and video are used over plain status updates
- If you're sharing content at The Little Big Markets, please be sure to tag @thelittlebigmarkets and our hashtag #thelittlebigmarkets

## **INCENTIVE PROGRAMME**

We'll be running the incentive program again this season, which will

be aimed at celebrating the amazing collective of stalls and businesses that are involved with The Little Big Markets.

Once a month we'll have our "Stall Holder of the Month" award which can be won based on any of the following criteria:

- Most innovative stall display(s)
- Most active on social media
- Outstanding customer service

***(Winners will receive a plaque, be photographed and advertised across our social media platforms and website.)***

## **CUSTOMER SERVICE**

Do what you can to make the shopping experience enjoyable. It can make someone's day when you take the time to listen. Customers like familiarity, try and keep the same faces at a stall if you can. Talk to your customers - find out what they like, how they use it, what they might want more of. They are the best source of market research you will find. Take on all good and bad criticisms from customers and learn to listen.

Customers want to find out as much as they can about the product, and they will be your best source of free advertising.

Remember that a customer will tell ten people about a bad product but will only tell two people about a good one.

## **PRODUCTS**

The Little Big Markets prides itself on having a creative selection of stalls and food vendors. From time to time, we may not be able to accommodate a new vendor who sells products similar to an existing vendor. Most products are

acceptable at The Little Big Markets, although there are some exceptions.

Products that may not be sold include:

- Live animals of any sort
- Fake or copies of designer brand named goods
- Weapons
- Items associated with the illegal use of drugs
- Items that the market management may consider unsuitable for the market
- Offensive, counterfeit or unauthorised products may not be sold

### **PRODUCT QUALITY**

Ensure that the products you sell are of the highest quality - take only your best to the market. If you feel confident and proud of the quality of what you are selling it will naturally result in more sales.

If you sell out, you will not be able to leave early - put up a 'sold out' sign - this is great advertising for the next market as it implies your product is really popular and customers have to get in early. Use any downtime to research other items and customers' needs at the market.

### **PRODUCT CHANGES**

Management needs to keep an eye on product mix and will need to give permission before you add any previously unplanned goods to your stall. We choose to not have too many stalls of one product; we need to know what you're planning to sell in advance so as not to undermine other stall holders.

***Food vendors in particular need to specify every product intending to be sold at the markets, this includes drinks.***

### **LICENSE OF AREA ONLY**

The use of The Little Big Market area by the stallholder will relate only to their provided area and The Little Big Markets shall at all times be entitled to use, occupy and deal with the remainder of the property without reference to the stallholder and the stallholder shall have no rights in relation to it other than the rights of use provided by The Little Big Markets.

### **NEGLECT OF OTHER STALL HOLDERS**

The stallholder shall not be responsible to The Little Big Markets for any act or default or neglect by any other stallholder.

### **MARKET REQUIREMENTS**

The stallholder shall comply with the provisions of all statutes, ordinances, regulations and bylaws relating to the use of the area by The Little Big Markets or other occupant and will also comply with the provisions of all licences, requisitions and notices issued by any competent authority in respect of the area or their use by the stallholder.

### **STALLHOLDER OBLIGATIONS**

The stallholder shall be responsible to:

- Maintain the area in a proper and workmanlike manner and to the reasonable requirements of The Little Big Markets management, keep and maintain the area in a clean and tidy order and the same condition they were in at the commencement of this agreement.
- Pay for any repair of any breakages or damage to hired equipment supplied by The Little Big Markets, or any equipment belonging to other stallholders including any goods

- The stallholder shall regularly remove all of the stallholder's rubbish from the area and keep The Little Big Markets rubbish bins or containers in a tidy condition

## **USE OF THE AREA**

The stallholder shall not use any part of their area for any other use other than the business use.

## **INSURANCE**

- The stallholder shall not under the control of The Little Big Markets do anything in the area or the property whereby any insurance effected by The Little Big Markets or by the stallholder be rendered void or voidable or whereby the premium payable shall be liable to increase. The stallholder shall pay upon demand all extra premiums payable as a result of any breach of this clause
- The stallholder agrees to occupy and use the area at the stallholder's risk and releases to the full extent permitted by law The Little Big Markets and any employees from all claims and demands of any kind and from all liability which may arise in respect of any accident, damage or injury occurring to any person or property in or about the area or the property
- All vendors are advised they should consider public liability insurance but is not compulsory for involvement with The Little Big Markets

If you require assistance with your insurance we recommend our provider AON, who provides a great personalised service in all areas of insurance brokering. They specialise in:

- Public Liability Insurance
- Business Insurance

- Personal Insurance
- Life, Health and Income Protection

For a quote contact AON on 07 572 8277

## **INDEMNITY BY THE STALLHOLDER**

The stallholder shall keep The Little Big Markets indemnified against all claims, actions, losses, and expenses of any nature, which The Little Big Markets may suffer or incur or for which The Little Big Markets may become liable in respect of or arising out of:

1. The neglect or careless use or misuse by the stallholder and persons under the control of the stallholder of the area or the property or other services to the area or the property
2. Any accident or damage to property or any person arising from any occurrence in or near the area wholly or in part by reason of any act or omission by the stallholder and persons under the control of the stall

## **FOOD SAFETY AND HYGIENE STANDARDS**

- All stallholders must trade in accordance with the Food Hygiene Regulations 1974
- Safe practices in food handling, cooking and storage are essential to prevent foodborne illness
- All stallholders must have effective means of cleaning hands - either with anti-bacterial sanitising gel or wipes. Always clean hands before and after handling food
- If food is perishable, it must be maintained at a temperature of 4 degrees or below. This should be in a refrigerated unit or chilly bin packed with ice

- All food must be individually packaged or covered to protect from cross-contamination
- Care must be taken to protect food from cross-contamination when transported to and from The Little Big Markets
- Tongs must be used to handle food - not hands. Gloves should be avoided if also handling money
- If food is cooked at the market, care must be taken to ensure that food is cooked through and served promptly to maintain temperature
- No home preparation is allowed. A copy of the current registration certificate for the premises where the food is prepared must be attached to your application.

## PRESENTATION

- Stallholders will be expected to be neat, suitably dressed and deal with the public in a courteous manner
- Products should be displayed attractively, with due regard to consumers and other stallholders
- Try and limit the amount of plastic used in your stall
- Feel free to have information about the product(s) you sell, how it is made or grown

## THE FINE PRINT

- *The season subscription is nonrefundable.*
- The directors of The Little Big Markets reserve the right to postpone or cancel any given market due to weather or unforeseen circumstances. This is entirely at their discretion
- If for some reason you are unable to attend a market and you fail to notify us within 7 days, full payment will be required
- If at any point, you do not abide by the procedures and operational requirements of TLBM, the Directors have the right to terminate your seasonal subscription without a refund
- The stallholder agrees that they shall not at any point of time pursue any conflicting operational models to that of The Little Big Markets and that by right of intellectual property, not replicate any technology platforms including software, websites, publications or databases
- No warranty or representation expressed or implied has been or is made by The Little Big Markets that the area is now suitable or will remain suitable or adequate for use by the stallholder or that any use of the area by the stallholder will comply with the by-laws or ordinances or other requirements of any authority having jurisdiction
- The directors of The Little Big Markets reserve the right to cancel any vendor's site subscription without reason.
- The Little Big Markets reserves the rights to update these terms and conditions at any time without notice