

Bellinghen Shire Residents Association

Appendix B: Stallholder Guidelines

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Last Updated: September 2026

Bellingen Shire Residents Association

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Overview

The Bellingen Community Market (BCM) is run and operated by the Bellingen Shire Residents Association (BSRA) a not-for-profit association run by volunteers that donate proceeds from the markets back into the local Bellingen Shire community via education (schools), health, not for profit groups/organisations, charities, sporting groups and essential services.

The park is leased from Bellingen Shire Council, and the park facilities are managed by the Section 355 Management Committee of the local shire council.

The association employs a manager to run & operate the monthly event within the policies and procedures framework.

Contacts

BCM Manager info@bellingenmarkets.com.au
BSRA President bellingenshireresidents@gmail.com

As a stallholder or prospective stallholder please familiarise yourself with the following guidelines.

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How to book a casual stall

To book a casual stall:

1. Read the following “stallholder guidelines” so you know your obligations as a stallholder.
2. Book a site:
 - a. Go to our online application form: <https://www.bellingenmarkets.com.au/casualbooking/> and complete the booking form
 - or
 - b. If you have no internet access, call the BCM Manager on 0400 261693 to inquire.
3. Manager will be in contact to advise of next steps

Note: All bookings will require your name, contact details (phone/email), product/s, stall size, insurance, applicable licences and site requirements.

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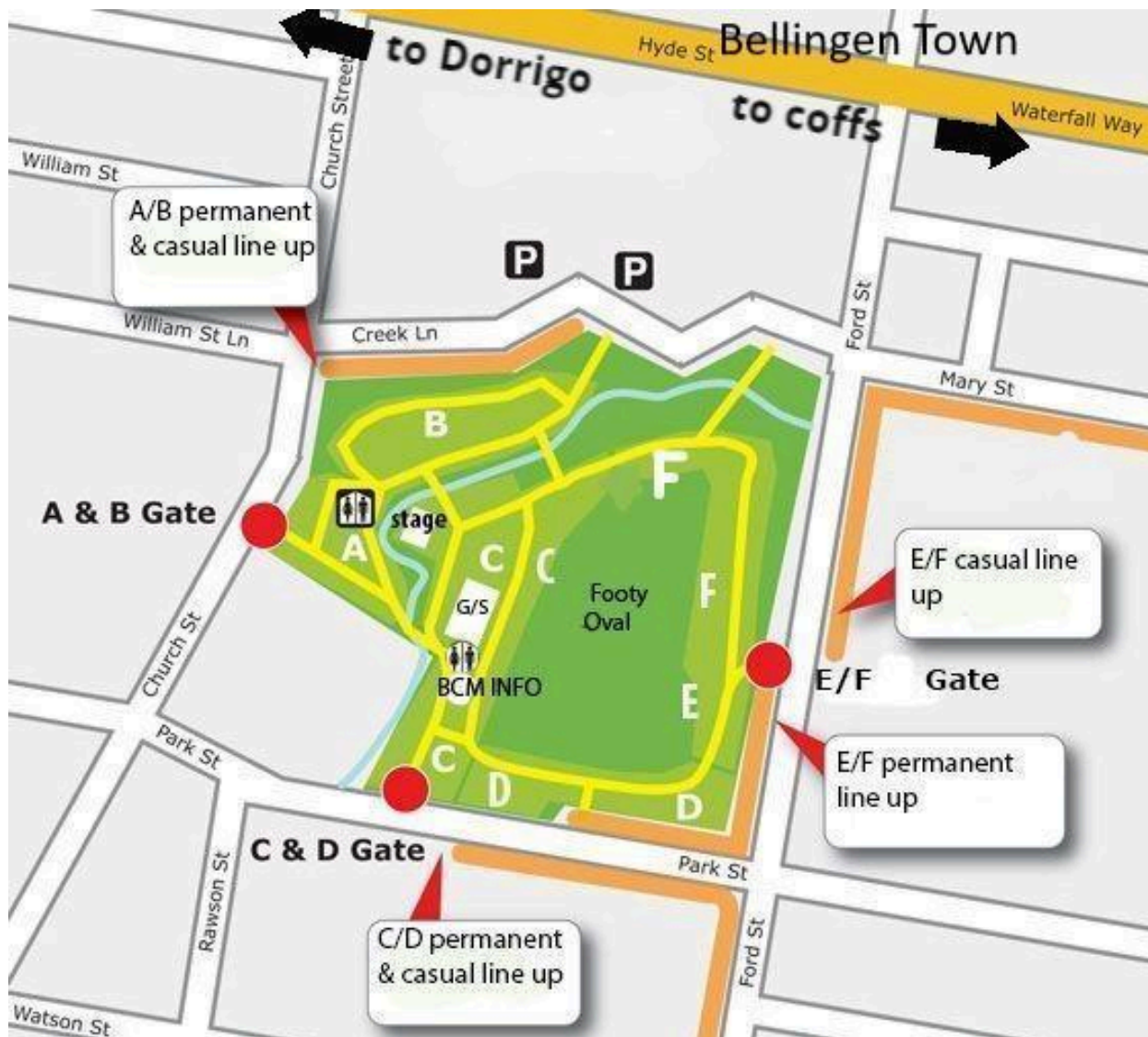
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Set-up / Pack-up Times

