



VENDOR TERMS AND CONDITIONS

28 – 29 - 30 November 2025

The Queenscliff Music Festival (QMF) is 3-day festival held on the last weekend of November every year in the seaside township of Queenscliff, Victoria. Award winning and high profile, QMF is at heart a community event operated by a small team of staff and an army of truly amazing volunteers. The Festival attracts approximately 17,000 people over the three days and features contemporary artists from all over the world.

QMF looks to select vendors that epitomize the festival's unique, family friendly atmosphere. It is essential those trading at QMF support and embrace the festival's environmental and sustainability goals and have a want to work with the festival to achieve these. To make it worthwhile for all we offer just 16 positions at the event and endeavor to engage traders who provide menus that are uniquely different where possible.

Vendor applications close on **31st July 2025**. Late or incomplete applications will not be considered. You will receive notification of whether you have been successful no later than 17th September 2025.

Please read this information carefully. As part of your online application, you will be required to:

- Acknowledge your responsibilities and undertakings as per the Terms & Conditions
- Provide copies of insurance, FoodTrader, images and any other documents requirements.

Communication with QMF

QMF has provided you with as much information as possible to ensure you understand what is required from QMF Vendors and provide for a smoothly run festival. Unless stated otherwise, all communication is via email. Stall Holders are required to maintain communication with QMF. Delayed response to urgent matters may result in cancellation of the vendor from the event.

Key Dates

7th May 2025	All applications open
31st July 2025	Closing date for vendor applications (incl. supporting material)
29th August 2025	Payment of 50% site fee deposit to reserve a position at the event
31st October 2025	Payment of the balance (including security bond and extras) to secure your position at the event
14th November 2025	Pre-festival online induction completed
27th November 2025	Pre-festival site registration and set up – 11am – 5pm
28th November 2025	Mandatory Inspections by Council, CFA and essential services – 11am
28 – 30th November 2025	27 th Queenscliff Music Festival

Assistance

For assistance or further queries, please contact the QMF.

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Operations Manager	03 5258 4816

GENERAL INFO

What do we look for?

- Stalls where products are fresh, visual, display originality and creativity.

- Menu items are good value for money.
- Approach the event with professionalism and meet all health & safety requirements.
- Embrace the festival's sustainability aims and adhere to all requirements regarding this area
- That you are friendly and organized, have attached all required paperwork and have your housekeeping (food and site safety) in order.

Vendor Site Packages

- Food Vans/Trucks & Trailers
- QMF Supplied Tent Stalls
- Security Bond (all sites)
- Site fees include 1 x 10 or 15-amp electrical outlet and 1 x water outlet.

Extras

- Additional Power: 10amp - \$20 per outlet, 15amp - \$25 per outlet
- Additional Water: \$10 per outlet

An Invoice will be forwarded to you once application has been received and approved. Your deposit will be based on the site fee only. The balance invoice will include the extras you have selected.

Meal Vouchers

QMF recognises the hard work that our team of key contractors put into the smooth running of the event. QMF will provide these people with meal tokens for redemption at vendors. The meal tokens will be for a monetary value of \$3 per token. The person can choose what meal to spend the tokens on. If the meal price point is not divisible by 3, the meal will be rounded up or down to the nearest \$3 dollar value. For example, a \$16.00 meal would require 5x \$3.00 tokens.

Vendors are required to keep redeemed vouchers. These will be counted by a QMF representative before you vacate the site. Payment will be made on receipt of a valid tax invoice post event.

Vendors who do not accept meal vouchers will forfeit their Security Bond and may not be invited to trade at future Festivals.

Menu

Vendors will be visited by the QMF team to ensure goods being sold match the information submitted with the Vendor Application. Some items may be restricted for sale by vendors if there is a dedicated vendor whose sole operation is the sale of this item (e.g. Coffee vendor) at the event. Inclusion in future events will be affected if the information supplied in the Vendor Application is not adhered to (without prior written consent).

