



Stall holder information pack

Stall hire includes:

- Trestle table. Table size is usually 2x6ft, except at the Malvern Town Hall, where 10ft tables are shared - each stallholder receives half a 10ft table (i.e. 5ft).
- Chair (please bring your own fold out chair at Lane Cove, Gold Coast)
- Space for four large items in our dedicated large items display area
- Excellent indoor venues
- Public liability insurance
- We will endeavour to allocate you with the stall number you selected via the online booking form. However, this may change due to logistical circumstances. Please always verify your stall number on market day via the stall allocation list which is displayed in the entrance area for your orientation. If you are not sure where your table is located, then please ask one of the staff, we are more than happy to help.
- It is not recommended to place goods in front/under your table, as it deters shoppers from looking at your table, and it congests the aisles. We provide a dedicated area in the hall for all large items (i.e. pram, cot, etc) where you can place all your large items (no extra charge, this is included in the stall hire), therefore leaving you with more space at your stall for your smaller things (i.e. shoes, clothes, toys, etc).

Large items:

- It is important that only **clean, quality, functional large items are sold**.
- That means they must contain all screws, cords, cables, panels, or other required pieces for the item to work.
- The items must also be CLEAN and 100% functional. Anything that is slightly broken, not working, not doing what it is supposed to do WILL NOT BE ACCEPTED. This is due to legal requirements by the ACCC and the level of quality the Baby & Kids Market offers to its customers.
- **The Baby & Kids Market reserves the right to pass on a the stall holder's contact details to a shopper post market date, should an item be faulty or be missing parts.**
- Stall holders can place four items in the display area (we may be able to take more items if we have the space ... but please be prepared for us to only take four items) of which there can only be one pram and one stroller. This is due to space limitations. The large items area is truly only for "large items", i.e. prams, cots, highchairs, car seats, etc. We will not accept small to medium goods, these need to be kept at your stall.
- Stallholders are usually not able to assemble cots/change tables/playpens/etc. Please be ready to display your items unassembled. If you think it is important to showcase your cot/change table assembled, then you may want to attach a photo.
- When you are placing your large items in the display area, you will be required to label your item with a price. It would be great if you could prepare these labels at home. You can download them from our website (under Info & Conditions). However, we will also have them available on Market day. You can change the price of your large items at any time during the market time at your discretion.
- Drop off time for large items is between **7.30am and 8.40am SHARP. We will not accept any more large items in the "large items area" after 8.40am.**
- Although we strictly safeguard this display area, no responsibility is taken by the organisers for theft, loss or damage of large items. IMPORTANT: Loose pieces laying in/around large items (i.e. a rain cover or blanket in a pram) have the chance of being stolen or getting lost. It is safest to either keep these at your stall, or alternatively tie them up safely to the item.

Set up time and pack up time:

We open to doors for stall holder set up at 7.30am until 8.30am. **At 8.30 am SHARP**, we start to reallocate stalls of those stallholders who have not arrived, to others, with no refund to the

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original stallholder. Stall holders must be set up and ready to trade by 8.50am and trade until 12 noon that day (1pm for Melbourne). We suggest that you come as early as possible to avoid congestion. At 12 noon the market closes to the public (1pm for Melbourne). Stallholders are kindly asked to keep trading until 12 noon and pack up between 12 noon and 12.30. (1pm and 1.30pm respectively for Melbourne).

Floors:

When carrying your goods in & out of the venue, please ensure that you are not dragging items across the floor. Any damage to the floor (i.e. scratching) will result in the stallholder having to pay for the re-surfacing of the floor.

Clothes racks:

You can bring one clothes rack to the following locations: Melbourne, Canberra, and Perth. You can bring two clothes racks for all remaining locations.

Table cloth:

Please bring a a tablecloth to cover the trestle table.

Exit doors:

This is important: please make sure that your items DO NOT AT ANY TIME OBSTRUCT any EXIT doors in any way.

