

Cancon Trader's Guide



Revised 2025

So, you want to book a trade stall at Cancon. Congratulations. That's a great idea. This manual should give you all the information you need. Welcome to the Cancon community.

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Booking a Space

To attend Cancon you need to book a space. The sooner you do this the better. Bookings generally open for previous traders around the end of April and close as soon as all spaces are filled. This is usually around June. We then open up the map to new traders around 1 July. This situation can be delayed if there are major changes to the map, or if EPIC (Exhibition Park in Canberra, the home of Cancon) has delayed things in some way. Keep an eye on our website and Facebook page for more information.

The process for booking a space is as follows:

- Trade stall layout is decided upon by the Cancon organising committee after the previous event, taking into account feedback from Yellow shirts, traders and participants.
- Traders who attended last year's event are offered first choice on the space they had at that event or, if that space has changed due to a layout redesign, a comparable space.
 - PLEASE NOTE: This is an INVITATION TO APPLY. The space is not automatically assigned. If the trader doesn't reply in time, we will assume they don't want it and that space will become available for others.
 - The cut-off date for rebooking will be advised on your invitation to apply, but is generally the end of June.
- The spaces not rebooked by are then made available to the general public.
- Spaces are allocated as they are booked – first come, first served. This has seen traders miss out by minutes

Remember that we do have a waiting list. Being on the list doesn't guarantee a spot, but it's better to be on the list than not.

New Trader spaces

How to book a space

As of Cancon 2025 stall spaces have been revised. There are now 3 trade areas (Budawang, Link corridor and Quokka) and 2 types of stall spaces – wall or island spaces. See the website for the current map. (<https://cgs.asn.au/cancon/cancon-traders/>)

To book a space, use the online booking form (A Google Form) and follow the instructions there. (Basically, choose spots, note the numbers and fill in the form.)

Wall space

A standard stall around the wall is 1m wide by 4m deep. Wall stalls can only increase width ways. They can't be made deeper as we need to maintain corridor space.

Island space

A standard stall in the island (in the centre of the pavilion) is 1m wide by 5m deep. Island spaces can be made deeper and wider; however, Island stalls can only increase to a depth of 10 meters

For either area, the minimum stall size is 2m wide. Stall sizes then increase by 1m increments.

Please see the map in Appendix 1 for further details.

What is and is not included in your stall space

The quoted price of your stall space is for the floor space only.

Tables, chairs, and partitions can be hired at cost but need to be ordered before invoices are sent out. See Appendix 2 for equipment costs.

Set Up

Set up day is the day before the convention and starts at midday.

If, for some reason, you need access before midday this needs to be authorised prior to the convention. (Phoning enroute to the site does not count as 'prior to the convention')

You will have received a map showing where your stall location is, but the location in the pavilion will also be clearly labelled. There will be a plastic sleeve in your stall space containing the name of your stall, as well as details of what you have booked and paid for. This should not be a surprise, but check it anyway. Also in this sleeve will be any extra information you are required to have.

Your stall area will be clearly marked out with tape, and will contain the chairs, tables and anything else you have booked.

DO NOT TAKE CHAIRS OR TABLES FROM ELSEWHERE, EVEN IF THEY LOOK LIKE THEY ARE UNUSED.

If you need anything, including spare tables, ask a Yellow shirt. Remember that extra equipment ordered at the convention costs more so, to save money, try to anticipate your needs.

PRIVATE VEHICLES ARE NOT BE ALLOWED IN THE PAVILLION. PALLET JACKS ARE NOT ALLOWED ANYTIME. THIS IS NOT OUR RULE, AND WE CAN'T MAKE EXCEPTIONS.

Unloading stock

Stock can be unloaded via the trade area roller doors and entrances and brought in via forklift (if stock is pre palletised and you arrange this with us in advance.) or trolley. If you don't have a trolley, ask us if ours is available. Please note, we are more likely to help if you are polite!

We have a forklift driver available, but he is usually pretty busy. If you know you are going to want to make use of his services, please let us know as soon as possible, so we can try to roster you in.

