

Stallholder handbook.

handmade.

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CONTACT HANDMADE

PHONE: 0402 247 532 Monday to Friday 9:00 am - 5:00 pm
EMAIL: market@handmadecanberra.com.au
WEBSITE: www.handmadecanberra.com.au
EMERGENCY: During markets, the emergency number is 0402 247 532



@HANDMADECANBERRA



@HANDMADEMARKETCANBERRA



@HANDMADEMARKET



#HANDMADECANBERRA

At a glance.

Founded in 2008, the Handmade Market is the largest Australian-made market for Australian-handmade goods. Handmade is an indoor, highly curated event. We spend a lot of time making sure the mix of stalls perfectly fits our target market and caters to a wide range of customers. We have created an event that is sustainable, supportive, friendly, and sociable. Our stallholders tell us they love being a part of our Handmade community!

Our value proposition is simple. We only work with those designers, producers and makers who are committed to creating quality Australian handmade products who need access to customers in a positive and organised way. We help you build your brand into a sustainable business.

We make it easy for our customers to access a curated collection of quality Australian handmade products, as well as connecting to the designers and producers who created them.

The combination of providing value to both our members and the customers, and being an accredited Retail Partner of the Australian Made campaign, clearly resonates and has driven our growth in recent years.

Handmade Canberra is now known nationally as a well-organised, supportive and friendly event, representing the best in Australian handmade design and produce - and we are so excited you are part of that!

LOCATION:	Exhibition Park in Canberra (EPIC) Corner Flemington Rd and Northbourne Ave.
EXHIBITORS:	260+
ENTRY COST:	Free entry and parking for customers with free WiFi throughout the building for customers and stallholders.
CUSTOMERS:	Our markets see crowds of over 20,000 people per market. Christmas customer numbers increase with the extra shopping hours on the Friday night.
MARKET HOURS:	Friday (Dec only): 5:00 pm until 9:00 pm Saturday: 10:00 am until 4:00 pm Sunday 9:00 am* until 4:00 pm

*Please note we open at 9:00 am on the Sunday of each market for our Low Sensory Shopping Hour.

WHAT'S IN IT FOR YOU?

As a market stallholder, you will receive the following:

A stall at the friendliest market in town. The pavilions are heated and air-conditioned with carpet flooring. We offer free-parking for stallholders.

A business listing in our 'market line-up' directory, including 5 x images as well as your business name and links to your social media and website.

Access to our member resource area, which is an easy-to-use portal where you can update your details, add your insurance, check your account, find out about marketing opportunities and read our articles on getting the best out of your market.

Access to our closed Handmade Members Facebook group, where you can meet like-minded designers and producers, answer media call-outs etc.

Social media promotion of the event you are attending to our 100k+ social media subscribers, including the Handmade blog and newsletter subscribers.

Option for additional paid promotion to our 107k+ social media subscribers, including the Handmade blog and newsletter subscribers.

An invitation to our exclusive stallholder-only drinks on Saturday afternoon after the market. This gives you a chance to unwind, network, and meet your fellow stallholders.

Security at the venue for the duration of the event, including overnight.

IMPORTANT THINGS you should know.

MEMBER RESOURCE AREA

On becoming an approved member with us you have access to our Member Resource Area. This area has all the information you need to know for attending our market. This is where you update your details, upload new photos and insurance, find the Barlens order form and more!

INSURANCE

A minimum of \$10 million in Public Liability Insurance is needed for the market. You will need cover from the day you arrive at EPIC for bump-in to until the end of bump out at 6:00pm. Please upload your valid Certificate of Currency (COC) in the Updating Your Details section of the Member Resource Area. The COC must include the business name you have registered with us.

POWER AND EQUIPMENT

Power is not included in your stall. We have a partnership with Barlens, our install and hire company. They organise power for the event along with equipment hire. You can hire items such as tables, covers, chairs, backing walls, fridges etc. The hire form is found in the Market section of the Member Resource Area.

Please take note of the order closing date as there is a charge for late orders. Orders and payment go directly to Barlens, not Handmade. Food stallholders, please contact Barlens via email at aimee@barlens.com.au BEFORE ordering to discuss your power needs.

