

RULES FOR STALLHOLDERS Wedderburn Country Market



A community project by the Wedderburn Community House



Contents

PURPOSE

MARKET GUIDELINES

MARKET LOCATION AND OPERATING DAYS/TIME

MARKET CODE OF CONDUCT

COMPLAINTS AND DISPUTE RESOLUTION

STALLHOLDER RULES AND RESPONSIBILITIES

Stallholder and produce eligibility

General rules applicable to all stallholders

Assignment and forfeiture of stall spaces

Stallholder fees and payments

Sharing and payment of shared stall spaces

Stallholder attendance and cancellations

GENERAL OPERATIONAL RULES

Access

Parking

No smoking

Smells and fumes

Clean---up

Stallholder promotion

Compliance and legislation

Signage and labeling

Food safety

Packaging

Disclaimer of liability

Important notes

PURPOSE

This document explains the purpose of the Wedderburn Country Market (WCM), and sets out the Market guidelines, code of conduct, and rules for stallholders. The Rules for Stallholders are designed to ensure the smooth running of the Market, and that stallholders meet legislative and health requirements.

The purpose of the WCM is to provide a marketplace for consumers to access locally grown or harvested products from producers or their agents, under safe and controlled conditions. The WCM supports locally and regionally grown primary producers and their agents.

These Rules for Stallholders apply to all WCM stallholders current and future. The rules are posted on the Wedderburn Community House website www.wedderburnch.org.au

To operate at the Market all stallholders must acknowledge and agree to abide by these Rules.

MARKET GUIDELINES

The WCM is operated by the Wedderburn Community House. The objective of the Market is to enhance sustainability of local growers and producers, in accordance with the principles of:

- authenticity and freshness of products,
- a philosophy of 'producer-direct-to-customer',
- fair and competitive pricing,
- optimum community feedback and involvement to ensure that stallholders provide produce that meets public expectations, and
- a cooperative partnership between the Market organisers, stallholders and patrons.
- stallholders who are farmers, growers, producers, bakers, artists, cooks or gardeners who sometimes produce what they sell.

The WCM is a community service and not-for-profit project of the Wedderburn Community House. All proceeds from stall fees are:

- reinvested to improve the quality of the Market through better management, entertainment, competition, marketing promotions, advertising, signage, equipment and public relations, and
- used to support Wedderburn Community Houses community projects as determined by the Board.

MARKET LOCATION AND OPERATING DAYS/TIMES

The WCM is held on the **last Sunday of each month** except June, July and December/January. Dates of trading are listed on the WCH website at www.wedderburnch.org.au. The Market is located at Jacka Park, High St, Wedderburn.

Market trading is between **9.00am and 1.00 pm**.

The WCM operates in all weather on designated Market days --- rain, hail or shine (unless cancelled on the day by the Market Manager for safety reasons)!

MARKET CODE OF CONDUCT

The WCM fosters a culture of support and cooperation between all Market stakeholders – Market management, stallholders and the public. All stakeholders at the Market should deal with each other in a courteous and professional manner.

Any abusive or threatening behavior will not be tolerated at any time or in any circumstances. Antagonistic, abusive, threatening, racist, sexist or discriminatory behaviour will not be tolerated. Nor will dishonest practices by stallholders be tolerated.

COMPLAINTS AND DISPUTE RESOLUTION

The Code of Conduct and these Rules for Stallholders set the basic standard applied by the Wedderburn Community House when dealing with confrontations and/or disputes between management, stallholders or customers. Failure by stallholders to observe the Code of Conduct or these Rules may result in expulsion from the Market.

To maintain quality standards, all complaints are to be reported to the Market Manager. If the complaint cannot be resolved by the Market Manager and the relevant parties on site, then the following action will be taken:

- If any stallholder believes that the selling practices or behaviour of another stallholder(s) are detrimental to the Market, the complaint is to be submitted in writing to the Market Manager for prompt consideration by the Wedderburn Community House Market Committee.
- If the issues of practice cannot be resolved satisfactorily by the Committee and the relevant parties, then two or more stallholders may request the Committee to convene a special meeting of stallholders to consider the complaint.
- Failure by a stallholder(s) to correct detrimental practices may be cause for the termination of the stall, if so determined by the Market Management Committee.

STALLHOLDER RULES & RESPONSIBILITIES

Stallholder and produce eligibility

The Market Manager will deem what items are appropriate for sale at the market.

General rules applicable to all stallholders

The Market is for food, crafts and related products.

All stallholders will be advised of a nominated contact person in the Market Management Committee with whom to liaise and to direct any questions or problems. This will normally be the Market Manager.

Food products offered in the Market must comply with applicable regulations relating to food processing, packaging and labeling.