Please be considerate of other traders, and don't block access to other traders. If you feel it is unavoidable, speak to the affected traders, and try to come to an understanding. The layout of the hall means you should not be blocking people though.

Delivery is only available on setup day, not before. We do not have access to the site before setup day, so we are not going to be able to accept delivery of stock. See FAQ

Delivery address is Exhibition Park in Canberra, Flemington Road, Mitchell ACT,

If you are unable to be there on Setup day, please let us know.

Pack up

All rubbish must be placed in the large hopper behind B pavilion or in your car/truck/trailer

Trade stands who leave a mess in their area (we take photos) will be charged a clean-up fee/find their stall space more expensive the following year. People that continue to abuse the space will find they are no longer able to book a space at Cancon.

Moving your rubbish to another trade stand's site and then leaving town does not constitute leaving your site clean. We are fairly easy going, but we are also all volunteers, and by the end of the convention we are all keen to go home, rather than clean up other people's messes. Thankfully most of our trade stands are wonderful. Please don't be that stand that makes us grumble into our beer after we finally finish cleaning up

Invoices

Invoices are sent out as soon as stalls are booked. For existing traders, this is as soon as they are re-booked.

Invoices are due upon receipt and must be paid prior to set up. This rule has always technically been in place but, as of Cancon 2024, is now going to be enforced. To spare yourself the embarrassment of arriving at Cancon and being forbidden access to your site, please make sure your stall is paid for in advance.

Please note – we will give you warnings and time to pay your account and if there are extenuating circumstances we will try to take them into account but do not assume that just because we have allowed you to pay after the convention in the past that we are automatically willing to do so now.

If you feel you are going to have difficulty paying your account, the sooner you let us know the better. We may be able to come to some sort of arrangement.

Thank you for your understanding.

Trade area hours:

The traders' hall is separate to the tournament hall. The entire venue opens to traders and tournament organisers at 8am. Players and the public are allowed in at 8:30am.

Please note that the front office also opens at 8am, so we are not always available to help with issues as soon as the clock hits 8am, because our computers are not always switched on, especially on the first day. Please give us time to get that first coffee into us before coming to ask us questions.

Trading hours

Each morning you have half an hour to prepare before the public is allowed in. The trade area is advertised as open from 8:30am to 5:30pm on days 1 and 2. If you require a later finish time, please let us know in advance. Earlier opening times are not available. See FAQ.

At 5:30pm on days 1 and 2 no new customers will be admitted to the trade area (unless a later opening time has been previously arranged, and then admission will only be to those stalls.). Any customers already in the stalls will have until 6pm to finish their browsing or purchases before being told to leave the area.

The trade area will be closed completely at 6pm (unless a later time has been previously requested). Traders are asked to tidy their areas and cover their stalls with sheets etc. when they are closed.

Late trading

Some traders chose to remain open for those games that finish late. This can be especially popular if you happen to be the only stall that stocks supply for that particular game. We don't have a problem with late trading, we just ask that you inform us beforehand if your decision so we know to allow people into your stall. We will need to know the time you choose to remain open until but please be aware that it is up to our discretion and if, for some reason, we are unable to satisfy your request we apologise. We will, however, try to come to an understanding.

Final Day

On the final day traders often being to pack up early afternoon. This is not a requirement, and there is no doubt may players that would love to have traders stay longer, but we understand that people often need to make and early start on getting home. Before you leave, please make sure you clean up your area. (See 'Pack Up') Officially the traders area closes at 5:30, with no late trading available. Most traders have generally left by 4pm.

Not turning up/leaving early

Please note – there is no discount for leaving early.

If you do not turn up and you fail to tell us in advance – thank you for your donation (in other words, there is no refund for no shows)

If you cancel your stall and we are able to rebook your space, we will refund you your fee. Therefore, it is in your best interest to let us know as soon as possible if you are going to cancel so you can be refunded.

Remember that your account is due to be paid on receipt but before set up.

As always, if there is an emergency call us.

Insurance

Insurance is compulsory. If you do not have appropriate insurance, we have been informed that we will have to refuse you trader space. If you are running a business without insurance, you really need to consider getting some.