Shopping before 9am:

Stallholders are NOT allowed to buy from other stallholders before 9am (this includes putting items on hold until after 9am!!!). This is for the simple reason that we have customers queuing outside for long periods before the market opens, to be able to purchase the bargain they are looking for, and it is only fair to offer them first chance of buying these items. The principle of the Baby & Kids Market is that stallholders participate to sell and shoppers visit to buy. After 9am, stallholders are able to shop like all other customers. Please note that stallholders who are identified as shopping before 9am are at risk of losing their stall.

Food & drink:

There are facilities to purchase food & drinks at all Baby & Kids Markets.

Refund policy:

Please choose wisely, we do not refund, sorry.

Car seats:

If you are planning on selling car seats, you can only do so if it has not been involved in an accident. The Australian Government recommends that all car seats that have been in an accident should be discarded, as they are not safe anymore. Thank you.



Tips for selling

The most important word of advice is: **DO NOT OVERPRICE** - remember it is primarily a second hand market. As tempting as it may be to charge more money, remember, people can wait for a sale at Target or Kmart to get a "new bargain". But don't worry, this does not mean you won't make enough money. Continuously, our most successful stallholders have sold lots and lots by selling it cheap, and made great money. It has a dual benefit: Firstly you make more money by selling volumes, and secondly you don't have to take much (if anything) home. So please listen to our advice: price low and sell volumes.

We often get asked what prices stall holders should put on their items. Unfortunately, we can not recommend prices, because every item is different and we can not see your item. When pricing your items, consider the quality of an item, the brand, how old it is, and how popular the item currently is. It also depends on demand and supply on market day.

The most important technique to successful selling is: **DO NOT OVERLOAD YOUR TABLE & DO NOT OVERPRICE!** The main reason why stallholders have a successful selling day with us is because they keep it simple; they do not overload their table/stall and price items low, thereby selling more. If your table has piles over piles **SHOPPERS WILL BYPASS YOUR STALL.** It is better to bring more things out as you go along, rather than putting it all out at once.

- Clothes racks are a fantastic way to dress up your stall, and reduce the amount on your table. For example, you may want to hang up the clothes on the clothes rack, and place the other goods (i.e. toys) on your table. So please remember: make sure your stall / table is easy & nice to look at.
- Don't try to sell all of your baby & kids items from the past 10 years in one go - pick out those items that suit the season we're currently in and the season to come.
- Consistently, toys and books have been very popular items over the past markets. It goes without saying that those toys & books that sold best/quickest were in good condition.
- Prams: Quality 3 wheel swivel prams are popular. The more traditional 4 - no swivel - wheel prams are less popular and are hard to sell.
- Increasingly, we get requests from patrons who are after items for kids three years and up. So please feel free to bring such items along - the market is not only covering baby items!
- Take plenty of plastic bags to place the sold items in (i.e. supermarket plastic bags).
- Only sell what you would buy yourself. Please do not sell items that are heavily worn, stained, smelly, or crusty. We are not a trash market, in fact our markets are praised for its good quality, please help us sustain this reputation. We will ask you to remove goods that are unsuitable (i.e. stained or torn, etc). Wipe dirt off shoes, give the highchair a good wipe, wash clothes if necessary, etc. Just try to imagine: would you buy it yourself? If not, don't sell it.
- Put clearly visible price tags on your items - but be prepared to bargain - be flexible. Better a dollar less in your pocket than no dollar at all!
- Shoppers prefer if everything has a price tag on it, although you may just decide to put up on big sign "everything \$X", and make it easy for you & the shoppers. If you have a number of small items for sale, you may want to 'bunch' them up (i.e. put 5 pairs of socks in a freezer bag with a price tag: 5 for \$X).
- Make sure you bring plenty of change (we recommend \$200 in coins and **small** notes).
- Put a smile on your face! You'll be surprised - it works like a magnet! Be proactive; don't just sit at your stall reading a book, not looking up. Say hello to shoppers, ("can I help you" or "are you after a particular size"), offer suggestions, pull out different clothes in the same size, etc.

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Photos of past stalls:



Sorry for the long read. Please enjoy yourself and thank you for participating.

With kind regards,
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