POWER CORDS

These MUST be tagged and tested. Any cord hired from Barlens is already tagged. If you bring a cord or electrical item it must be tagged. No-tag, no-use. Barlens will be playing fun police and checking all electrical cords brought to the market. EPIC has a very strict policy on the types of extension sockets and power boards you are allowed to use. It is very important that you only use commercial-rated items, NOT domestic.

Your power boards must be heavy duty with a cable that has a diameter of more than 25mm. It must also have a surge protector. The example on the right is available at Bunnings and is reasonably priced.



FOOD AND DRINK STALLHOLDERS

Please read our [food and drink stall guidelines](#). You need to adhere to ACT food regulations, the Department of Health regularly visits the market so you need to ensure you're following all guidelines.

OCCUPATIONAL HEALTH SAFETY

We are sticklers for following correct OHS and government regulations, making us the most fun market in town! 😊

On arrival, you must check in with us at reception, be wearing your high vis vest and collect your WHS form and lanyard. Once you have set up you must return the completed WHS form. Your high vis must be worn at all times outside of trading hours and stallholder drinks. This includes bump in and bump out and in the car park. Remember, safety is sexy!

Safety Standards: You are responsible for reading and understanding the mandatory safety standards applicable to your products and labelling. You can check these at <http://www.accc.gov.au>

Samples: If you put samples out on your stall (food & drink) you are required to have a handwashing station behind your stall set up for all staff.

If you wish to have sanitiser on your stall for customers to use, feel free. There are to be no open flames in the venue, this also applies to candles, please don't light them.

WASTE MANAGEMENT

Handmade pays for skips to be put outside our pavilions. Please make sure you sort your waste into general waste, co-mingle recycling or paper/cardboard and place it in these skips only. The bins inside the pavilions are for the use of the general public only and we will pass on any charges for these being used for stallholder waste.

SMOKING PROHIBITED

Smoking (including vaping) is not permitted inside any pavilion or within 10 metres of windows, entry/exit points or air-conditioning intake locations.

FIRE EXTINGUISHERS AND ESCAPES

If your stall is located near fire extinguishers or entry/exit points you must make sure they are not blocked or covered.

STALL ALLOCATIONS - MARQUEE & WALLS

Marquees are only permitted inside Coorong pavilion if you are cooking food. If you would like to be considered for placement against a wall please let us know in the notes section on your application. Almost all small stalls are in the middle of the rooms and cannot be placed against a wall.

Please note that you are no longer able to hire the black Barlens wall panels for the following stall sizes: Small Stall 2 x 2m and Small Stall with Corner sites. For these stalls, you will need to provide your own back wall.

HEIGHT RESTRICTIONS

Stall height should be no more than 2.4 metres. We would prefer side walls don't extend the full depth of your stall as it is too imposing on your next door neighbour. If you have a high stall or a purpose-built structure with side walls please let us know so we can place you accordingly on the floor plan.

ACT SINGLE USE PLASTICS BAN FOR ALL STALLHOLDERS

The ACT Single-Use Plastics Ban has been in place since July 2021. You are no longer able to have non-degradable plastic products (ie. bags) that contain additives. Please read a thorough explanation in the Market section of the Member Resource Area.

TERMS AND CONDITIONS

Your registration with us is your acknowledgement that you have read and understood our terms and conditions in their entirety and that you are bound by them, including any changes to the terms and conditions. Accepting a stall with us means accepting our T&C's. You will be notified when T&C's are updated.



MARKET preparation.

SOCIALS

In the lead up to the market we ask that you promote your attendance at the event online. You can download our market graphics from the Members Resource Area. We also create a content calendar each month with post ideas for you to use.

Each market we also create an event on Facebook, please share ours rather than creating your own. If you want to go the extra mile, actively commenting on our posts helps our overall reach, therefore helping you!

PRODUCT PHOTOS - MARKET LINE UP

Customers actively visit the market lineup, so make sure you choose high quality images that best represent your products. Your main image in our market line up will be the first photo you upload. Please make this image square and a minimum of 800px x 800px. We would also love if they were less than 1MB and in jpg format.