If you only sell at events such as Cancon, rather than having a permanent shop front, market stall insurance might be your best option. We are trying to source a good supplier for this. Email us if the webform does not have a link when you enter.)

As with anything else, if you have issues with this, please let us know as soon as possible.

Electrical Cables

While power is available to all trade stands who request it, EPIC is requiring all cables and power boards used by traders (and us) be of Commercial grade with a current Test and Tag label. All other electrical equipment which is to be used in your stand (Tils, Computers, 3D printers etc.) also need a current tag. If you have any questions about this, please ask. We will have a licenced Test and Tag person at Cancon on Set up day. Tags are charged per stall at the current prices. If your power cables are not tagged, they are not allowed to be used. (EPIC will conduct spot checks through the weekend.)

COVID 19

Please be aware that, even though things seemed to have greatly calmed down, the situation around COVID-19 can always change and what is the case for your home state may not be the case in the ACT. Please see www.covid19.act.gov.au for the most up to date and location relevant information. While at Cancon, traders are encouraged to provide hand sanitiser and encourage people to act responsibly (no licking the miniatures). If masks are preferred, please provide enough for your staff. Obviously, if masks are compulsory at the time of Cancon you will also need to provide enough for your staff. Please be respectful of your customers' choices if they chose to wear a mask, but if there are issues with customers being disruptive, either in relation to COVID issues or other matters, please contact a Yellow Shirt. Disrespect is not to be tolerated. We want everybody to have fun.

Internet

Do not rely on the internet at EPIC. It uses 'Canberra Free Wifi' in the pavilions, which is spotty at best, and not at all suitable for stall use. Unless you have more reliable methods, we recommend getting a prepaid USB 'dongle' for internet coverage.

Decorating Stalls/Making stalls your own

You probably want your stall to stand out. Consider posters, banners, table clothes, furniture etc. You can bring your own pieces; you just need to ensure they are safe and that you actually leave enough space for your customers. Any posters or banners can be attached to the walls, partitions (if available) or shelves (if you have them).

NO CLOTH TAPE ON THE PAINTED WALLS PLEASE – this applies only to wall spaces. Blu tack works on walls. Velco dots are great on partitions.

Ensure any furniture you bring is correctly assembled and safely loaded. As you are stacking your shelves, consider your insurance premiums and Google reviews, and just how they would be impacted if the shelves collapsed on top of a customer.

Consider clothes for the tables, not only to go under the stock to make the space look better, but also to go over everything at the end of the day's trading, to show the stall is closed for the evening.

If you need help getting posters or banners printed, let us know as soon as possible. We might be able to help you

If you want to have extra staff wandering around the event promoting your stall, that's fine. But remember that this is a family-oriented event. 'Booth Babes' aren't really appropriate. Casually dressed is fine. Underdressed – not so much.

Traders are provided with lanyards, and these should be worn at all times. While working at the convention. Not only are they awesome but we paid a lot for them and they help the Yellow shirts know who the traders are. Help us to help identify you so we can help you faster.

Please tell us as soon as possible just how many staff are attending, as the lanyards are printed in advance. We don't need names, just numbers.

Sponsorship opportunities

There are two main ways to provide sponsorship at Cancon. You can sponsor an event or you can sponsor the T-shirt.

Sponsor an event

There are many games being run at our conventions, some of which may use items you sell. If you see an event on the convention pages that you might like to sponsor, contact the organiser of the event and talk to them about it.

Sponsor T-shirt

Various businesses have ads on the back of the Cancon t-shirt. Places sell fast so keep an eye on emails you have received or contact the event organiser if you would like a spot on the t-shirt. The t-shirt is a collector's item, and well worth your sponsorship dollars.

Prize Support

All events at our convention have a prize pool component as part of their entry fee. Event/Tournament Organisers (T.O.'s) are kept updated of their prize pool amount, with the final

value confirmed one month prior to the event. T.O.s will then usually contact sponsors to discuss prizes for prize support.

T.O.s can also use their prize pool allows to buy trophies from Cancon organisers.

Process for Prize support

T.O.s are told how much prize support they are entitled to

They decide if they want loot from sponsors and/or trophies

Trophies – contact Cancon organisers to arrange trophies

Loot – contact sponsors to discuss prize support. This is where you may come in.