SITE

Location

All vendors are located within the main food and beverage precinct near the Lighthouse Stage. Vendors will be allocated a location (area) prior to the Festival. Specific placement will be based on size requirements (i.e. length and access requirements for trucks) as well as arrival time for setup.

Operating Hours

Operating hours are:

Friday 4:00pm – 11:00pm

Saturday 10:00am – 11:00pm

Sunday 10:00am – 5:30pm

All stall holders must be vacated from their stall within **30 minutes of the Festival close** each night, as directed by security staff.

Restocking is available during the hours of **7.30am – 9.30am** each day. There will be **no vehicle access** or supplier access to the site after this time.

ALL VEHICLES MUST BE OFF SITE NO LATER THAN **30 MINUTES PRIOR** TO GATES.

Failure to comply with the hours of operation will result in forfeiture of the Security bond.

Stall Dimensions

All sites are based on a 6m x 3m site space plus space allocated nearby for cool room(s). Physical dimensions of your vehicle (including side or rear access requirements are required with your application).

If you are a tent-based stall, to ensure a consistent approach to safety on site, all tents are provided by QMF and measure 6m x 3m. See the Pricing section for costs.

Boundaries

Site boundaries must be observed, and goods, equipment and supplies are to be contained to this area only. It is the stall holder's responsibility to ensure everything in and around the stall is securely anchored and capable of withstanding strong winds and weather conditions.

SAFETY & LEGAL

Insurance

All vendors must hold Public Liability Insurance to the value of at least \$20 million. A current certificate of currency must be provided with this application.

All stall holders must cover their workers with a Work Cover Insurance policy in accordance with Work Cover requirements.

It is the responsibility of Stall Holders to possess adequate Property Damage Insurance for their own property used at the Festival.

Liquor Licensing

The Festival operates a number of licensed bars throughout the site. No alcoholic beverages may be sold by vendors **at any time**.

Security

Security is undertaken by an external contracted organization. Security is general and not specific to your site. The security contractor will be on-site during bump in and bump out, throughout the event and overnight to ensure site security. The Queenscliff Music Festival and its security contractor take no responsibility for the security of your stall.

During the event, security personnel can be approached with any concerns vendors may have. Security personnel are on site to ensure the safety of all spectators and participants at the event.

Vendors may wish to remove stock/equipment each night and it is suggested you remove expensive items and daily takings. Please ensure your stall is closed and secured at the end of each day. Stall holders may wish to bring padlocks to secure Cool Rooms and Freezers.

All effort is made to secure the site, but no responsibility will be taken for loss or damage to any person or goods whether or not that loss, damage or injury arises from the negligence of staff or agents of QMF.

No alcohol or glass products are permitted within your stall and no plastic products are permitted to be sold from your stall. Failure to comply may result in instant removal from the site by security and/or police as well as loss of Security Bond.

Safety

To ensure everyone's safety, a qualified Safety Officer will be onsite throughout the event and will visit each vendor to ensure safe practices are being adhered. All vendors must comply with relevant Occupational Health & Safety standards and take advice from the Safety Officer as directed. This includes requirements regarding:

- Electrical test and tagging
- Safe and secure storage of gas cylinders
- Requisite fire extinguishers, blankets etc.

Applicable personal protective equipment (PPE) such as safety vests and fully closed shoes must be worn during setup, each day before gates open, and during bump out.

Electricity

Vendors must include a list of ALL equipment and amp usage with a total maximum of amps required, based on 10 and 15-amp circuits. This is for the Festival to assess its required energy usage. Vendors must also specify how many 10/15-amp connections they require access to.

Included in your site fee is 1 x 10amp power outlet. Additional outlets may be requested. See the Pricing section for details.

Our electrical team will be on site to assist with any issues once the Festival commences. Overuse of power or faulty equipment can shut down the system for a period of time, affecting trade for ALL. Any stallholder found accessing additional power not requested will forfeit their Security Bond.

