

PUFT Events Market – Terms and Conditions

Effective August 2025

1. Applications

1.1

All applications are subject to approval at the sole discretion of the PUFT Events team. Approvals are based on the information provided in the application and assessed against the following criteria:

- Alignment with approved product categories
- Quality and presentation of products
- Distribution and uniqueness of offerings
- Product demand, market diversity, and availability

1.2

PUFT Events Management reserves the right to reject any application at its discretion, without the need to provide reasons or enter into further correspondence. All decisions made by Management are final. Stall allocations and rental arrangements are determined solely by Management and may be altered at any time, including on the day of the event. Stallholders have no claim to permanent ownership of any specific site.

1.3

Stalls may not be transferred, sublet, franchised, sold, or shared with any other party without prior written approval from Management.

1.4

By applying for a stall, applicants grant permission for PUFT Events to use any images they provide for event promotion purposes. Stallholders must only submit images they own or for which they hold appropriate copyright permissions.

1.5

Stallholders are expected to conduct themselves with professionalism, respect, and courtesy at all times—towards PUFT Events team members, Townsville City Council (TCC) representatives, fellow stallholders, customers, and any individuals associated with the market. This standard of behaviour applies both in person and across all forms of social media. Any social media activity that damages the reputation of PUFT Events or its markets may result in disciplinary action, including immediate termination of the stallholder's participation.

1.6

All new applications will be reviewed by PUFT Events Management. Successful applicants will be notified of their approval prior to their first scheduled market.

2. Approved Products

2.1

All products offered for sale must be legally permitted and sold by the registered stallholder.

2.2

Products that are clearly imported or sourced from wholesalers may be accepted at the discretion of Management. However, any items deemed inappropriate, offensive, or discriminatory will not be approved under any circumstances.

2.3

Stallholders are solely responsible for ensuring their products comply with all relevant safety and compliance standards—particularly for electrical goods and products intended for children.

2.4

Stallholders may only sell the products that have been approved by Management as listed in their original application.

2.5

To introduce new or different products, stallholders must submit a written request accompanied by clear product images. No additional or alternative products may be sold without written approval from Management.

2.6

All products and overall stall presentation must be maintained to a high standard at all times.

3. Fees & Insurance

3.1

Stall fees are listed below and also outlined in the application process. Two payment options are available, with pricing varying depending on the selected method. PUFT Events reserves the right to review and adjust stall fees as needed. Any changes will be communicated via email and reflected in the updated Terms and Conditions.

Note: All stall fees include public liability insurance. A \$5 discount applies if you hold your own valid insurance policy.

Food vendors are required to have their own insurance—fees listed already reflect this discount.

Weekly or Fortnightly Vendors

Online payment method via payment link (stall manager)

3m x 3m market site

\$30 (GST inclusive)

Additional 3m x 3m

\$25 (GST inclusive)

3m x 3m food site (GST inclusive)	\$45 including 1 15AMP
Larger than 3m x 3m food site inclusive)	\$55 including 2 15AMP (GST inclusive)
Cash payment to PUFT management on request	
3m x 3m market site	\$35 (GST inclusive)
Additional 3m x 3m	\$30 (GST inclusive)
3m x 3m food site (GST inclusive)	\$45 including 1 15AMP
Larger than 3m x 3m food site inclusive)	\$55 including 2 15AMP (GST inclusive)

Casual & Monthly Vendors

Online payment method via payment link (stall manager)

3m x 3m market site	\$35 (GST inclusive)
Additional 3m x 3m	\$25 (GST inclusive)

3.2

Permanent stallholders are required to hold a current market insurance policy that includes a minimum of \$10,000,000 in Public Liability coverage. A copy of the policy must be available on-site at all times and made accessible to PUFT Events management and Townsville City Council (TCC) upon request. This entitles the stallholder to a \$5 weekly discount on stall fees.

3.3

All stall fees include market insurance unless a valid external insurance policy has been submitted and approved by Management.

