



## 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 is required within 7 days of receiving your invoice (by credit card or bank transfer).
- By submitting your request for a site, you agree that this does not guarantee you a spot. Your booking may not be accepted on the following grounds:
  - Sites have been exhausted
  - 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.

In this instance, you will be advised as soon as possible and will be automatically placed on the waitlist.

- If you make an application for a site and need to cancel, here are the following cancelation fees:
  - Cancel providing 2+ weeks notice = Full refund less \$5 admin fee
  - 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](mailto:proserpinecommunitymarket@gmail.com)