



Frequently Asked Questions 2019

How many people are expected?

Since the first event, held in 2013, the event has grown with over 30,000 attending each year for the last few years. Even with a wet night in 2018, attendance and patronage was still reported to be average or above. For food vendors, past reports indicate service was steady.

When are the markets?

Friday 13 December 2019 4pm – 10pm

Saturday 14 December 2019 4pm – 10pm

Sunday 15 December 2019 4pm – 10pm

All sites remain 'set up' for the duration of the weekend, partial attendance is not permitted.

Where is the market located?

Hahndorf Christkindlmarkt is held on the property of C3 Church Adelaide Hills – situated on the corner of Auricht Road and Main Street of Hahndorf, down the Mt Barker end of Hahndorf Main Street. Driveway entrance is from Auricht Road, however closed during market operation. The entrance is at the Main Street corner. The road will be closed to traffic between 8am Friday and 10pm Sunday.

How much does it cost?

A standard 3x3m gazebo site is \$500. This includes a hire gazebo with 4 walls (setup prior to your arrival), façade display and décor and covers all 3 evenings, electricity, and overnight security.

Can I bring my own gazebo?

No. In the past we have had an option to provide you own, however this year we are streamlining the process, meaning you won't have to coordinate dropping off your gear earlier in the week, or be responsible for packing down gazebos and taking home at the end of the weekend.

I am a food vendor with a truck/trailer/van, how does that work?

Vehicles are welcome, if they are 3x3m or smaller, it is \$500. Anything larger (up to 6m) is \$750. This covers additional power requirements. You must provide your own 15m lead.

Who provides insurance?

It is up to each individual stallholder to adequately insure themselves – it is a requirement for Food vendors (any one selling consumables) to have this.

Hahndorf Christkindlmarkt will take all reasonable steps to ensure you have a safe environment to setup and pack down and this activity is covered by our insurance.

Once accepted, stallholders are asked to provide evidence of their insurance.

For individuals who don't have insurance, an Indemnity form will be completed as a waiver. The waiver confirms your understanding that you are operating your stall at your own risk.

When will I need to pay?

Once application is accepted, an invoice will be provided and payment will be required within 14 days, after which, event organisers have the right to cancel the site. Payment can be made by Credit Card over the phone or Direct deposit (please email christmas@c3ah.org.au for details).

SELECTION PROCESS & CRITERIA

I'm not sure if my product is suitable?

Feel free to email us to enquire. Otherwise, complete an application anyway, you have nothing to lose.

We are looking for a variety of stalls, with very little duplication. Items that will be great for gifts/Christmas presents (eg homewares, jewellery, clothing, children's items, candles, ornaments, edible/preserved items, toys, gardening/plants, novelty items, 'fellas-gifts') or food/drinks to be consumed on the night in the 'party' atmosphere. We will endeavour to include a range of stalls that would interest both or either gender and a variety of ages (children through to adult). Sale of pre-loved or second-hand items will not be allowed. Items must be presented in a professional manner. Photos of your product, stall setup and previous market experiences will help us with our decision making.

To create a unique market experience in 2019, we try to limit repeat stallholders from previous years to 50%, based on best-fit with the European market style we are trying to create

Why wasn't I accepted?

Hahndorf Christkindlmarkt reserves the right to not accept retailers who do not meet our criteria or who we feel are not suitable for the European-style of market. If your application is not successful, please do not take it personally, as we may already have one or two stalls similar or it just may not really fit with the style we are wanting to create. Please also be aware that our market attracts *hundreds* of applications and we only have a maximum capacity of 50 stalls, there are many lovely businesses out there but we simply don't have enough space for everyone!

When will I find out if I've been successful?

Applications will be accepted until the July 1st 2019, after this, all further applications will be put on the waiting list. All first round applicants will be notified of the outcome of their application by mid-July. Due to the timing of council confirming the road closure, a portion of stallholders will be accepted provisional to the road closure being confirmed.

I missed the cutoff date, can I still apply?

YES. Please still submit an application. We don't know about you if we don't have your application. You will be added to our waitlist. Most years, there have still been opportunities to be involved from sitting in the waitlist.

