

POLICIES AND PROCEDURES

PORT FAIRY COMMUNITY HOUSE MARKETS

Funds raised through the Community Markets support the services and activities provided by the Port Fairy Community House

All stallholders must be approved prior to attending the markets.

These Policies and Procedures outline the conditions of operation that apply to all of our stallholders.

Contact Details

Port Fairy Community House is open from 10am – 1pm Monday to Friday. Messages can be left via email or phone at any other time. The Market Coordinator is contactable in person or via phone on Thursdays during opening hours.

Location: Railway Place Port Fairy
Phone: 03 5568 2981
Post: PO Box 136, Port Fairy, 3284
Email: pam.m@portfairycommunityhouse.com.au
Website: www.portfairycommunityhouse.com.au

Market Dates & Place

Dates for all markets can be found on the PFCH website www.portfairycommunityhouse.com.au

Regular Markets

- Railway Place (next to Visitors Information Centre)
- Every second Saturday from 9am - 1pm, February to December.

Holiday Markets

- January at King George Square (adjacent to the wharf on the Moyne River)
- New Year's Day and each Saturday from 9.00am -3.00pm
- Easter market at Railway Place

Market Fees:

	Pre-paid	On market day
Regular Markets	\$27.50	\$30
Holiday Markets (January & Easter)	\$42.00	

New Stallholders

New stallholders must apply to attend the markets by completing a New Stallholders Application Form (located on the website or requested from PFCH) and returning it to the Market Coordinator.

No person will be permitted to set up a market stall unless they have been prior approved to attend the markets by the Market Coordinator. No approvals for new stallholders will be granted onsite on the day of a market.

Submitted Applications may or may not be approved after consideration against our selection criteria:

- *artist designed*: is the product designed by the artist, craftsperson or designer?
- *artist made*: is the product hand made by the artist, craftsperson or designer?
- *suitable for Port Fairy Community House Markets culture*: is the product suitable for PFCH Markets, taking into consideration the Markets' Vision and Objectives?
- *potential for financial success*: does the product have the potential of being financially successful?
- *creativity and innovation*: does the product show creativity and innovation in its design or concept?
- *quality of craftsmanship*: is the product made with a high level of quality of craftsmanship?
- *rarity and individuality*: are there similar types of products currently trading at the Markets?

The decision to approve stalls is totally at the discretion of Market's Management.

New Products on an Existing Stall

All products being sold at the market must have prior approval from PFCH. Stallholders may vary designs within their approved product line without Community House approval however Community House approval must be sought if a stallholders wishes to move into a different product line. A New Product Application Form (located on the website or requested from PFCH) must be completed and submitted to the Market Coordinator for approval before the product is sold at the markets.

PFCH reserves the right to disallow a stallholder who is selling non-approved products at any time.

Site bookings

No person will be permitted to set up a market stall unless they have been prior approved to attend the markets by the Market Coordinator. No approvals for new stallholders will be granted on the day of a market.

Regular Stallholders can inform the Market Coordinator at a prior market of their intention to attend or not attend the next market. A message can also be left at PFCH on (03) 5568 2981 or emailed to pam.m@portfairycityhouse.com.au

For stallholders who do not attend regular markets (at least once a month) a site can be booked via phone or email by the Thursday prior to the market. Payment is the only confirmation of a booked site and a receipt for the payment will be forwarded.

Market	Booking Timelines
Regular Markets	<ul style="list-style-type: none"> • Thursday prior to the Saturday market
Holiday Markets <ul style="list-style-type: none"> • January • Easter 	<ul style="list-style-type: none"> • All payments by end of November • All payments by 2 weeks prior to market

In September each year bookings for January Holiday markets will open with the distribution of a January Holiday Market Booking Form and map. A booking form must be completed and returned to request a site. **No bookings via phone or email will be taken.** As these markets quickly book out, it is recommended that forms are returned as soon as possible and sites will be allocated on a first in basis. Payment should not be made until a site at the market has been confirmed by the Market Coordinator.

Easter markets will be opened a month prior to the market and must be booked on a Easter Holiday booking form. Forms will be distributed via email and post and will also be available on the website. **No bookings via phone or email will be taken.** Sites will be allocated for the Easter market and a particular site can be requested on the booking form. A map of site numbers will be available. Sites will be allocated on a first in basis and any requested cannot be guaranteed. Payment should not be made until a site at the market has been confirmed by the Market Coordinator.

If a stallholder attends a market which they have not paid for, PFCH reserves the right to refuse them a site at that market. If a site is available a **market fee of \$30 (regular market) and \$45.00 (holiday market)** will apply on the day of the market.

Permanent Sites

A permanent site at the regular markets on Railway Place can be booked by making a payment for multiple markets as advised by the Market Co-ordinator. Payment periods may vary each year but will be based around Feb – June, June to August & Sept – Dec.

Upon payment the stallholder can select a permanent site from those available which will then be reserved for them at each market during that period. No refunds will be given for markets that are not attended during the period and no part payments or transfers to other stallholders will be considered. Sites are allocated on a first in basis.