3.4

Online payments must be completed by **Thursday at 5:00 PM** prior to the Sunday market. Failure to make payment—or to notify Management of any issues—may result in your site being reallocated to another vendor. Late or missed payments are considered a breach of these terms and may result in cancellation of your booking and a penalty will occur. **See clause 3.7.**

3.5

All payments must be made via the official online payment link, which is sent out weekly. No other payment methods will be accepted.

Exception: Cash payments may be accepted in limited circumstances, but only with prior approval from PUFT Events Management. Stallholders must contact Management directly to arrange this and confirm the payment method in advance.

3.6

To be eligible for weekly or fortnightly discounts, vendors must be classified as **regular stallholders**—defined as attending the market **a minimum of 20 times per year**, or **5 times per quarter**. Vendors who do not meet this threshold will be considered **casual stallholders** and are not eligible for discounted rates.

3.7 (*Late Payments & Overdue Accounts*)

Overdue accounts are reviewed and notified **each Friday morning** for vendors who fail to make payment by the Thursday 5:00 PM deadline. Repeated failure to make timely payments may result in the stallholder's future bookings being suspended or cancelled at the discretion of PUFT Events Management.

4. Market Days

4.1

Registered stallholders must be present and actively trading during the advertised market trading hours.

4.2

Stallholders are required to arrive on-site at least 45 minutes prior to the market's official opening time. Stalls must be **fully set up and ready to trade by 8:00 AM**, and stallholders must remain open and trading until the advertised closing time of 1.00 PM.

Leaving the market early without prior approval from PUFT Events Management is not permitted. Stallholders who pack down or vacate their site before closing time may incur an **early leaving fee of \$10**, unless exceptional circumstances apply and are discussed with Management before departure.

4.3

All vehicles must be removed from the market area **at least 45 minutes before** trading begins, unless alternative arrangements have been communicated by PUFT Events Management.

4.4

Vehicles are **not permitted to enter** the market area until **15 minutes after** the official market closing time, unless otherwise advised by Management.

4.5

If a stallholder is unable to attend, they must notify PUFT Events via **cotters@puftevents.com.au by 2pm the day prior**. This allows for reallocation of space.

Note: No refunds or credits will be issued for cancellations made on the day of the market.

4.6

Copying another stallholder's products, designs, or creative work is not permitted and may

breach copyright laws. The market encourages originality and fair trade. Any concerns must be submitted in writing to Management. Should you wish to make any additional changes to your product, this must be approved by Management via email.

4.7

Raffle tickets or raffles may only be conducted with prior approval from the Market Manager and must be appropriately registered. Only handbills and promotional material approved by PUFT Events Management may be displayed at stalls.

4.8

Any products or produce with known faults must be clearly marked and sold as “seconds.” Only approved vendors may sell second-hand items, vintage goods, or collectibles.

4.9

The **market day mobile number** is for use strictly on event days only. All other communication must be directed to: **cotters@puftevents.com.au**

5. Cancellation and Refunds

5.1

Stallholders must notify PUFT Events of any non-attendance by no later than **2pm Saturday**. Failure to notify Management may result in the cancellation of all future bookings, with any fees paid being forfeited at the discretion of Management.

5.2

No refunds, credits, or fee waivers will be issued for cancellations made on the day of the market under any circumstances.

If a stallholder cancels on the day of the market or fails to attend without prior notice in accordance with Section 5.1, they will still be required to pay for their site in full, if payment has not already been made. This includes any late fees that may apply in accordance with Section 3.7. Repeated failure to attend or make timely payments may result in removal from future market participation.

5.3

If a stallholder needs to cancel their attendance, notification must be provided **via email to cotters@puftevents.com.au by 2pm on the Saturday** before the market. Cancellations received after this deadline will not be eligible for a refund.

5.4

PUFT Events is not liable for cancellations due to adverse weather conditions. In such cases, payments will automatically be applied to the following week. If the stallholder does not participate the following week, the payment will be forfeited and no refund will be issued.

