

FAQ



Are stalls being charged a commission at the farmer's and weekly markets?

NO. This is only applicable to our Night Market & special events.

Are you looking to introduce this at any of the weekend or Farmer's Markets?

NO. We are absolutely not. This is specific to our one-off special events only.

Why has a commission structure been introduced at the one-off special events?

Many large events have closed or ceased operating in the past 2-3 years – this is directly related to the cost of event production and delivery of one-off activations.

When considering a fee increase, we noted the lion's share of income/revenue is retained by food & beverage stalls only. Specifically, over 80% of event income remains with food & beverage operators.

Rather than pass a fee increase or cost onto each vendor, a percentage (%) model for food & beverage vendors only reflects a much more accurate and reasonable proportion of the fees.

If food & beverage stalls enjoy the lions share of revenue – their contribution to meet the significant cost increases should reflect this.

Under this model, the event operator and food/beverage vendors now share the benefit (strong attendance) or risk (poor weather) of the event.

The sole purpose of the commission structure – very much commonplace – at all large national events, including music festivals, stadiums, and sporting events, is to ensure the income vs expenditure ratio is equally distributed.

FAQ



Is it legal to only accept card payments?

YES. This is legal and exercised at events every day nationwide.

This is a requirement for food & beverage vendors only.

How do I access my sales reports during and after trading?

Vendors can log in to their Vendor portal to see their sales & inventory breakdown at any time during and after the event.

At the end of the event, total sales reads summaries are shared with vendors as EFTPOS terminals are collected.

When will the event income be deposited into my account?

Accounts will be processed within 5 business days following the event. Our team endeavours to finalise and process payments as soon as possible.

What else should I know about the commission structure at Special Events?

- This remains a trial phase. Our special events continue to be robustly marketed and advertised/continuing to deliver the strong results they've been built on.

Should you have any further questions, please contact us at;
mail@goodwillprojects.com.au or P 3309 7888