
Brewery Yard Markets **Refund Policy**

Our Refunds Policy (this **Policy**) provides our Stallholders (**you**) with guidance regarding the circumstances in which they are entitled to a credit or refund for a booking they have made for a Brewery Yard Markets event (**Market**) via our website (**Booking**).

IF YOU POSTPONE OR CANCEL

Once you've paid for your Booking, you can postpone your stall up until 5.00pm on the Sunday before the relevant Market (ie. at least seven (7) days advance notice) (**Notice Time**) by emailing us at team@breweryyardmarkets.com.au.

With at least 7 days' notice

If you request to postpone before the Notice Time, you are entitled to a credit for a future Market.

You may postpone a Stall reservation for a full credit **once only**.

Less than 7 days' notice

If you:

- request to postpone or cancel after the Notice Time (ie. after 5.00pm on the Sunday before the relevant Market); or
- request to postpone a Stall reservation **more than once**,

you will forfeit your Booking and are not entitled to a refund or credit for a future Market.

Cancellations

By making a Booking with us, you understand and agree that organizing a fortnightly market event is difficult, and that save for exceptional circumstances (and at our exclusive discretion) we will not provide you with a refund for Bookings cancelled, or requested to be cancelled, by you.

IF WE CANCEL

Dangerous Weather

The Markets run in all reasonable weather conditions, including wet weather.

In the event of dangerous weather conditions (which may include the outside temperature exceeding 40 degrees centigrade, or the average wind speed exceeding 80 kilometres per hour), we reserve the right at our sole discretion to change the Market hours, cancel or postpone the Market.

If we cancel or postpone a Market due to dangerous weather conditions before 10.00am on the relevant Market date, we will provide you with a full credit for a future Market.

If we cancel or postpone a Market, or change the Market Hours, due to dangerous weather conditions after 10.00am on the relevant Market date, you agree to forfeit any fees paid in respect of that Market Date and understand that such cancellation, postponement or change is out of our control, and we will not provide you with a credit or refund.

Adverse Events

While we do our best to keep you in the loop, unforeseeable issues will pop-up from time to time, including:

- development, maintenance or repair works at Central Park;
- electrical issues; and
- lawful requests of public authorities to do, or not do something (eg. by council or police).

If an event (like those above) occurs which reasonably warrants us cancelling or postponing a Market before 10.00am on the relevant Market date, we will provide you with a full credit for a future market.

If an event (like those above) occurs which reasonably warrants us cancelling or postponing a Market, or changing the Market Hours, after 10.00am on the relevant Market date, you agree to forfeit any fees paid in respect of that Market Date and understand that such cancellation, postponement or change is out of our control, and we will not provide you with a credit or refund.

OTHER CIRCUMSTANCES

You are not entitled to a refund or credit if:

- you don't turn up on time for a Market;
- you only stay for part of the Market day;
- your sales aren't as strong as you'd expected;
- you breach our Stallholder Terms and Conditions (available for viewing and download at <http://www.breweryyardmarkets.com.au/faq>)
- you are unhappy with the location or positioning of your stall;
- you are generally dissatisfied with the management, organisation or preparation of the Market;
- we ask you to leave the Market for unlawful, disorderly or disruptive behaviour;
- we ask you to leave the Market because you do not comply with our reasonable directions, or the lawful directions of public authorities (eg. council or police).

CONTACT

For more information regarding our Refund Policy, or requesting a refund or credit, please email us at team@breweryyardmarkets.com.au.