5.5

Permanent stallholder status will be revoked if a vendor cancels or fails to attend **more than**

three regular markets within a 6-month period. This is to ensure fairness and consistency in stall allocation for committed vendors.

6. Adverse Weather

Cotters Market is an all-weather, outdoor event and will proceed in a variety of weather conditions. Stallholders are expected to be prepared for rain, wind, and heat, and ensure their stall setup is secure and weather-appropriate at all times.

Heat Policy

At the discretion of PUFT Events Management, the market may close **one hour earlier** if the forecasted or recorded temperature exceeds **40°C**.

Extreme Weather Conditions

If a **CODE RED DAY** is declared by the CFA or a **Cyclone Warning** is issued by the Bureau of Meteorology (BOM), the market will be **cancelled** for safety reasons. Affected stallholders will be notified as early as possible.

6.1

Stallholders may pack down their stall due to adverse weather conditions; however, they **must not leave the market site** without prior approval from PUFT Events Management.

6.2

No refunds or credits will be provided for reduced trading hours due to adverse weather—whether the decision is made by the stallholder or Management.

6.3

If a market is cancelled by the **venue operator, a CFA Code Red, or Bureau of Meteorology (BOM)** alert, all fees paid will be **transferred to the next scheduled market**.

Note: No refunds will be given if the stallholder does not attend the rescheduled date.

6.4

PUFT Events accepts no responsibility for any financial loss, property damage, or personal injury resulting from adverse weather conditions, including stall fees paid.

6.5

In the event of a market cancellation, **stallholders are strictly prohibited from trading** in the market area. Any breach of this condition may result in **immediate termination** from future participation in Cotters Market.

7. Occupational Health and Safety

7.1

Stallholders must follow all instructions given by PUFT Events-appointed **Traffic Controllers** on market day.

7.2

Stall setup must **not begin** until Traffic Controllers have confirmed that the market site is safe for vehicle access and setup.

7.3

Contracted Traffic Controllers will be present on site from **3:30 AM until 2:00 PM** to ensure safe vehicle and pedestrian movement.

7.4

All vehicles entering the market area must have their **hazard lights activated at all times**, including when stationary.

7.5

Vehicles must be driven at a **safe speed not exceeding 10 km/h** within the market area.

7.6

No vehicles are permitted to enter the market area within 45 minutes prior to the advertised market start time. All stallholder vehicles must be inactive no later than 30 minutes prior to market opening.

7.7

Stallholders must fully unload and remove their vehicle from the market site before beginning stall setup.

7.8

The possession, use, or consumption of alcohol, cigarettes, illicit drugs, or prohibited substances is strictly forbidden within the market area and at all stall sites. Additionally, weapons, dangerous goods, or any item deemed hazardous or illegal are not permitted under any circumstances.

7.9

At the close of trade, stallholders must completely dismantle their stall before bringing their vehicle into the market area for pack-down.

7.10

Vehicles will only be permitted to re-enter the market area after the end of trading hours, and only once the stall site is fully packed down.

7.11

No vehicles are to enter or operate within traffic-controlled areas during trading hours, except for emergency services vehicles or those with approval from PUFT Events Management.

8. Waste and Rubbish Removal

8.1

Stallholders are responsible for the removal of all rubbish, waste, packaging, and food scraps from their immediate stall area. All waste must be taken off-site.

Failure to comply will **incur a \$20 disposal fee**.

8.2

Bins provided at the market are for public use only and must not be used for stallholder waste.

8.3

Stallholders must leave their site and surrounding area clean, tidy, and free of damage.

A \$20 cleaning fee will apply for any site left in an unacceptable condition, and repeated breaches may result in cancellation of future stall bookings.

9. Stall Set-up and Equipment

9.1

Stallholders are responsible for providing their own stall infrastructure, including tables, covers, and display equipment. All setups must be **visually appealing and professionally presented**.

