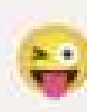


# handmade.

December stallholder newsletter

Hello stallholders!

We're getting super close to the December market — who's excited? Or should we say "who's running around madly trying to prep for it?".



We know you're CRAZY BUSY, but that's what we're here for. It's our job to make the market weekend seamless for you, so please use all the resources and info we give you. Treat yourself to a cuppa (or wine!) as you read through this email. When you're ready, write out your market to-do list — and make sure you check it twice. 🧘🏻👩🏻

Breathe...and remember that we truly appreciate you and everything you do. Can't wait to see you next weekend!

Cheers,

*Julie & the handmade team.*

## December Market Details.

*The main points*

### Market Times

Our December Market is a three-day event from Friday 8th to Sunday 10th December. Trading hours are:

- 5:00 pm to 9:00 pm Friday 8th December
- 10:00 am to 4:00 pm Saturday 9th December
- 9:00 am to 4:00 pm Sunday 10th December

These times include [Low Sensory Shopping Hour](#) from 9:00 am to 10:00 am on the Sunday. Not sure what this means? Then please [familiarise yourself with what you need to do](#) for this.

It's really important that you trade during all of these times. (No, you can't duck out to take your pet rabbit to the groomers. 🐰)

### Bump-in Times

There are two bump-in times:

- 3:00 pm to 6:00 pm on Thursday 7th December
- 9:00 am to 3:00 pm on Friday 8th December

You don't need to use both bump-in times if you don't need to, but you do need to be onsite by 3:00 pm on Friday and ready to trade by 5:00 pm that night.

### Photography Packages Available

Taylah Cunningham still has some [market photography packages](#) available. This is perfect for getting content for your socials or sprucing up your website visuals. Places are limited, so [email Taylah](#) to book your spot now.



8 December | 5pm - 9pm  
9 & 10 December | 10am - 4pm  
Exhibition Park Canberra

**handmade  
market.** 

## Pre-market Info.

*What you need to know*

Alright, deep breath — you've got this. 💪

### The Floor Plan

We'll have this finalised for you by Thursday 30th November, so we'll pop it in the [Members' Resource Area](#) for you to look at. Don't worry about memorising the floor plan — we'll give you a printed copy when you bump in. Not sure which size stall you've got? Check your invoice and it'll tell you. And hey, if we mucked something up, please [contact us](#) ASAP so we can fix it.

### Update Your Directory Listing

Look, we bang on about this all the time, but it's for good reason — last year we had over ████████ views of individual stallholder listings in December alone. So, we're expecting similar numbers (if not more!) this year. We know some of you have beautiful new Christmas products because we've seen them on socials, so please [update your directory listing](#) to include some of these. Please update these by 5:00 pm on Friday 1st December because we'll be flat out with market prep in the following week and won't be able to approve them. If you submit your changes after this date, they won't be on the website until after the market.

### Insurance and Permits

If you've already uploaded your insurance certificates and food permits to the Members' Resource Area AND they're still valid, then you can skip this part. If you still need to update them, please make sure you've done this before the market. Simply go to the [update your details section](#), click the second tab "Business Information", scroll down to "Insurance Upload", and upload the relevant files. Make sure you update the "Insurance Expiry" field, too.

### Barlens Hire

If you need to hire power or equipment like tables and chairs, please fill out the [Barlens Hire form](#) by Friday 1st December or they'll charge you a 20% late fee. You're welcome to bring your own items...as long as you can fit them in the car with all your other stuff!

### Spread The Word

We need your help to tell people about the December Market. All we need you to do is train some parrots to say the market details, let them loose in the busy part of your town, and watch as everyone flocks to the market...not really! 🦜

In reality, it's a lot easier — please share our [Facebook event](#) to your business account and your personal account. Make sure you're logged into your business account before trying to share it there (don't worry — we've all made that mistake). Still not sure? We've [made some videos](#) to help you.

## Social Media Help

Got no time to think about social media ideas in the lead up to the market? We've got you covered! Check out the [Social Media section of the Members' Resource Area](#) for content ideas, graphics, and wording for the upcoming market.

We've also created our own Handmade Market Instagram stickers and GIFs for you to use. You can find them by creating an Instagram Story and searching for "Handmade Market Canberra".