Please speak with the Market Coordinator if you wish to arrange a permanent site at the regular markets.

Payment Options

By phone using a credit card	Phone the Community House Ph: 03 5568 2681 10 am – 1pm weekdays
By Direct Deposit	Acc Name: Port Fairy Community Group Inc. BSB: 063734 / Acc. No.: 10078718 <i>Please use your name as a reference.</i>
By cheque or money order	Made out to Port Fairy Community Group Inc. Post to PO Box 136, Port Fairy, 3284 or by dropping into Community House, Railway Place, Port Fairy, 10am – 1pm weekdays
By Direct Deposit at Bank	Commonwealth Bank, Sackville St Port Fairy

Cancellations:

	Cancel prior to market	Consequence
Regular Market	By 1pm Thursday before market	Payment held in credit for next market
	After 1pm Thursday before market	No refund
January Markets	Prior to December	Payment refunded or held in credit
	After December	No refund
Easter Market	2 weeks prior to market	Payment refunded or held in credit
	Less than 2 weeks before market	No refund

Stall requirements

Each stallholder will need to bring different things with them to make their life comfortable at the Markets. As a general indication, you will need:

- your stock;
- a market umbrella/marquee and weights;
- table(s)
- display, signage and promotion materials;
- a change float to suit your product pricing; and
- a chair to sit on.

Regular Market sites and Set-up:

Market stall sites are a standard 3m x 3m area. Double sites can be requested at double the fee. As the market officially begins at 9am, stallholders are requested to be set up by 8.30am as it is often frequented by early locals.

All site front corners are clearly marked out in marking paint prior to each market and run in two straight lines down Railway Place. Sites are not allocated at the regular markets (unless a permanent site has been paid for) and as such stallholders are requested to take the next available site in the line. Sites are not to be saved for other stallholders arriving later and gaps are not to be left in the lines.

Stallholders are requested to leave any sites with initials in them vacant as these are reserved sites.

Sites are only to be set up in marked stall areas. The top and bottom of the market must be left clear of stalls for easy emergency access if required.

Sites that require electricity must have this approved prior to the regular market and these sites will be allocated and marked with initials in paint. There is no electricity at The Wharf and limited sites at Railway Place.

Cars can be left behind market stall sites on Railway Place.

The Market Coordinator will be on site at regular markets for assistance with any queries.

January Holiday Market Sites

Sites at the January holiday markets at King George Square are 3m x 3m and are allocated and advised prior to the markets. Stallholders can request a site location (map available of site positions & numbers) and sites will be allocated taking requests into account, however there is no guarantee of a requested site.

There is no electricity available at these holiday markets however quiet generators are permitted and stallholders should notify the Market Coordinator on booking that they will be utilising a generator so that sites can be allocated accordingly.

Cars cannot be kept on site at King George Square and stallholders will need to find parking away from the market.

The Market Coordinator will be on site at holiday markets for assistance with any queries.

Market Manners

This is a family Market we therefore ask stallholders to conduct themselves in a friendly and helpful manner towards the general public and other stallholders.

Loud and intrusive selling techniques are not permitted. Nor is the use of public address systems or other methods of gaining attention that could annoy other stallholders and customers.

Disrespectful, discourteous behaviour toward the public or other stallholders or the Market Coordinator will not be tolerated and may result in immediate exclusion from the market. The market has a zero tolerance on aggressive behaviour towards the public, stallholders or the Market Coordinator. Any such behaviour will result in instant exclusion from the market.

Please note that our market sites are a smoke free environment. For the comfort of visitors and other stallholders we request that you do not smoke while on the market site.

Weather Conditions

Port Fairy Community House Market is an all weather market. The markets trade even during rainy and windy weather. It is the stallholder's responsibility to ensure that products are protected and marquees are securely weighted & tied down. Port Fairy Community House has the right to close the market in exceptional weather conditions.

On days of Total Fire Ban, the market will operate with the exception of stalls that require gas cooking. Stallholders wishing to use outdoor gas cooking must obtain a permit from the CFA and provide a copy to the Market Coordinator before they will be permitted to trade.

Public Liability Insurance

Stallholders are required to have current \$10 million Public Liability Insurance (and \$10 million Product Liability where applicable). They are also required to have all licences and insurances required to operate their business and all products should comply with relevant safety and compliance standards. A current Certificate of Currency for insurance must be supplied to the Market Coordinator and a receipt of payment is not sufficient.

Food Stalls

In addition to current Public Liability and Product Liability insurance for \$10 million each, all food vendors are required to be licensed as Temporary Food Stall vendors with their local Victorian council and display this license at their stalls. Copies of these licences need to be provided to the Market Coordinator.

All food vendors must also notify Moyne Shire of the dates they will be trading. Registration & notification can be done via a paper form or online at www.streatrader.health.vic.gov.au

Stalls selling liquor must hold the appropriate licences, have them on display and provide a copy to the Market Coordinator.

Due to limited electrical outlets available, if electricity is required at regular markets please contact the Market Coordinator before submitting an application to determine if there are spaces available.