YOUR STALL

Customers forge a deeper connection to your brand when they meet the maker, this is why we love business owners to attend the market. However, if you can't attend please pass all market information on to staff attending in your place, i.e: bump in info and newsletters etc.

To make the most of your time at the market we ask that you:

- **Make sure you have a backdrop and/or banner** not only for branding but to ensure your customers can't see the back of your neighbour's stall. This is a requirement.
- Make sure your branding is visible so shoppers can identify you.
- Provide business cards or postcards for customers to take home. You could also have a mailing list signup on your stand.
- Please keep your stall clean and tidy during the event.

Examples of market setups can be found in our Facebook photo albums.

NEW PRODUCTS

Your initial membership is approved on the basis of the products you have submitted on registering. It's important that you inform us of any changes or additions to your product. Email us at admin@handmadecanberra.com.au for updates to your product offering.

If you sell products with imported elements, (i.e: linen tea towels) please have a sign on your stall stating this. Please also let customers know as you sell them the product for full transparency.

Housekeeping.

SECURITY

There is security on-site whilst the market is open, and overnight during market days.

- During market weekend, the building will be secured half an hour after the market has closed and no one, including stallholders will be allowed to re-enter until the next day (so please take everything you need with you!).
- On the Saturday evening the Coorong pavilion will be open for the duration of stallholder drinks, and will then be secured by our overnight guard.
- If at any time you have security concerns please see our on-site security guards or one of our Handmade team members.
- Handmade Canberra and EPIC accepts no liability for stolen or damaged goods left on the premises.

FLOOR PLAN

The floor plan, with your stall allocation will be available on the stallholder FB group and in the resource area the week of the market and at reception on arrival.

BATHROOM SOAP

We've had a few antics in relation to stallholders placing their soap products in the bathrooms. We've decided that if you would like to place your soaps or similar products in the bathrooms, please email us ahead of time so we can ensure their isn't hundreds of soaps in each bathroom.

CHANGE ROOMS

We don't have formal change rooms but you may bring a change tent etc. It must fit within your allocated space and should not detract from your stall.

GIFT CARDS

Handmade gift cards are no longer sold, but are still being used for competitions. If customers want to pay with a gift card, please accept it and treat the card as cash and pay any unused amount in cash. **TO REDEEM:** Present the card to Handmade staff at reception to organise redemption of your gift card.

PRE MARKET SPAM

You will almost certainly receive emails from automated companies who say they have collected our "attendee list" and are trying to sell it to you. We are aware of these. Please ignore them. **They are spam.**

Please note we do have an automated text message system. It will come from "Handmade CBR" these are not spam. As always, please be vigilant.

MORE ABOUT THE VENUE

EPIC is only 5 minutes from Canberra's City Centre.

EPIC has complimentary public WiFi. Users should look for the CBRfree WiFi network and connect through to the homepage. Users will need to agree to and accept terms and conditions of this network upon connection.

There are no ATM's on site, customers will be told to bring cash or card.

DELIVERIES

Deliveries for stallholders will only be accepted during business hours on the day before to the event starts, unless otherwise agreed in writing by Exhibition Park. Your delivered stock will then be delivered to your stall on bump in.

Deliveries should be clearly marked as follows, and include correct reference to your business name, i.e:

For Foodies only -

Attention: EPIC DUTY MANAGER

Exhibition Park, Flemington Road Mitchell ACT 2911

Event: Handmade Market, Coorong Pavilion, <insert YOUR business name>

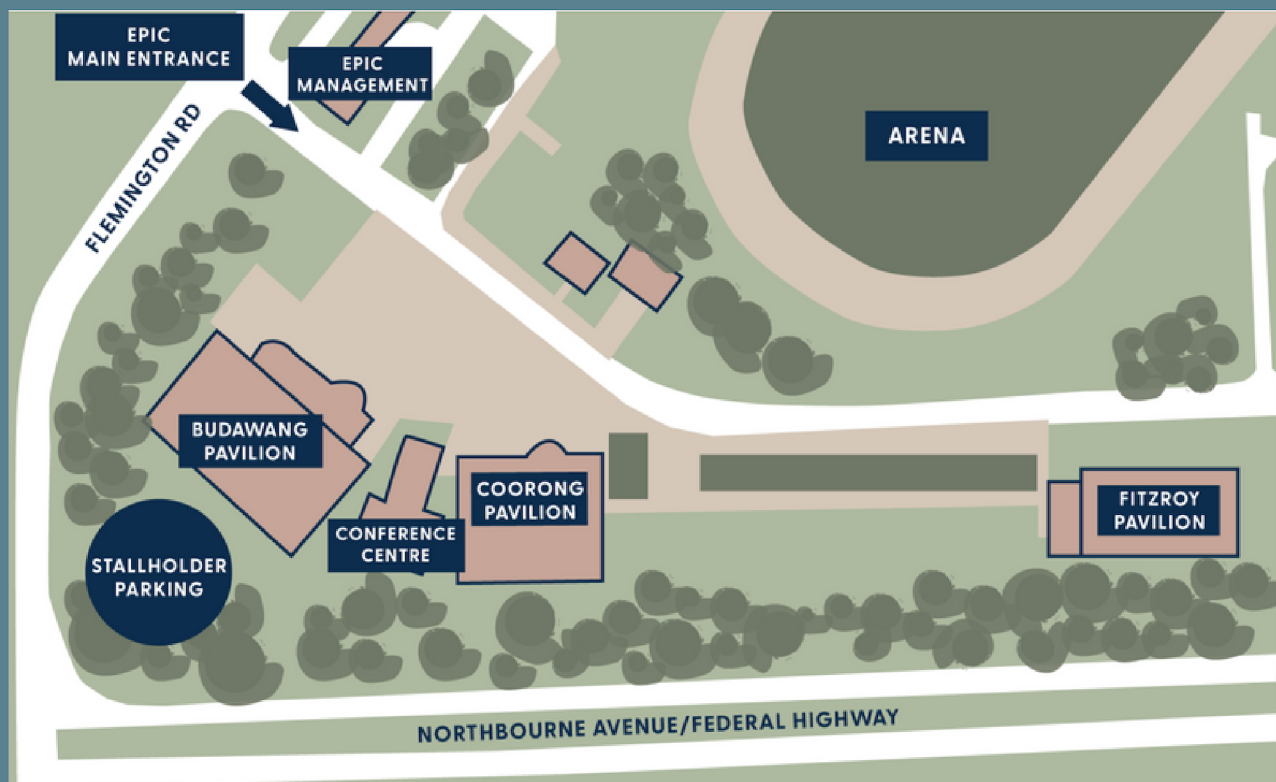
Everyone else -

Attention: EPIC DUTY MANAGER

Exhibition Park, Flemington Road Mitchell ACT 2911

Event: Handmade Market, Budawang Pavilion or Parkes Room <insert YOUR business name>

If you are having items picked up after the market, the same rules apply.



Bump in & bump out.

BUMP IN

2-day market

- Friday: 2:00pm until 6:00pm (except for December)
- Saturday: 7:00am until 9:30am. Ready for the market to open 10:00am.
- **Bump in for Foodies** with cooking or alcohol. There is a strict one-hour drive in, bump in window from 12:00-1:00pm on the Friday. You will only be allowed to drive in if you have been contacted by us via email.

3-day market

- Times will be confirmed with stallholders attending the event prior to the market.

PROCESS

On arrival before setting up, please report to reception wearing your high vis vest. Reception is located inside the conference centre (see map on page 10). You will receive a drinks voucher for our complementary stallholder drinks once you have set up and returned your completed WHS form to reception.

You will also be issued a stallholder lanyard. These must be worn at all times the event is open. Lanyards help us identify stallholders from customers and are useful when purchasing from one another. These will be collected from 3pm on Sunday.

PARKING

During bump in on Friday parking can be anywhere around the buildings, (without blocking walkways, exit and entry points and fire doors). On market days we ask that you park behind the building to save the carparks for customers. Parking will be at the rear of the venue, access is from the road near Flemington Park and Budawang. Please refer to map on page 10.

On market days, all front entrances to the pavilions are locked until we open at 10.00 am Saturday and 9am Sunday for Sensory Hour. Please use the doors at the rear of the building for access.