All Stallholders with vehicles must enter the market park via one of the three (3) vehicular entrances:

- Church Street (A/B Gate)
- Park Street (C/D Gate)
- Ford Street (E/F Gate)

Each gate and section will have BCM staff to direct traffic movements during the designated set-up and pack-up times.



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Morning Entry/Exit, and Afternoon Entry/Exit from, the Park

Stallholders queue as per map directions

6.15am to 8am

Stallholders to:

- enter the park as directed by BCM staff
 - permanent stallholders at 6.15am and
 - casuals from 6.30am
- slowly proceed to their allocated stall site with staff assistance if required
- park where appropriate next to their site and allow other stallholders passage
- not block any pathways or driveways
- unpack all required items in a timely manner
- join the exit queue and follow directions of the BCM staff
- park away from the market perimeter to allow visitor access and parking
- respect our neighbours and do not park in driveways or cause excessive noise
- turn engines off while in queue or unpacking

Important Note: No Cars to be driven on the surface of the playing fields

8am to 2pm

Gates closed

- no vehicles permitted to enter or leave the park
- this does not apply to emergency services vehicles

2pm to 3.30pm

Stallholders to:

- enter the park as directed by BCM staff
- proceed to their site
- park where appropriate next to their site and allow other stallholders passage
- not block any pathways or driveways
- pack all required items in a timely manner
- ensure site is clean and tidy
- join the exit queue and follow directions of the BCM staff
- respect our neighbours and not park in driveways or cause excessive noise
- turn engines off while in queue or packing

Important Note: All stalls to vacate park by 3.30pm at the latest when gates are locked

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Stall Allocation Procedures

Stall sites are not the property of the stallholders and cannot be traded, sold or purchased. New owners of a sold stall business are not guaranteed a site.

Important Note: All sites are subject to change at little or no notice. If a stall is to be relocated the staff will endeavour to find a suitable replacement.

Permanent Sites Allocation

6.15am to 7.15am: Permanent stallholders sited.

Note: Permanent Stallholder sites not occupied by 7.30am will be re-allocated by Section Coordinator and filled by a replacement casual stall.

Booked Casual Sites

6.30am to 7.30am: Casual stallholders sited.
Queue at gate indicated when pre-booking.
Casuals must be on the queue no later than 6.45am or risk losing their site.

Unbooked Casual Sites

After 8am: Unbooked casual stalls will be allocated sites pending availability.

Note: This refers to sites that turn up in the morning with the off chance of receiving a site.

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Schedule of Fees

Permanent fees are paid one (1) market month in advance and are refundable on termination of permanent status.

