



REFUND / CANCELLATION / NO SHOW POLICY – April 2018

It is a requirement that Stall Holders pay their fees in advance.

A market trading invoice for each Market event you will be attending, will be issued up to 10 days prior to the event, and sent by email. This will include a link to pay the invoice online using a Visa or MasterCard, Credit or Debit card.

Stall Holders may also choose to make payment by telephone using Visa or MasterCard, Credit or Debit card, and the detail of who to contact to make this payment will be included with your invoice.

We prefer this payment method, as we phase out cash payments made on the day of trading.

In order for us to replace a Stall with a similar Stall, cancellations may be made by Stall Holders up until 5pm, 7 days prior to a booked event.

Stall Holders who cancel their booking before 5pm 7 days prior to a booked event, may choose to transfer their booking and pre-paid fee to the next market event, or if not attending another upcoming market, may request a refund in full by contacting info@janpowersfarmersmarkets.com.au

Stall Holders who cancel their booking after 5pm, 7 days prior to their booked event will forfeit their pre-paid fee. Exemption may be possible in an emergency, however this will be at the discretion of the relevant Market Manager.

If a market is cancelled by Jan Powers Farmers Markets, prior to the day of intended trade, or on the day of intended trade, due to adverse weather, Stall Holders who have already paid, will receive a credit for the following market day of trade, or if not attending another upcoming market, may request a refund in full by contacting info@janpowersfarmersmarkets.com.au

Transfers or refunds, do not apply to No Shows on the day of the event. No Shows on the day of event will forfeit their pre-paid fee and will not have their bookings transferred or fees refunded.

Site fees reflect a monetary exchange between Stall Holders and Jan Powers Farmers Markets for a day of trading at a given market. Placement of Stall Holders will be at the discretion of the Market Manager at each Market. Site fees do not guarantee Stall Holders a binding hold on a particular site within the Market, and Stall Holders must follow the direction of the Market Manager to relocate their stall if required.

Smartalex Pty Ltd, trading as Jan Powers Farmers Markets
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