9.2

All equipment—including racks, tables, signage, and displays—must remain **within the designated stall boundaries**. Public walkways must be kept **clear at all times** to ensure safe access for visitors.

9.3

All tents, covers, and stall equipment must be **securely erected and properly weighted or anchored**, regardless of weather conditions.

9.4

All equipment used must be in **good working condition** and operated in a **safe and responsible manner**.

9.5

Sales tables must be **neatly covered with fabric** that reaches to within **10 cm of the ground** on all sides **visible to the public**.

9.6

A **minimum 2-metre-wide pathway** must be maintained at all times to allow access for **pedestrians, wheelchairs, and mobility devices**.

10. Food Vendors

10.1

It is the responsibility of all food stallholders to apply for, obtain, and maintain any required **Food Business Licences** from **Townsville City Council – Health and Environmental Services**, as well as pay all associated fees.

10.2

Stallholders must provide PUFT Events Management with copies of their **food registration certificates** from both their **home council** and the **local council in which they are trading**.

10.3

Food vendors must clearly **display their current Food Licence or Registration** at all times during market trading.

10.4

All food vendors must comply with applicable **local, state, and federal food safety laws**, including all relevant public health and food safety regulations.

10.5

Stallholders selling **sealed alcohol (bottle only)** must supply Management with a copy of their **Liquor Licence** in advance of trading.

10.6

Non-compliance with health department regulations may result in the **immediate closure** of the stall. Future participation will only be allowed once Management is satisfied that all compliance requirements have been fully met.

10.7

Vendors selling takeaway food or drinks must use **temporary floor coverings** (such as mats or non-slip flooring) on market days to comply with hygiene and safety requirements.

10.8

All food or drink samples must be **covered and protected** from dust, insects, and contamination, and must comply with the **Queensland Food Safety Standards** and any other relevant legislation.

11. Power & Gas Equipment

Powered sites are limited and access to power is available only with prior approval from PUFT Events Management.

11.1

All electrical equipment and leads must be **tested and tagged** in accordance with current **workplace health and safety regulations**, or an **approved portable RCD** must be used.

11.2

All gas appliances must be **certified, in-date, and compliant** with safety standards. Gas users are required to complete the **WorkCover QLD self-checklist** before each market and have it available for inspection if requested.

11.3

Stallholders operating gas or electrical appliances must have a **suitable fire extinguisher and/or fire blanket** available on-site.

11.4

It is the stallholder's responsibility to ensure that all equipment complies with safety standards. This includes **proper covering of electrical leads** across vehicle and pedestrian areas to prevent hazards.

12. General – Stallholders Code of Conduct & Responsibilities

12.1

Stallholders must cooperate fully with all directions given by PUFT Events Management or their representatives. This includes instructions regarding stall operations, equipment, goods, vehicles, safety, or security during market hours.

12.2

Abusive, threatening, aggressive, dangerous, or disruptive behaviour—by stallholders or anyone representing them—**will not be tolerated under any circumstances**. This includes (but is not limited to):

- Verbal abuse or shouting at staff, customers, other stallholders, or members of the public
- Physical intimidation or violence
- Aggressive or antisocial behaviour
- Harassment or stalking
- Racism, homophobia, transphobia, sexism, ableism, or any form of discrimination or hate speech
- Drunkenness, drug use, or bringing unsafe items to the market
- Deliberate damage to property or market infrastructure
- Disrupting other stallholders or interfering with other business operations

Any such conduct will result in immediate termination from the market without refund or credit, and may lead to a permanent ban from future events. PUFT Events reserves the right to involve authorities where necessary to ensure the safety and well-being of all participants.

12.3

Stallholders must ensure that their actions do **not endanger the safety or security** of other stallholders, staff, or members of the public.

12.4

Stallholders must **not damage, alter, or interfere** with any market property, infrastructure, or equipment. Any damage caused—accidental or otherwise—must be reported and will be repaired or replaced at the **stallholder's expense**.