- All fees are to be settled on the day
- We ask that stallholders to have the correct money for their fees as change is limited
- No EFT is available
- Fees are collected from 10am to 12noon on market day
- Public Liability insurance can be provided for an additional fee (conditions apply)
 - Food, Health & Skin Products must provide own insurance
- All stalls' fees are based on frontage
- Registered charities half price

Bellingen Community Market Site Fees as of October 2026		
All Fees Based on Meter Frontage		
Site Category & Size	Permanent	Casual
General Stall Sites (non-food)		
• Small (non-gazebo less than 2m)	\$35	\$45
• 3m	\$43	\$51
• 4m	\$53	\$61
• 5m	\$63	\$71
• 6m	\$73	\$81
Food Sites (Eat in/Takeaway & Hot Drinks)		
• 3m	\$65	\$80
• 4m	\$75	\$90
• 5m	\$85	\$100
• 6m	\$95	\$110
• Electricity (per outlet point)	\$20	\$20
• Insurance per day (conditions & exclusions apply)	\$10	\$10

Licenses & Certificates

Stallholders must carry and clearly display appropriate licences and certificates as required by local, state or federal laws where applicable e.g. food handlers, 2nd hand Dealers License, Electrical Equipment tagging & required insurances.

Important Note: All stalls are subject to checks and inspections from various authorities including Department of Agriculture, Office of Fair Trading, Bellingen Shire Council, Health Dept. BCM Management and other relevant authorities with little or no notice.

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Vehicles in the park

- Vehicles are permitted during morning set-up and afternoon pack-up.
- Vehicles are limited to a very slow walking pace only
- Stallholders not complying will be refused entry to the park
- Stallholders **must** follow directives from Market Staff on entry & departure
- Market gates are closed to all vehicles 8am and 2pm except for emergency or authorised vehicles
- All vehicle movements during the above times will be accompanied by a minimum of one (1) staff member.
- No unauthorised vehicles or trailers are to remain in Belling Park during the market day. An exception to this is made for medical reasons and only if space allows.
- ***No vehicles to drive on to the football field.***
- Keep parking around the Market perimeter clear for Market visitors.
- All vehicles to vacate the park by 3.30pm or as may be required/advised.
- Turn off engine when queueing or packing/unpacking sites.
- There are no designated parking areas for stalls

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Insurance

Public Liability

The BSRA carries a Public Liability Insurance Policy for the BCM event.

It is the responsibility of the stallholder to ensure that they carry appropriate insurances for their business including Public Liability and Product insurance.

Public Liability Cover

Our insurance provider enables us to cover a limited number of stalls under our policy for which we are charged additional fees on our premium.

The BCM can offer stallholders a one (1) day public liability cover (excluding product) as per fee schedule.

Stallholders wishing to purchase their own insurance can check out this site www.mymarketinsurance.com.au

Stallholder requirements

Stallholders wishing to purchase insurance for one (1) day are required to supply the BCM manager with certain details as advised by our insurer. These details include:

- Full Name
- Full Address (post boxes not accepted)
- Contact Phone Number/s
- Drivers Licence ID
- Stall name and product details

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Food vendors

Food products are considered any product that is covered under the Food, Health and Safety Act and placed in the mouth and ingested whether as food or herbal extracts as they are all under the health act.

Vendors can also expect random checks and inspections from the Health Department or relevant authorities with little or no notice. The BCM or the BSRA are not informed or contacted by authorities as to when these inspections may take place.

General Requirements

All food vendors:

- Must carry and clearly display appropriate licences and certificates as required by local, state or federal laws where applicable.
- To provide recyclable containers, utensils, cups etc. (where possible).
- Must have appropriate Fire Extinguishers, Fire Blankets & Safety equipment.
- Provide:
 - Cleaning/Hygiene facilities.
 - Cold/hot storage facilities.

Food vendors are also responsible for:

- All rubbish removal from their site
 - Bulk waste not to be put in market skips
- Removal and disposal of all grey water.
- Removal and disposal of any bulk waste.

Important Note: Stallholders or vendors not complying with waste regulations will be charged a premium for cleaning services.

