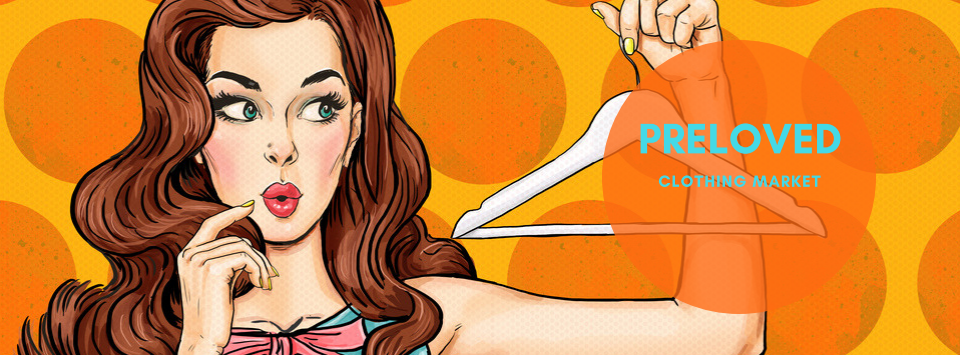




**PRELOVED**

CLOTHING MARKET

**FAQs**



## Frequently Asked Questions

### What is a stall?

A stall at our markets is an allocation of floor space with certain dimensions. A stall's measurement can vary depending on the venue floor plan.

### What does a stall cost?

Stall fees vary depending on the venue. At present stalls are offered at between \$20 and \$30 per stall space. You can book a single, double (or sometimes a triple) stall through the Book Your Stall button on our website or through our events on TryBooking.com.

### How will I find where my stall is?

On market day your stall/s will be marked with your name and the stall number. The corners of the space will be marked on the floor. All stalls (unless specified otherwise, are indoors).

### Why can't I book some markets listed on the website?

It means the market is full and stalls have been fully allocated. You can choose to go on that market's waitlist (click on the event and follow the TryBooking prompts) and/or book another of our markets listed on the website.

### What if I have a question before booking?

Most frequent questions are answered here or through the Stall Holder Information document on the website or on the event booking page. You can also enquire at [info@prelovedclothing.com.au](mailto:info@prelovedclothing.com.au)

### What can I sell?

Women's preloved clothing, accessories, shoes, bags, jewellery, hats, scarves and so on. You can also sell men's wear (although please let us know beforehand so we can market this availability to shoppers).

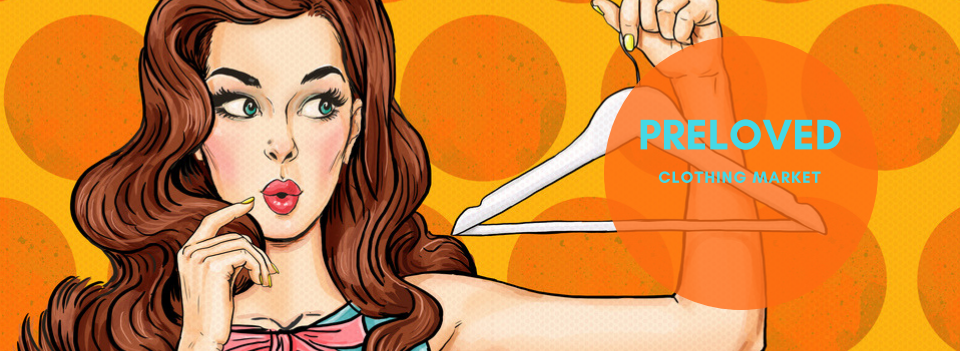
### What can't I sell?

Makeup, cosmetics, perfumes, nail polishes etc (even unopened), underwear such as knickers, children's clothing (under 12 yo).

This is primarily a preloved women's clothing market and not the market for bric-a-brac, books, art, furniture, tools, household goods (electrical or otherwise) or toys.

### What if I'm not sure what I can sell?

If in doubt, please ask before bringing items along that you're unsure about.



### **Should I label my things? What should I price my things?**

Both these questions are answered in other material like our Guide to Selling and our blog on A Stress-free Market Day. Both these are on our website.

But, yes in short, labelled and priced items help make your and your shopper's life easier.

### **Can I share my stall?**

Stalls can be shared. However, for Public Liability purposes it is essential you inform us of others working your stall with you. You can book stalls with friends side by side – just let us know when booking so we can ensure you're placed together.