#You'reWelcome 😊

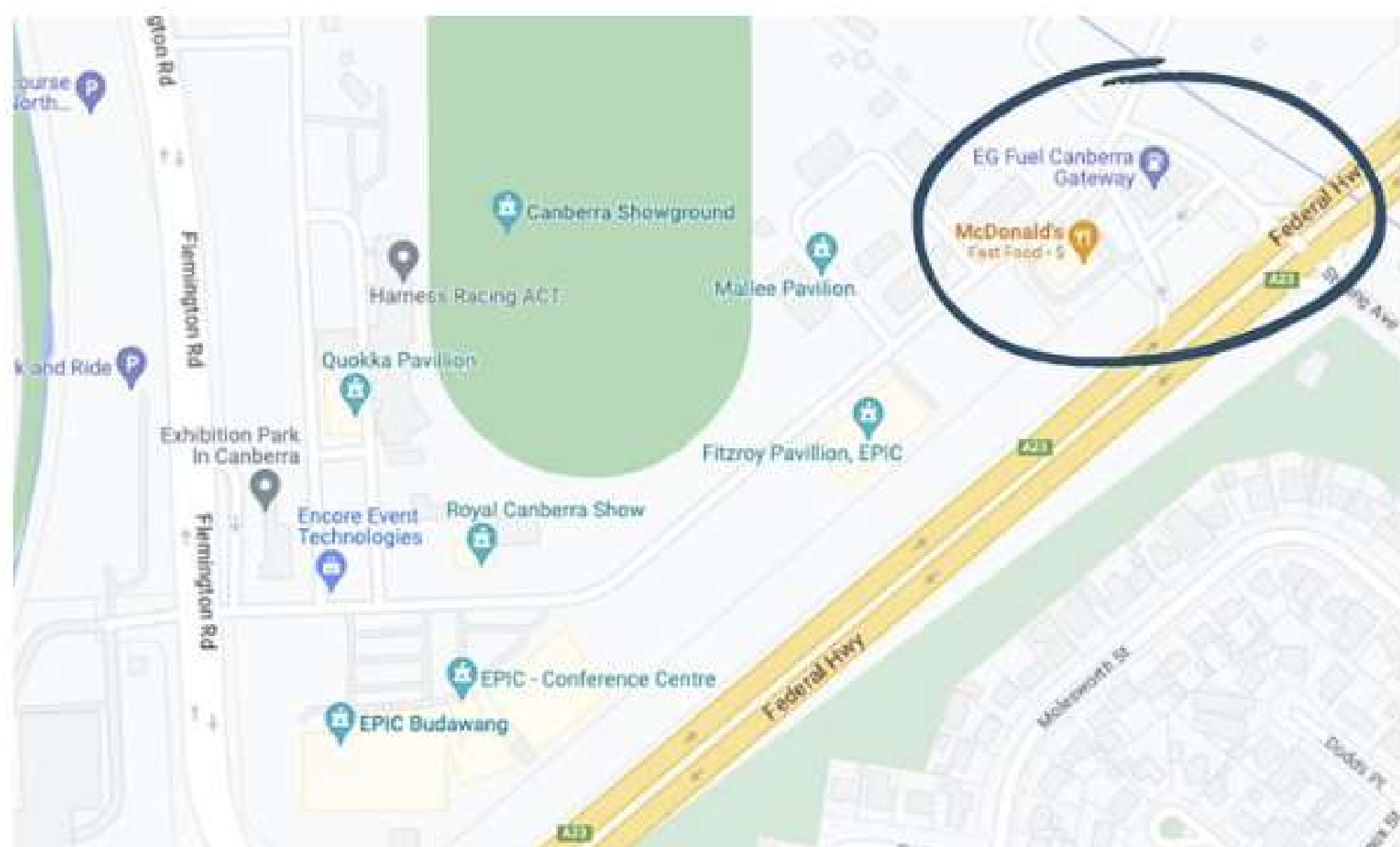
# At The Market.

*What you need to know*

What better way to spend your day than reading a huge list of things you need to know about for market weekend! 😊 We know it's long, but we promise it'll make your life easier. Grab another cuppa if you need to before we get into it.

## Entering EPIC

It's easiest for stallholders to enter [EPIC](#) via Gate 4. This is off Stirling Ave, which is near the McDonalds and Caltex on the Federal Highway.



## Parking

We'll open all the pavilion doors on Thursday, so feel free to park in any parking space to help you bump in — of course, the rules about accessible car parks still apply. During the market on Friday, Saturday, and Sunday, please park at the back of the pavilion so you don't take customers' car parks. If this sounds confusing, don't worry — the map below will help you. We'll also have parking attendants to help you over the weekend. If all else fails, you can ask us when you check in.