12.5

Stallholders are required to comply with:

- All terms outlined in these Regulations;
- Any updates or amendments issued by PUFT Events;
- All relevant local government laws and statutory obligations.

12.6

Any incident or accident involving **injury, damage, loss, or a potential insurance claim** must be reported to Management immediately.

12.7 – Social Media Use

Social media should be used positively—for **networking, promotion, and community engagement**. Stallholders must not use social media platforms to post content that could damage the reputation of **Cotters Market** and **PUFT Events**.

Management reserves the right to terminate a stallholder's participation if found to be engaging in defamatory or harmful online behaviour.

13. Warranties & Representations of Stallholders

PUFT Events Management ("**Management**") permits each stallholder to trade at the market in reliance on the following warranties and representations:

13.1 Ownership & Title

The stallholder is the legal and beneficial owner of all approved products and has full authority to sell them free of any encumbrance.

13.2 Reliance on Terms Only

The stallholder has not relied on any statement or representation from Management except those expressly set out in these Terms and Conditions.

13.3 Licences, Permits & Compliance

The stallholder is responsible for obtaining and maintaining all licences, permits, and approvals required for their business, and guarantees that all products meet current safety, compliance, and retail laws.

13.4 Prohibited Items

No hazardous, illegal, or prohibited materials or substances will be brought into the market.

13.5 Ongoing Compliance

The stallholder will comply with these Terms and Conditions, any amendments issued by Management, and all applicable local, state, and federal laws and regulations.

13.6 Limitation of Management's Liability

The stallholder acknowledges that Management is **not liable** for any loss, damage, or claim arising from or related to:

- Theft, damage, or loss of products, equipment, or other property—whether during or outside trading hours.
- Failure to sell products or achieve expected sales.
- Travel to or from the market.
- Any incident occurring off-site, even if market-related.
- Injury or damage to any person or property, however caused.

Where legislation prevents the exclusion of liability, Management's liability is limited—at most—to refunding the stall fee.

14. Stallholder Indemnity

The stallholder indemnifies and holds harmless Management and the Townsville City Council against all losses, damages, costs, and claims (including full indemnity legal costs) arising from or connected with:

- The stallholder's participation in the market.
- The sale or attempted sale of any products or services.
- Injury or harm suffered by the stallholder or caused to any person or property.
- Loss or damage to the stallholder's property, regardless of cause.
- Death of any person resulting from any act or omission of the stallholder.
- Any breach of these Terms and Conditions.

15. Exclusion of Liability

The stallholder accepts that Management makes **no warranty or representation** regarding:

- Sales prospects or customer traffic.
- The number, nature, or quality of competing products.
- Services, facilities, security measures, or promotional activities provided at the market.
- The stallholder's site position, tenure, or suitability of the market for any purpose.
- Latent or patent defects within the market area.
- Interference by other market visitors or stallholders.
- The extent of any advertising, security, or crowd-control measures.

16. Manager's Representations

Approval for a stallholder to trade at the market does not guarantee ongoing or future rights to participate. The Manager reserves the right to terminate a stallholder's participation at any time, in writing, and without prior notice.

The Manager may also, at their sole discretion and without notice, take any of the following actions:

- Reallocate the stallholder to a different site within the market.
- Instruct the stallholder to remove any products or services that have not been approved.
- Request reasonable changes to improve the safety, compliance, or visual presentation of the stall or its products.

Stallholders acknowledge that all decisions made by the Manager are final and not subject to dispute.

17. Social Media & Advertising

17.1

PUFT Events implements a targeted weekly advertising strategy to reach the desired audience effectively. Cotters Market is promoted regularly through social media channels and local radio. As a long-established farmers market, our advertising prioritises fresh food and produce. We use professional photography and encourage all vendors to ensure any images they share for promotional purposes are of a professional standard.

