Frequently Asked Questions (FAQ)

Got questions? Check out our Frequently asked question list below. If your query is not answered please [email](mailto:markets@kirribilli.org.au) us. Kirribilli Markets has many customers and email communication is the most effective means for us to follow up your query.

Booking & Planning

How do I book a stall?

Go to the Market you wish to book into. Click on one of the red button in the area you wish to book into and you will be taken to the TryBooking online booking system. Follow the prompts to reserve your stall.

Confirmation is immediate and your Tax Invoice will be emailed to you within 15 minutes (check your spam mailbox if you don't receive within this time limit). Please print out your ticket and bring it with you when you attend the Market.

The event I want to book for is marked as sold out, what do I do?

You need to put your name on our wait list (Please see paragraph below) or consider booking into a future Market.

How can I get my name added to the wait list?

Email markets@kirrbilli.org.au. Make sure you tell us the date of the market you want to attend, your mobile phone number, your name and what products you intend to sell. If we are able to place you we will email you by the Tuesday before the Market. If we haven’t been able to be placed you have the alternative option of coming early to the Market on the day and placing your name on the day waitlist. At 8.30 we see which booked stalls haven’t been occupied and then reallocate them to those on the day waitlist. This is a first come first served system so the earlier you come to put your name down the better your chance of getting a stall.

I need to transfer or cancel a booking. What do I do?

Bookings can be refunded or transferred. You must email markets@kirribilli.org.au before 12.00 pm on the Monday prior to the market day for which refund is sought. Telephone requests are not accepted. Please note that Transfers can only occur within the same market type (General Market, Fashion Market or Art & Design Market) and only one transfer is given per booking and is subject to availability of stalls.

If a situation arises close to the market date and you require a refund we may issue refund if and only if a doctors certificate covering the date in question is included as an attachment in the email. A full refund will be paid minus the 30c booking fee charged by our booking agents.

On The Day

Unloading

We operate a Loading Zone in Burton Street between 6am and 8am. Generally the earlier you come the easier it is. There is a strict time limit of 15min per car. Be careful not to exceed the time limit as you risk being banned from the market.

This area is manned by Traffic Marshals; you must follow their directions at all times without argument and to do so may mean that you are excluded from the Market on the day. Double parking or stopping in bus zones is illegal and police and Council rangers patrol the area and will fine you.

The loading zone opens again from 3.00 pm to 4.30 pm for pack up. Please do not bring your car into the loading zone until you have fully packed up your stall and are ready to immediately load your goods into your car and leave.

Where do I park?

There is some free street parking available in the vicinity of the market, the best area being Ennis road on the Kirribilli side of the Bridge. The earlier you arrive, the better chance you have of accessing a street park.

We also offer discounted parking tickets for the Luna Park car park ($25 all day). These are available when you book your stall or can be obtained from the management Tent on the day.

Where will my stall be?

You will be emailed an allocation list the Wednesday before the Market you have booked. If you have booked and have not received an allocation email please email the Market management. Allocation lists are also placed around the Market on market day or can be seen at the Market information tent located at the end of the building overlooking the green.

Can I choose my stall?

No. You can request a stall site at the time of booking. Stalls are allocated based on all requests and the nature of the products being sold and availability.

Do I need to check in?

No. Stallholders can go straight to their stall site and commence setting up immediately. Stall numbers are marked with white paint and a map is available at the information tent if you cannot find your site. Make sure you check your allocation before setting up. Stallholders must bring their booking ticket on market day.

How do I organise a table?

Our website allows you to pre-book one table per stall. The tables are available from the management table located at the North end of the building overlooking the green. Market staff will be there with a list of those who have paid for tables.  
  
Should you require an additional table can be obtained from the Market management tent. We do not guarantee availability of tables that were not pre-booked. To receive the $10 table refund you must return your table to the management tent in good condition no later than 4pm. Any tables returned after this time will not receive the refund.

How do I organise a Marquee for the day?

The Markets have a limited number of marquees available for hire, $60 for the day with $20 refunded on return. To reserve a marquee please email the Market management prior to the Market. A staff member will set up and take down the marquee for you.

The Markets also have a limited number of cloths racks available for hire at $5 for the day. These cannot be reserved and are available from the management tent.

Sand bags for securing marquees and stands etc. are available free and can be found at the management tent.

The Market does not have umbrellas or chairs for hire.

General Queries

What if it rains?

Kirribilli is an all weather market and operates in all conditions. We encourage stallholders to come prepared for all weather including bringing a tent or cover. There are no refunds for rainy days. Some of our best trading days have occurs in wet weather!

How do I contact the Market Office?

* For location requests relating to the Fashion market and the General market outside area please [Click Here.](mailto:markets@kirribilli.org.au)
* For queries relating to the Art & Design market, food, advertisement, music and entertainment, or General Market tunnel stalls [Click Here](mailto:adrian.cox@kirribilli.org.au).
* For all other queries please email [Kirribilli Markets](mailto:markets@kirribilli.org.au).

Due to the volume of queries received by the markets office we encourage all queries to be made via email rather than telephone. Please note: Market management do not do bookings over the phone or via emails. To book a stall you need to book through our website only.