## Hamper Donations

As always, we've got a hamper at reception that customers go into the draw to win. We'd love it if you could contribute a small item, gift card, or discount code. We use this competition to bring more email subscribers onto our list, which helps you make more sales in the long run. We appreciate any donations you can give us. 😊

## Breakfast

Some of our foodies will have coffee ready for stallholders from 8:00 am both days. Mr Spud will also have bacon and egg rolls cooking, so don't eat beforehand! If you're a foodie and have a breakfast option that can rival a bacon and egg roll, please tell us and we'll pop it in the Facebook group.

## Lunch Orders

We know the last thing you want to think about is how you'll feed yourself during trading times, so we've got the perfect solution — lunch orders. Simply collect your order form from us at bump in, fill it out, and pay at the food stall of your choice before the market opens. Remember that food isn't delivered, so you'll need to head on over to the food stall in your lunch break (ha!) and pick it up at your nominated time.

## Gift Cards

We used to sell Handmade gift cards, and we sometimes give them away as prizes. If a customer gives you a gift card, please keep it. When you've got a second, please bring it to the reception desk. We'll give you a receipt and reimburse you for it in the week after the market. If you're feeling extra helpful, you can email us your bank account details to make the process smoother (and to get dollars to you quicker). Still unsure? Make sure you read our page about [Handmade Gift Cards](#) to clarify anything you're not sure about.

## Single-use Plastics

Don't forget that single-use plastics are banned in ACT, so you can't bring them to the market. Since July 2021, you can no longer have degradable plastic products that contain additives, such as plastic bags. Instead, you should use paper bags when required. You can read more about the single-use plastics ban in the [Market Information section of the Members' Resource Area](#) (scroll down towards the bottom of the page).

## Selling Out of Your Products

If you sell out before we close, yay for you! 🎉 Remember to pop a sold out sign on your stall before you go for a wander. We know it might be tempting to pack up early and go home, but please don't. You can't pack up until closing time at 4:00 pm (nope, not even at 3:45 pm).

## No Smoking

Please don't smoke or vape inside the venue. Enough said.

## Fans in Coorong

Please remember that all food vendors will be in the Coorong Pavilion. No matter the weather, the fans are always on, so please bring layers as it can get cold under the fans.

## Rubbish During The Market

Did you know we have three HUGE skip bins outside the Coorong Pavilion for you to put all your rubbish in? Well, now you do. So please use these bins for all your rubbish (including during bump-out) rather than using the bins inside. Either take your rubbish to the skip bins or take it home.

## Any Other Questions

If you're not sure about anything after reading the above, please read the [Market Information page](#), read the [Stallholder Handbook](#), or use our [Market Checklist](#).

Still got a burning question you can't find the answer to? Email us at [redacted] and we'll see what we can do.

# A Few Reminders.

*Don't forget*

We pinky promise this is the last part of this email. You're almost there!

## **Bottled Water**

If you're a foodie who cooks onsite, please do us a favour and sell bottled water. We all love our coffee, but we need to be responsible and offer other alternatives, too! Now, this doesn't mean you can start selling soft drinks though — please only sell bottled water or drinks you've made yourself.

## **Your Products**

Speaking of making things yourself, please, please, PLEASE only sell products we've approved you to sell. We've had a few people adding other products to their stall recently, like branded merch and products other people have made. We know it's tempting to expand your range like this, but our markets are curated, handmade, and Australian-made. If you're planning to sell items that are different to your core range or products we've pre-approved previously, please email us at [redacted] to check if it's okay. Here's an example to make it extra clear:

Pretend you're an artist who exclusively makes watercolour paintings of echidnas...

- You've released a new range of paintings starring platypuses — no problems ✓
- You've branched out into creating drawings instead of paintings — no worries at all ✓
- You've started making Australian-animal-shaped juggling balls — you'll need to ask us first ✗

If you follow these rules, we'll all have a ~~kealty~~ quality time. 🐻

## **Stallholder Drinks**

Chat with old market friends, make new ones, and celebrate a massive year at our Stallholder Drinks. It's on Saturday 9th December from 4:30 pm onwards in the Coorong (food) pavilion. Our lovely friends from [Tulloch Wines](#) will be serving their delicious wine for us, but we'll also have some non-alcoholic drink options available too. So, come join us for some drinks, food, and good times to unwind after a busy year.

*We respectfully acknowledge the Ngunnawal People as the Traditional Owners and Custodians of the land on which the Handmade office is based in the ACT. We pay our respects to Elders past, present and emerging.*

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