17.2

Vendors are encouraged to promote their stalls and products on social media using the Facebook **Cotters Market** page. This helps extend the reach of their posts to the market's audience.

17.3

PUFT Events will share multiple social media posts in the lead-up to and on the day of each market, highlighting fresh produce, food/drink vendors, and market stall holders.

17.4

PUFT Events will share vendor photos on social media **only if the images are of professional quality** and submitted via email to **cotters@puftevents.com.au**.

17.5

Should vendors require professional photography services, PUFT Events can arrange this on their behalf, though **any associated costs will be borne by the vendor**.

17.6

Vendors must refrain from posting any **negative or derogatory comments** on social media that could harm the reputation of the market, other vendors, customers, or management. Depending on the severity of the conduct, PUFT Events reserves the right to **refuse future participation** to vendors engaging in such behaviour.

18. Termination

Please be advised that the Manager reserves the right to withhold or withdraw approval for any stallholder to occupy a stall at the market. This includes the authority to remove, or arrange for the removal of, any stallholder found to be in breach of, or non-compliant with, the Terms and Conditions. Such breaches include, but are not limited to,

instances where a stallholder:

- Fails to remit stall fees by the stipulated deadline;
- Does not adhere to the market's set-up or pack-up procedures;
- Violates any other provisions contained within these Terms and Conditions;
- Engages in persistent spam, threats, or nuisance conduct directed towards Management or PUFT Events staff.

Compliance with these requirements is essential for the ongoing participation in the market.

19. Traffic Management

This section outlines the traffic management procedures for Cotters Market, including critical bump-in and bump-out times, safety protocols, and compliance expectations. PUFT Events engages **A20 Traffic Management** for all street access and safety measures. All stallholders must strictly comply with directions issued by A20 personnel and PUFT Events Management to ensure the safety of fellow vendors, staff, pedestrians, and customers.

19.1 – Vehicle Speed and Safety

During bump-in and bump-out times, vehicles must not exceed **10km/h**. **Hazard lights must be activated** at all times while driving on Flinders Street. If your vehicle is moving faster than walking pace, it is considered too fast. Pedestrian right-of-way must be observed at all times.

19.2 – Traffic Flow

Flinders Street operates as a **one-way street from 4:00am to 3:00pm** during market days. Entry is via the **Stanley Street** end only, with exit via **Denham Street** or **Stokes Street**.

Reversing along Flinders Street is strictly prohibited and only within permission from PUFT Management and A20 Traffic Management.

19.3 – Unloading Zones (amendment)

During peak times, it is essential that the left driving lane always remains clear to allow for the continuous and safe flow of vehicles.

Stallholders must unload from:

- The designated parking bays adjacent to their stall (if available), or
- The right-hand lane, ensuring minimal disruption to surrounding stalls.

Please note that during high-traffic periods, you may not be able to unload directly next to your allocated site. Stallholders are expected to remain patient and cooperative, allowing all vendors fair access and ensuring a safe, efficient bump-in for everyone.

19.4 – Bump-In Procedure

Bump-in runs from **6:00am to 7:30am**. Flinders Street will be fully closed to vehicles at **7:45am**. Upon entering via Stanley Street:

- Activate your hazard lights to identify yourself to traffic controllers.
- Unload all equipment **before parking** your vehicle offsite.
- **Do not begin full site setup until your vehicle is removed** from the street.

This procedure ensures an efficient and safe setup for all participants and a smooth start by 8:00am.

19.5 – Vendor Parking

Once offsite, vendors **must not park near Flinders Street** to preserve customer parking.

Designated vendor parking is available in the **Townsville City Council car park** on Walker Street (near the Courthouse), approximately **300 metres** from the market.

Only vendors with **a disability or limited mobility** may be permitted to park nearby.

19.6 – Bump-Out Procedure

Bump-out commences strictly at **1:15pm**. No vehicles will be allowed access to Flinders Street before this time.

Do **not queue or line up early**, as this presents a safety hazard.