### **What if I have more stuff than fits my stall?**

Please check what you're selling and what props you're bringing against the space dimensions you've booked. Ensure your display (shared or not) remains within your space and for safety reasons isn't overcrowded. You and your shoppers will be happier for it!

If in doubt, test your kit at home in the allocated space or book another stall.

### **What time can I set up?**

Set up time is up to one hour before the market opens to the public. For a 10am market start you can set up from 9am. Access to the venue earlier than that unlikely and at Preloved's discretion (based on insurance obligations).

### **Must I have my stall open for the market hours?**

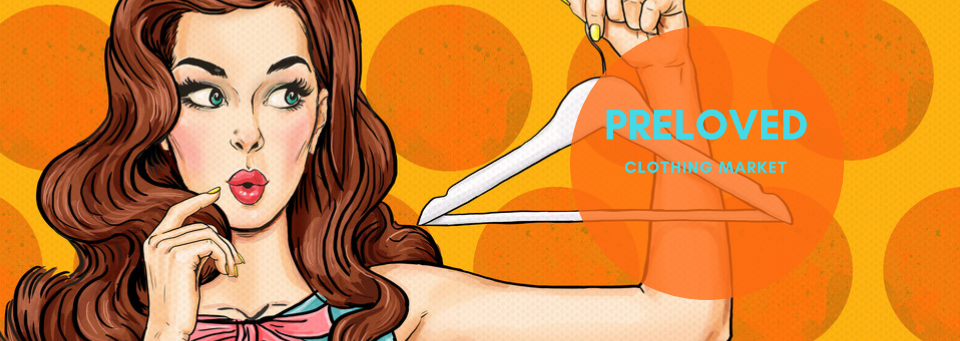
Yes, you do unless otherwise agreed with (and at the discretion of) Preloved.

Shoppers expect the market to be operational until 2pm. And. It's unfair to fellow stall holders and shoppers if you pack up early and leave the market looking semi-packed down.

### **Do I need to stay for the whole market?**

Stall holders need to be set up and ready for doors to open to the public by 10am.

If you're unable to stay for the whole market please book for another time when you can stay or better still have a friend or family member (name to be provided to us ahead of time please) help out if you're not there the whole time.



### **What if I'm on my own and need to take a break?**

Take one! Enjoy the other stalls and the coffee/food vans! A neighbouring stall holder will usually be more than happy to watch your stall for a little while. Under these circumstances it's a great help if your collection is labelled. If there's no-one to help out, please contact me on 0428 161 200 or find the Welcome Assistant and we'll work something out.

### **What is the weather notification process?**

We are an indoor market. Market day will proceed rain, hail, snow and shine. However, if the weather bureau issues extreme weather warnings we are obliged to abide by them.

Please ensure we have your email address and mobile number in case we need to contact you on market day.

### **Where can I park?**

Parking spaces and bump in and bump out opportunities vary depending on the market venue. The Stall Holder Information document will provide options for local parking.

### **What if I can't make it – can I get a refund?**

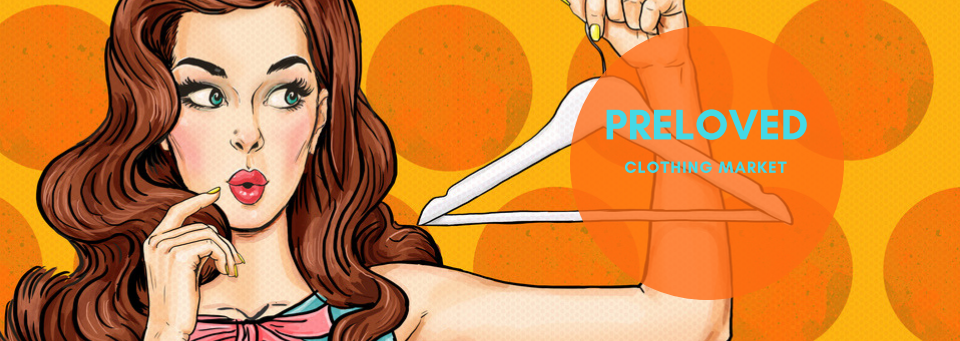
Up to 72 hours prior to market day we can offer a one-off transfer to other market if there are specific circumstances for you being unable to attend on the day. This will be at Preloved's discretion. We are unable to issue a free transfer within 72 hours of the given market start time.

### **What if I'm running late?**

Please make sure you have our mobile number 0428 161 200 and call or text us as soon as you know you're running late (it's a busy time so hopefully we can pick up). If we don't hear from you and you don't make it by 9.30am you may find your stall space/s offered to another stall holder. Unfortunately stall fees can't be refunded under these circumstances.