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Electrical and Gas

Electrical Requirements

- All stallholders wishing to use power must:
 - Complete a Power application form (please discuss with manager)
 - Keep all power cords at least 3m above ground or approved ground cover plates
 - Keep all heating appliances/fryers etc. out of reach of public
 - Have all electrical appliances and leads tested and tagged
 - Any power cords found to be running *hot* or untagged will be disconnected immediately.
 - Not increase equipment/power use without prior application.
 - Carry appropriate safety equipment e.g. extinguishers, fire blankets etc.
 - Keep and maintain safety check logs from electricians or regulating authorities.
- Stallholders will be allocated required power on application if available; please do not plug in anywhere else. Stallholders not complying will be disconnected.
- A fee is applicable for power (see schedule of fees).

Gas Requirements

- All gas bottles, appliances and lines to be regularly inspected by a qualified person for compliance with WHS requirements and tagged accordingly.

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Cancellation / Wet Weather

The Bellingen Community Market (BCM) is an *all-weather** event.

*This is conditional on several prevailing factors including:

- ground conditions and
- rainfall totals in the preceding week
- predicted rainfall totals on the day of the event sourced from BOM.
- advice from Bellingen Shire Council on ground closures.
- The BCM manager will have the final call if the event is to go ahead as scheduled or be cancelled*
 - * The market committee can override this decision if necessary.

Wet Weather

- If the predicted rainfalls are low and has not been heavily raining the preceding week, the event will run as scheduled.
- There may be some need to close areas and/or relocate stalls pending access and ground conditions.
- If you choose not to attend, you will be recorded as not attending and be required to pay the stall fee for that day at the next month's event.

Market Cancellation

- We will only cancel a market if public safety or the park grounds would be at risk by proceeding.
- If prevailing conditions are actual the market will be cancelled by Thursday lunchtime preceding the market date.
- If the BCM is cancelled:
 - the following notifications will be implemented:
 - our phone message will carry all-relevant details
 - social media outlets will be updated accordingly,
 - regional and local radio stations notified.
 - The market will be held on the usual date of the following month
- No fees apply for a cancelled market.

Health Pandemic & Closures

There are occasions when closures of events are mandated by state or federal laws due to pandemics or similar health risks. In these situations, we will observe all conditions and guidelines as set by regulating authorities.

Waste & Recycling

- BCM actively supports the environment, encouraging waste minimisation and recycling through our Waste Management Scheme.
- You are asked to minimise unnecessary packaging, use only recyclable containers, cups, straws, utensils etc. and encourage customers to dispose of these in the correct coloured bin.
- Cardboard boxes are to be flattened and taken to the bulk skip provided.

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- Disposal of Greywater is your responsibility and must not be let runoff into streams and watercourses within Market grounds.

General Guidelines

- There are 12 BCM events per year (weather permitting)
- Sites within the park are not the property of stallholders & cannot be bought, sold, hired, leased, rented or traded in any way.
- Manager to be advised on any changes being considered to product lines other than those originally noted on application form.
- Items and products banned or prohibited by state and federal laws are prohibited
- All stallholders are responsible for leaving the site clear and rubbish free before departing.
- Permanent status provides for a guaranteed site at each Market.
- A site is allocated by the Manager who reserves the right to relocate that site if required.
- No Cats or Dogs on Market Day.
- No animals or livestock can be sold at BCM.
- No Generators.
- No Open Fires
- Smile, have a great day and happy trading.

Note: Management reserves the right to:

- deny access to Bellingen Community Market to any stallholder on the grounds of product/service, safety, health, space restrictions within park or guidelines breach
- deny attendance to or remove from the Market any stallholder behaving in a manner considered to be dangerous or offensive to the public or that is deemed to reflect badly on the reputation of BCM or contravenes BCM Guidelines or is in breach of law.
- alter times, sites, guidelines at little or no notice

Conduct & Grievances, Dispute Resolution

As a community event we ask that everyone conduct themselves in a cordial and mutually respectful manner. We understand that there are situations that can arise that require resolution.

- Steps for grievance or dispute resolution
 1. Discuss or raise concern with your section coordinator,
 2. If section coordinator cannot resolve the issue it is escalated to the BCM Manager
 3. If the BCM Manager cannot resolve the issue it is escalated to the committee of the association

If you wish to dispute a management decision you can do so by addressing correspondence to:

The Secretary BSRA
email: bellingshireresidents@gmail.com