Electrical Equipment

All electrical equipment including leads and power boards must be tested and tagged by a qualified technician **prior to the festival**. All equipment will be inspected at the event and any equipment deemed unsafe and not test and tagged will not be connected to the electrical system. Any items that require testing and tagging will be charged to the vendor at \$25 per item, to be paid at the time of testing.

Electrical equipment must be water resistant and maintained above ground at all times.

Power may not be provided to vendors on days prior to event days. This is due to the cost of running diesel generators and electrician availability.

It is the responsibility of vendors to confirm when power will be turned on. Power may not be available on arrival.

Fire Extinguishers & Blankets

Vendors must ensure they have the correct fire extinguishers and fire blankets in accordance with the equipment used on site (i.e. gas, electricity, oil). All extinguishers must be current and in service.

Inspections will be made by QMF's Safety Officer, the Country Fire Authority and qualified technicians prior to the Festival opening as well as throughout the event. Failure to provide appropriate extinguishers and blankets will result in the closure of your stall for trading.

Gas

Any use of Gas cylinders must be included in your application. Gas bottles must be firmly secured to your truck or in appropriate crating on the ground. These will be inspected prior to and throughout the event.

Water

Water should be used sparingly at all times. Included in your site fee is 1 x water outlet. Additional outlets may be requested. See the Pricing section for details.

Grey Water and Oil Collection

There is no plumbed sullage or oil waste disposal facilities available whilst on site.

Under no circumstances are vendors to dispose of liquids on site (eg: in the gutters, on the grass, under buildings). QMF will conduct inspections throughout the Festival. Incorrect disposal will result in forfeiture of the Security bond and will result in exclusion from future events.

- Do not wash anything on the ground – all grey water must be collected via waste water/grey water tanks. Contact the ECC if collection containers need emptying.
- Oils and contaminated water MUST NOT be poured down sinks or stormwater drains.
- Use biodegradable disinfectant sprays and cleaning fluids for all surfaces and to clean bins.

Cashless

QMF is a completely cashless site. Vendors will be required to use an online POS System. If a vendor does not have their own, they can hire one from QMF for an additional cost. This must be advised in your application. If a vendor is found to be accepting cash sales, they will forfeit their bond.

A dedicated network will be available for the use of vendors if required.

SUSTAINABILITY & THE ENVIRONMENT

QMF is Improving its Environmental Credentials

QMF is working hard to reduce the impact the Festival has on the environment. QMF promotes the capturing and sorting of all waste materials at the event and the repurposing of these through composting and recycling where possible. Further QMF is a single use plastic free event.

Vendor feedback from the 2024 Festival has helped us in planning for the 2025 event. That said, we require the support of all vendors to achieve **real** outcomes.

Food Vendors **MUST** use compostable cutlery and crockery provided by an approved organisation to serve their food. QMF will be as accommodating as possible to ensure there is appropriate items for your food. Failure to use compostable items will mean forfeiture of bond or position to trade at QMF. Food vendors will be selected on their ability to comply with our desire for 100% compostable. Eg. Vendors that have items that cannot be served on a compostable plate/bowl etc will not be considered.

Waste Collection

Waste will be collected regularly each day

Plastic bags, glass, polystyrene and oil drums are not permitted to be disposed at the event will not be removed by the site waste collection services. Vendors utilising these items must take them away at the end of the event. Vendors found disposing of these items at the event will have their Security Bond forfeited and may result in exclusion from future events.

Cleaning

Cleaners have been contracted to clean public areas. This cleaning service does not extend to cleaning vendor stall areas.

It is a requirement that all vendors adhere to the following:

- Keep site and surrounding area (including Back of House areas) clean and tidy at all times
- Dispose of materials in the bins provided – **PLEASE** use the correct bins as this helps us meet our environmental aims to compost or recycle as much of our waste as possible. Contamination through incorrect use of bins results in this all going to landfill!
- Liquid waste must be stored in suitable containers and disposed of appropriately (sullage facilities are available).