DRIVING INTO COORONG

For food vendors driving into Coorong please note your hazard lights and high vis vest must be on during bump in. You **MUST** remove your vehicle from the building after you have unloaded but **BEFORE** setting up. Please drive slowly.

You will only be allowed to drive in if you have been contacted by us via email.

GENERAL INFORMATION

Trolleys are NOT provided by the venue or Handmade Canberra. Please bring your own trolley if you need one.

Please note the bump in and bump out is considered to be a construction phase, therefore all people must wear a high visibility vest on-site at all times. These can be purchased at any hardware or discount store. If you forget yours, Handmade has a limited supply of vests for sale for \$10.

Your stall area will be marked with your stall number and the corners of your space on the floor. You must keep your stall set up within the space allocated. All exits, walkways and fire exits must be kept clear at all times. Feel free to remove the stall number once set up.

Once you arrive please check that any items you ordered from Barlens have been delivered to your site and that your power, if ordered, is working. If there are any problems please report this to Handmade staff at reception ASAP. Please note, walls are not provided, the only thing we provide is the floor space.

Please be aware of the size of stall you have ordered before ordering tables etc. If in doubt about what size stall you ordered please check your invoice.

BUMP OUT

Bump out is from 4.15pm on the Sunday afternoon of the event. There are no prizes for being the first person packed up, so please don't start packing up early - there will still be customers shopping. You may start packing up your stall from 4:01pm and you must have your high vis vest on. Please return your stallholder lanyard before you leave if it hasn't been collected. If you are approved to drive in this cannot be done on bump out UNTIL all other stalls have bump out.

If you sell out (lucky you!) pop up a sign and go celebrate by shopping and having a coffee or wine. You may NOT pack up your stall set up and leave.

The roller doors to the venue will not be opened until 4.15pm. This is to ensure all customers have left the building and it is safe for your cars to start moving near the buildings. Any stallholder found packing up early will be asked to explain their actions and may be given a free puppy or lost child to take home 🐶

If you hired tables or equipment please leave these in your stall space as you found them. Please remove any rubbish, tape etc. that you placed at your stall. There are skips outside the building for your use - you will be billed for any rubbish left inside or placed in the wrong bins. Your space must be left how you found it.

We must be completely off-site by 6:00pm on Sunday. All doors to the venue will be secured at this time. If you are still packing please take everything outside and pack your car from there.

EMERGENCY EVACUATION information.

In the event of a fire or emergency, please dial 000 for Emergency Services and notify EPIC Management immediately on: 02 6205 5230 or 0418 630 034.

All individuals on-site are instructed to follow the directions of event personnel and/or designated fire wardens whilst heading to the nearest emergency exit in a calm and orderly fashion. Please see the Evacuation Plans (below) for locations of all emergency exits for EPIC. Trained personnel or wardens may use fire extinguishers only if it is deemed safe to do so.

FIRST AID AND MEDICAL EMERGENCY

In the event of a medical emergency or incident, notify on-site event personnel or your First Aid Provider immediately, or dial 000 for Emergency Services.

Please also let a Handmade staff member know. All incidents and/or near misses must also be reported to EPIC Management on 02 6205 5230 or 0418 630 034 and an incident report completed. This ensures the matter is dealt with appropriately and allows for tracking and rectification of hazards and common problems.

EVACUATION PLAN
EXHIBITION PARK - Flemington Road, Mitchell ACT 2911

LEGEND

- Fire Extinguisher
- Fire Hose Reel
- Fire Hydrant
- Assembly Area

COORONG PAVILION

SITE MAP

FOR ALL EMERGENCY SERVICES dial 000

- Police
- Fire Brigade
- Ambulance

SECURITY

www.fire-direct.com.au

EVACUATION PLAN
EXHIBITION PARK - Flemington Road, Mitchell ACT 2911

LEGEND

- Fire Extinguisher
- Fire Hose Reel
- Fire Hydrant
- Fire Blanket
- Fire Panel
- Break Glass Alarm
- Assembly Area

BUDAWANG BUILDING

SITE MAP

FOR ALL EMERGENCY SERVICES dial 000

- Police
- Fire Brigade
- Ambulance

SECURITY

www.fire-direct.com.au

Congratulations!

You made it all the way to the
end, we think you're awesome! 😊

handmade.