T.O.s and Sponsors/traders need to come to their own agreement about prizes. You may decide to offer your prizes at a discount, but you are under no obligation to do so. It's a nice thing but not essential. Please don't overcharge though That's just rude.

Once the prizes have been decided upon, the sponsor or the TO sends us an itemised account.

Please make it clear which game the prize support is for. Also, please ensure you have confirmed who is going to send the invoice. Perhaps make sure you or the TO cc each other into the email so you both know when invoice has been sent.

Sponsor provides T.O. with the actual prizes.

Invoices are collated and paid after the convention

Cash Prizes are not permitted, as per advice from our auditor. You can offer gift cards, however.

If a sponsor is not attending the convention as is only sponsoring one event, they may be paid upon receipt of their invoice.

Yellow Shirts

If this is your first Cancon you may be wondering who or what the Yellow shirts are. Quite simply, Yellow Shirts are the face of Cancon. They are the volunteers that make sure everything runs as smoothly as possible, from helping on set up day through to discussing how everything went and planning the next convention after everybody else has gone home. During the convention, Yellow shirts are the ones that help traders with their problems, help tournament organisers with their issues, and help the general public get to their games and their stalls. If you have any problems, Yellow shirts are your first point of contact. If you have a problem with a Yellow shirt (and of course we hope you don't), please come to the Front Office and we will do our best to sort things out for you.

Yellow Shirts are easily identifiable by the Yellow hi-vis vests they wear (hence the name). If somebody tries to tell you that they are a Yellow Shirt and they aren't wearing the hi-vis or some other form of identification that you have previously been advised about, please ignore them and report them. Also, Yellow Shirts are not entitled to any discounts at your stall (Cancon cash is another issue – see below). If you want to give somebody a discount that's up to you, but nobody can come up to you and demand one. Again, if somebody comes up to you and says they are entitled to one because they are a Yellow Shirt and therefore entitled, ignore them and report them. The majority of our Yellow Shirt volunteers are fabulous people. Very rarely we have a pillock show up and give us a bad name. Please, if you run into one of these rare idiots, let us know. We don't want them to ruin it

for the rest of us, and we don't want them to ruin your experience either. Cancon could not operate without our Yellow Shirt volunteers.

Cancon Cash.

As mentioned in the section on Yellow Shirts, our Yellow Shirts are volunteers. As such, they don't earn an income for what they do. However, we have decided to reward them for their time and effort over the years, as there is no way we could run Cancon without them. So, we have a system known as Cancon Cash. Cancon Cash operates as a sort of inhouse gift certificate system, where by each day a Yellow Shirt works at Cancon for a full day they are given a voucher for \$50, to be used at any of the stalls at Cancon. After the end of Cancon every stall is reimbursed for any money spent. The Yellow shirts are then rewarded for their time, albeit in a small way, and the stallholders have more money spent at their stalls.

The process is as follows:

1. Yellow shirt receives a \$50 Cancon cash voucher for the day.
2. Yellow shirt goes and spends voucher at a stall.
3. Yellow shirts do 1 of 3 things.
 - I. They spend \$50 only. The Cancon cash voucher is handed over, the details of the payment are recorded, and the Yellow shirt walks off with their purchase.
 - II. They spend less than \$50. The details of the payment is recorded, including the value, and the Yellow shirt walks off with their purchase. **NO CHANGE IS PROVIDED.** If they didn't spend \$50 they don't get \$50 worth of value.
 - III. They spent more than \$50. The Yellow shirt pays the balance owing less the \$50 of the Cancon cash (i.e. if they bought something to the value of \$70 they would pay \$20 plus hand over the Cancon Cash voucher).
4. At the end of the convention, the stall holder gathers up all of the Cancon cash vouchers they have received and brings them to the front office. There we collate all the information, make sure we have the correct bank details and GST information, and then when we have finished sorting out the accounts after the convention, we pay the various stall holders the amounts owing. Assuming that the bank account details are correct and everybody has returned their Cancon cash (We need the originals or copies thereof for auditing processes) we are able to do this within a couple of weeks.