Glass

For the safety of patrons, no glass is permitted. Please ensure all food and beverages are served in alternative containers.

Plastics

QMF is now a single use plastic free event. Vendors must stock beverages in **canned varieties** only. No plastic beverages are to be sold at the event.

Coffee Vendors

To encourage the use of re-usable coffee cups, the festival requires all hot beverage vendors (ie coffee, tea, hot chocolate) to provide a \$0.50 discount for any patron that uses (or purchases) a re-usable cup. The Festival will also require hot beverage vendors stock festival branded re-usable coffee cups for sale (the festival will provide these on consignment to hot beverage vendors)

The Musts

In order to achieve our aims, we need all vendors assist by:

- Disposing of materials in the bins provided – **PLEASE** use the correct bins as this helps us meet our environmental aims to compost or recycle as much of our waste as possible. Contamination through incorrect use of bins results in this all going to landfill!
- Plastic bags, glass, polystyrene and oil drums are not permitted to be disposed at the event will not be removed by the site waste collection services. Vendors utilising these items must take them away at the end of the event. We suggest vendors work with their suppliers in identifying other packaging methods that can be used for some goods.
- Stock beverages in **canned varieties** only. No plastic or glass beverages are to be sold at the event.

STAFF

Staff

QMF has over 500 people working on site across the event and your support is required to ensure the event is enjoyed by all. As the vendor owner/manager you are responsible for your staff and their behaviour. If you or any of your staff breach the Terms and Conditions you will be held fully responsible and accountable. You may be removed from the site and your Security Bond will be forfeited.

Six 3-day wristbands only are allocated per stall. Additional passes may be purchased at a discounted rate (subject to availability).

Staff wristbands

On arrival for bump in, the owner/manager will collect their accreditation for their staff at bump in. It is the vendor's responsibility to distribute these to their staff prior to entry to the event and brief staff on Health and Safety obligations should they be accessing the site outside of operating hours.

During the Festival, staff can access the site before gates open (from 7.30am) via Gate B in Wharf Street only. All staff must be wearing their wristband to gain access. No wristband, no access.

Parking

There is no parking on site. There is however plenty of free, unrestricted parking within walking distance of the Festival site.

Hire of Equipment

If you choose to hire equipment from individual hire companies (outside of the equipment hired through QMF as part of this application), you must be onsite for delivery. QMF takes no responsibility for items delivered by hire companies to vendors that are placed in the wrong location or go missing if you are not on site to take the delivery.

DON'T FORGET!

Accommodation

You will need to organise your own accommodation. There is no camping at the Festival site.

Festival camping is available the Queenscliff Recreation Reserve - <https://www.qmf.net.au/festival-camping>

Accommodation suggestions can be found in the Accom & Travel section of the QMF website - <https://www.qmf.net.au/local-accommodation>

General Regulations

- All vehicles must not drive faster than walking pace on site – 10km/h with hazard lights activated.
- No smoking within or around your stall area. Smoking in designated smoking area only.
- No consumption of alcoholic beverages whilst within festival operation hours
- No glass on site at any time
- No camping on site
- The sale of cigarettes, tobacco or alcohol are prohibited
- All polystyrene brought on site must be removed from the site by the stallholder
- No children under 14 are to be on site at any time during setup or bump out.
- NO pets or livestock are permitted on site
- Abusive behaviour will not be tolerated
- Non-alcoholic drinks may be sold in aluminium cans only
- No single use plastic is permitted

Donating Left Over Food

This year we will be looking to partner with a local organisation that collects fresh food that would otherwise be wasted and distributes it to community food programs across the region. More details will be provided to successful applicants.

Approval

Positions at the Festival will be secured on receipt of payment of the full site fee and ancillary items by the deadline.

Cancellation

If the festival is forced to be cancelled related reasons all paid monies will be refunded in full.

Our Decision is Final!

The Queenscliff Music Festival's decision is final. No further negotiation will be entered into.