What are the FAÇADE options you ask about?

Timber facades emulating European market huts will be attached to the front of all gazebos. All stalls will be decorated by the Christkindlmarkt team prior to commencement of markets. There are a few different stall setup options to choose from, that suit your preferred layout (trestle at the front versus patrons coming in etc). Please refer to Stallholder Info Pack for detailed descriptions and photos.

Can I put up my own signage?

You can within your gazebo. But external signage is not permitted. Decorations are not to be moved or re-moved from facades. A-frames, free standing signs or bollards are not to be placed outside of your stall.

I'm a food vendor, can I bring a cool room?

Not likely, due to limited space we don't allow many coolrooms. If it is absolutely necessary, please advise on application and also include dimensions but note that space is not guaranteed and there will be an additional charge of \$350.

Is there power available?

Yes, Each gazebo has capacity for 1 power outlet (food vendors excepted). Once accepted, there will be further liaison about this. All electrical equipment to be used, must be 'tagged and tested' by an authorised technician. All cords and extension cords must be tested and tagged to meet legal requirements. Your local Electrician or Testco Australia (Phone 8522 3306) can carry out the testing and tagging of all your electrical appliances

Are chairs provided?

Chairs cannot be provided, and due to high traffic numbers, are not recommended within your stall. Experience suggests that vendors who stand to greet and interact with patrons are more successful (A slimline stall in the corner is another option).

What is the lighting like?

Within each gazebo, 1 fluoro light will be fitted. You are welcome to bring your own additional lighting, fairy lights etc to create ambience in your stall

What if I need to cancel?

Once payment has been received there will be no refunds, your site is simply forfeited. However in extenuating circumstances we may allow you to transfer your payment to the following year.

Can I hire a trestle?

No, we don't have any hire trestles/tables available. You need to provide your own if required.

What is security like?

The site will be manned with 24hr security over the weekend, with canine unit overnight. It is up to stallholders if they want to take goods off site at the end of each day. We suggest no cash or valuables are left on site overnight. Most stallholders just cover their stock and ensure 4 walls are closed overnight. There is no out of hours access to the site available. Stallholders can enter from 8am on Friday and 2pm Saturday and Sunday with appropriate identification.

What happens if the market needs to be cancelled?

In the event that it should be found necessary or expedient to cancel the markets you will be notified by email. C3 Church Adelaide Hills will not be held liable to any stall holder for any compensation whether on the grounds of loss of profits or otherwise and the stall holder will not be entitled to any refund of money paid.

How is the event marketed?

For successful applicants, a link to your Website or Social Media Page (as indicated on your application form) will be featured on the website. We encourage you to have a link to our Website on your Website or Facebook page to increase customer traffic. We also have a dedicated Facebook Page, www.facebook.com/hahndorfchristkindlmarkt and we encourage

stallholders to appropriately use this at any time in the lead up to the market to advertise their own stalls as well as the Market weekend.

Our team will take care of Advertising in the local community and beyond, prior to the event. This will include, but is not limited to, signage around the local community, flyer distribution & drops to local businesses, schools & community centres, local radio stations, newspapers & community social media pages & websites.

MARKET WEEKEND LOGISTICS

What does Friday *BUMP IN* look like?

Arrival for stall/product setup is from 8am on Friday 13th December & you must be onsite by 3.15pm at the latest. Arrival times will be staggered to limit driveway/roadside chaos, which will need to be advised upon acceptance.

* 8-9am 10-11am 11am-12pm 12-1pm 1-2pm 2pm-3pm

How does pack up work?

The markets close at 10pm Sunday 15th December, so packup takes place then & needs to be finished by 11pm. Stallholders cart their goods back to their cars and may find a closer spot to pull up, but will not be able to drive in. All items need to be taken off site on the Sunday.

What happens if it is wet?

The market will still go ahead in wet weather. Please prepare yourselves accordingly. Stallholders have found using thick clear plastic (tablecloth style), over the window as pictured, to create a 'window' while providing some protection from rain, to be helpful.