Important points

If a Yellow shirt has a couple of vouchers, say for a couple of days, they might choose to spend both at the one stall. That's fine. It makes it easier for us to ensure we have all the correct paperwork

If you go home and forget to hand in your Cancon cash vouchers please send us copies as soon as possible. We keep track of who has spent their cash where, so we will usually know who to chase up, but it makes it easier and faster for us if we don't need to do that. Plus, the less chasing we have to do the faster everybody gets paid. We will need to see both sides of each voucher.

Please speak to us if you have concerns or questions about this system. Nobody should miss out on being paid.

You will receive more detailed information about Cancon cash at the event, including an example of the current year's voucher.

Yellow Desk

Each hall has a Yellow Desk. This is where you can find Yellow Shirts. They will also have copies of maps and other useful information. If you can't find a Yellow Shirt roaming the hall and you need assistance, try the desk.

Loot

It is important that you clean up after yourself, but we understand that some things get left behind. As we have mentioned, if you leave rubbish, we will take note of it and it will reflect on whether or not you are welcomed back to Cancon in the future. Loot is a slightly different matter.

Loot is what we call any items left on site outside of convention hours, either during the running of the event or after it has finished. If we can identify the owner we will contact you. If you are unable to collect it, we will arrange for delivery. Otherwise, we will dispose of it in a suitable manner (i.e. – if we like it, we will keep it or give it to a volunteer, or if we don't like it, it will be thrown out. Naturally keeping things does not apply to credit cards, phones etc.). The important thing is, make sure you pick up after yourself. We work hard to return items to people, but we do not have a public address system and we are unable to install one. If you lose something, check the Yellow Desks in the halls and ask at the front desk. But the best option is to keep an eye on your belongings.

FAQs

Why can't I book my spot for next year at this year's Cancon?

First of all, we're really glad you had such a wonderful time that you already know you want to come back next year. We look forward to welcoming you back. But sometimes things happen that might prevent you from coming back. If you had a space booked it is just another annoyance you have to deal with if you have to cancel, say because you've had a family emergency. Also, sometimes we need to rearrange the trade stands from year to year. Hopefully the new space will be even better, but you might want to change your original choice, rather than be locked in to your choice after this year's Cancon.

Finally, the bookkeeper has asked us not to accept bookings until they have the latest con all finalised, and it's vital we keep the bookkeeper happy! Might we suggest putting a reminder in your calendar to keep an eye out for the email, asking if you want a spot next year.

Can I have my stock delivered early?

Our insurance does not cover anything until 9am on set up day, so if you have anything delivered before that, we do not claim any responsibility. You need to make arrangements with EPIC if you want to have anything delivered early, it is completely out of our control.

What if I can't be there on set up day

If you can't be there on set up day you have a couple of options. Ideally you will have somebody Ernst set up for you, or at least have your sock sleeved before you arrive. If you cannot be there to meet

your delivery, it is important the delivery server has the convention organisers mobile phone number. Please make sure they also know to speak to a Yellow shirt upon arrival.

Can I trade on set up day?

We can understand that you might want to start trading as soon as you have set up your stall, especially with all the other traders wandering around and no pesky customers in the way. Trading on set up day is fine, as long as there are no vehicles in the hall. That means no forklifts. We will try to announce when all the vehicles have left the area, but set up day is for setting up, not trading, and we may have other things on our mind. So please be aware of our surroundings, and if you're asked by a Yellow Shirt to cease trading due to safety concerns, please do as we say. We are trying to keep everybody safe.

Can I start trading earlier in the day?

Short answer – no. We open to traders at 8am and we open to the public and players at 8:30am. This gives us a chance to actually arrive and get sorted. We realise that you might want to make the most of the time you are in Canberra for Cancon but if you are somehow up and ready to go earlier than that, might we suggest taking an early morning walk around the site, getting an early breakfast somewhere in town, or buying doughnuts and coffees for the front office staff at Cancon (we'd be happy to let you know our order in advance). The point is, we don't have the people power to keep the trader's hall open longer than advised and we made the choice to offer later hours if requested. Enjoy your mornings without having to work.