Quality assurance

All stallholders are expected to maintain the Market's standards of high quality. Stallholders are responsible for the decoration and the maintenance of their site in a clean and tidy condition and in accordance with merchandising standards of the market.

The Committee reserves the right to refuse the sale of goods not considered of an acceptable standard.

Assignment and forfeiture of stall spaces

Assignment of stall spaces is determined and confirmed by the Market Manager. All stallholders must stay within their allocated space.

Stall allocation is in line with the best interests of the WCM and takes into consideration requests from all stallholders and customer feedback. The aim is to allocate regular stallholders the same space. This enables easier set-up and familiarity for customers. Stallholders wanting to change their location should negotiate this with the Market Manager.

The Market Manager reserves the right at any time to alter the size, shape and position of floor plans as may be necessary for the best interests, risk management and legal requirements of the Market.

Stallholder fees and payments

Currently, stallholders are required to pay their fees by no later than 11.00am on each market day. Fees will be collected by the Market Manager, and receipts will be provided to stallholders. There will be an additional charge for power depending on how many outlets are required. We have limited availability and it is preferred that all stallholders provide their own power.

Stall Fees are not refundable. Credit and/or refunds will not be issued for inclement weather on Market days.

Sharing and payment of shared stall spaces

Sharing of a stall space must first be negotiated between the two parties and then approved by the Market Management Committee prior to trading. If stallholders regularly share a stall and only one party will be present on any given Market day then the attending stallholder will be required to pay the full stall fee for that Market.

Stallholder attendance and cancellations

All stallholders are required to confirm their attendance with the Market Manager no later than **5.00pm on the Wednesday immediately prior to Market day**. Attendance of stallholders for that Market day will be posted on the WCM website ahead of each Market day in order to keep the public informed and attract consumers.

GENERAL OPERATIONAL RULES

Access

Stallholder access will be provided to the Market site on Market days. Stallholders are required to have their site assembled by 8.30am with vehicles removed from the pedestrian areas. Stallholders are to have all exhibits displayed and ready for sale from 9.00am to 1.00pm. Stalls must be open to view and properly staffed by a competent representative during operating hours.

Disabled access is to be available at all stalls.

Parking

Stallholders and their staff are to park their vehicles away from their stalls and out onto the street. The Market Manager may authorise exceptions when necessary to enable a stallholder to trade effectively (eg. a refrigeration vehicle, or vehicles from which sales occur). Vehicles are not to block access ways or impede pedestrian traffic.

No Smoking

Stallholders and their staff are NOT permitted to smoke in the stalls. Nobody is to smoke and handle food.

Smells and fumes

Stallholders should not cause smoke, smells or leave engines running near the stalls.

Clean-up

All stallholders must clean-up their site and remove all rubbish before departure.

Stallholder promotion

With the consent of stallholders, the Market Management Committee reserves the right to take photos for the purpose of advertising and promoting the markets. Photos may contain images of a stallholder's produce.

Compliance with legislation

All Stallholders must comply fully with legislation and regulations for the preparation, display and sale of food and goods. Stallholders must be able to operate in inclement weather using appropriate vehicles, gazebos and/or trestle tables that meet regulatory requirements.

Signage and labeling

All food stallholders must comply with appropriate labeling regulations and acquire any necessary licenses or permits for producing and/or selling their products.

Food safety

Stallholders must comply with the food safety regulations that apply to their products under the Food Safety Act and by the VIC Health Department.

Packaging

Appropriate packaging should be provided by stallholders and, wherever possible, be biodegradable.

Disclaimer of liability

Stallholders are required to indemnify the organiser from any damage, expenses or liability arising from any injury or damages to any person, including the general public, the stallholder or others, occurring either in the space occupied by the participant or elsewhere arising out of its occupancy or anything connected with occupancy.

The organiser will not be liable for any loss or damage to the property of the participants due to fire, robbery, accidents or any cause whatsoever that may

arise from use and occupancy of the site.

The organiser assumes no liability for any damages or losses resulting from or relating to the failure of the participant to comply with the provisions of this agreement.

The organiser will not be responsible if a current insurance “Certificate of Currency” is not forwarded promptly to the Market Management Committee.

Important notes

Failure to observe the Market Rules for Stallholders constitutes grounds for expulsion.

The Wedderburn Community House Market Management Committee reserves absolute discretion to accept or reject applications or to ask stallholders to leave in the event that, in the opinion of the Market Management Committee, there has been a breach of the Code of Conduct, Market Rules or reasonable directions. In the event of a stallholder failing to abide by the Rules, the Committee may take such action as it deems appropriate to recover any loss or damages as a consequence of the actions of a stallholder.