Before returning with your vehicle:

- Ensure your entire stall is **packed down and ready for loading**.
- Activate hazard lights upon re-entry so traffic personnel can identify you as a vendor.

While we understand everyone is eager to finish the day, **safety is the highest priority**.

A few extra minutes of patience helps ensure everyone gets home safely.

19.7 – Compliance

Failure to comply with these traffic management guidelines may result in:

- A formal **warning**, and
- Potential **suspension or removal** of access to Flinders Street trading.

20. Additional Requirements *(add in)*

20.1 – Noise Levels

Amplified music or sound must be approved in writing by PUFT Events management. Any noise must be kept to a respectful volume that does not interfere with other stallholders' operations or the enjoyment of customers.

20.2 – Behaviour of Staff or Representatives

Stallholders are responsible for the behaviour and conduct of all persons operating under their business name, including employees, family members, and volunteers. All representatives must adhere to the same rules and code of conduct outlined in these Terms and Conditions **including the Unacceptable Behaviour Policy detailed in Clause 12.2**. Any breach by a representative will be treated as a breach by the stallholder themselves and may result in disciplinary action, removal from the market, or termination of future bookings.

20.3 – Children at Market Sites

Children accompanying stallholders must be supervised at all times. Market sites are active public areas, and unsupervised children can pose a safety risk to themselves and others.

20.4 – Promotional Activities

All promotional activities (e.g., giveaways, demonstrations, or sampling) must be approved

in advance. Stallholders must ensure these activities do not block walkways, encroach on neighbouring sites, or disrupt the overall market experience.

20.5 – Respect for Public Property and PUFT Equipment

Stallholders must treat all public infrastructure and PUFT Events property with care and respect. This includes, but is not limited to, trees, benches, bins, bollards, footpaths, power outlets, tables, chairs, and other furniture or equipment supplied by PUFT Events.

Any damage caused—whether intentional, accidental, or due to negligence—may result in the stallholder being held **financially responsible** for the repair or replacement of the affected item(s).

21. Office Hours and Communication

The PUFT Events team operates within designated office hours and communicates formally via email. We kindly ask all stallholders to respect these boundaries.

- **Office Hours:** Monday to Friday
- **Limited Access:** Please note that **Saturday and Sunday** availability is limited due to event operations, particularly on Sundays when the team is onsite.

All communication should be directed to **cotters@puftevents.com.au**. Our standard response time is within **24 hours** on business days. We respectfully request that stallholders **refrain from making repeated phone calls or sending multiple emails** in quick succession, as this can overwhelm the system and delay response times.

Persistent or inappropriate communication outside of working hours may be considered a breach of these Terms and Conditions.

22. No-Show (“DNA”) Policy

To ensure efficient site planning and fairness to wait-listed applicants, PUFT Events enforces the following **Did-Not-Attend (DNA) Policy**.

This policy applies to all stallholders, vendors, and food vans, regardless of attendance frequency or vendor category.

1. Notification Deadline

- If a stallholder or food van cannot attend the Sunday market, written notice **must** be emailed to **cotters@puftevents.com.au** **no later than 12.00PM Friday**.

2. Forfeiture of Stall Fee

- Failure to provide notice by 12.00pm Friday deadline will result in the **automatic forfeiture of the full stall fee** for that market day. No credits or refunds will be issued.

3. Repeat Offences

- **Two DNA breaches within a rolling three-month period** may lead to suspension of the stallholder's bookings for up to four consecutive markets.

Three or more DNA breaches within 12 months may result in **permanent removal from the vendor list or being placed back on the waitlist**, at Management's discretion.

4. Exceptional Circumstances

- Serious emergencies (e.g., medical, vehicle breakdown) will be considered on a case-by-case basis. Evidence may be requested to waive the forfeiture.

5. Communication Confirmation

- Acknowledgment of your cancellation will be sent by email. If you do not receive confirmation within four hours (during office hours), please follow up once—excessive emails or calls may delay the process.