



Cancelation & Booking Policy

Please read the following terms and condition before making and paying for your site.

On making your booking, you agree to the following terms and conditions:

- Full payment of your site at the time of booking is required by credit card.
- By completing and paying for your site, you agree that this does not guarantee you a site. Your booking may not be accepted on the following grounds:
 - An existing site selling the same/ similar products has already booked a site
 - Local stall holders (Whitsunday area – Airlie Beach region and Proserpine) are prioritised.
 - If you do not provide the relevant paper work/ documentation re Food licencing/ insurance if requested/ required.

In this instance, you will be advised as soon as possible and a full refund will be provided to you.

- If you make an application for a site and need to cancel, here are the following cancelation fees:
 - Cancel providing 3 weeks or more notice = full refund less admin fee of \$5
 - Cancel providing 2-3 weeks notice = 75% of booking fee refunded
 - Cancel providing 1-2 weeks notice – 50% of booking fee refunded
 - Less than 1 weeks notice – 25% of booking fee refunded
 - Less than 48 hours notice – No refund available

In emergency circumstances, the market coordinator may decide to refund full amounts – less the \$5 admin fee.

If you have any questions or queries in regards to your booking, please contact the Market Coordinator – Tarnia Patton on 0401 007 538 (ah) or via e-mail: proserpinecommunitymarket@gmail.com