### **Are there toilets? Is there a change room and mirrors?**

Yes, there are both facilities available for stall holders and shoppers. And there are mirrors. It is at your discretion whether, and under what circumstances, you allow a shopper to take your items to the change room.



### **Other than my fab collection, what should I bring?**

Read 'A Stress-free Market Day' blog on our website. The short answer is bring whatever you want to create a fab-ly unique stall that has your style written all over it. Bring change; any portable payment-accepting gadgets; something secure to hold your takings; reusable cup/mug; small mat to stand on - the floor can be cold and hard over 4 hours...and anything else that your imagination brings to mind!

### **Can my family and friends come along?**

The more the merrier so tell all your friends, family and colleagues about YOUR market day. The more shoppers the better for you! It's free entry for men and children under 12.

### **What are market hours?**

Our markets are held on a Saturday between 10-2pm. There is a \$2 entry fee for shoppers.

### **What does my \$2 entry fee cover?**

Your \$2 helps towards event set up costs like insurance; marketing; entertainment; venue; and bringing you a fab event.

### **I'm on the waitlist, how will I hear if I have a stall?**

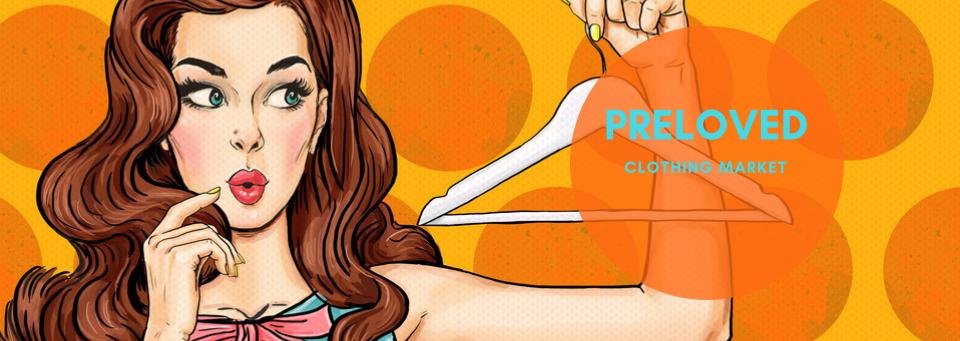
As soon as a vacancy arises we put out a call by email (and sometimes by mobile). We do this in groups starting at the top of the waitlist and the spot is allocated on a first affirmative response, first served basis.

You will be contacted in the order in which you joined the waitlist IF a booked space becomes vacant.

It helps everyone if when you are offered a spot but can no longer take it you please communicate with us asap. We apologise if you miss out due to timing but by the nature of a waitlist and last minute vacancies things can happen suddenly and quickly.

### **How often are Preloved Clothing Markets run?**

The Kingston Beach Hall market is run bi-monthly. We also run pop-ups at different locations so watch out for one near you. All our markets are advertised on Facebook, through local rags, posters and other marketing material. Word of mouth works brilliantly as well!



### How well can I expect to do on market day?

This is a 64 million-dollar question. If you come along to have some fun and make (at the very, very least) your stall costs back then that's a good day.

How you do on market day can fluctuate from market to market and does not depend on where you're placed or how many shoppers come through the doors.

The difference between a good day and a great day can be how you approach the day. Sometimes you'll sell a handful of higher priced items, and sometimes you'll sell a pile of lower priced items. Go with the flow! Come along with an open mind and the enthusiasm to on-sell as much as you can (even if that means negotiating or reducing your prices if you want).

A shopper may buy up your stall because they're into your style – it only takes one! And, shoppers will be attracted to different stalls and stall holders on different days (that's human nature).

Above all, a fun day is a successful one, so don't give up!

### Are there ATM facilities at the venue?

There are no ATM facilities at the venue. If there are ATM facilities in the local area we can direct you on the day.

### What if I have items left at the end of market day?

It is extremely rare for a stall holder to sell their whole collection on one day so don't despair.

Four options are available:

**Donate.** We will always have Red Cross boxes available to receive your very welcomed donations of quality unwanted items.

**Op Shop.** Take it along to your local Op Shop.

**Ebay or Gumtree.** Sell it on.

**Have another stall.** The hard work prep is behind you so if you don't sell everything, pack it away ready to stock your next fab stall. You'll soon be a market pro!

**Please don't add your unwanted items to landfill!**