



## POLICIES AND PROCEDURES

### MISSION

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To provide a facility which offers a diverse, enjoyable, effective service and environment to the benefit of vendors and the community alike.

### OBJECTIVES

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The primary aims of the Port Fairy Community Market (the 'Market') are to provide an opportunity for: 1) stallholders to generate a viable income by selling and promoting their produce; 2) consumers to buy a variety of fresh and non mass produced goods in a safe, convenient environment and 3) the Community House to generate income and expand its profile within the community.

### SCOPE

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This document sets out the policy, procedures and responsibilities for stallholders wishing to participate in the Markets and the role of the Market Coordinator.

### CATEGORY OF PRODUCTS SUITABLE FOR SALE AT THE MARKET

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Products sold at the Market should be of high quality, not mass-produced and meet relevant health and safety standards. Products produced within the local region are preferred.

Fresh produce  
Food  
Hand-made art, craft, homewares  
Clothing and jewellery  
Antiques and rare collectibles  
Plants and Garden items  
Alcohol  
Artisan furniture  
Health and wellbeing services and products  
Books

### PRODUCTS PROHIBITED FOR SALE AT THE MARKETS

Goods which infringe any copyright or registered trade mark  
Tobacco products  
Goods or merchandise that cannot be sold by law  
Second hand household goods and clothing

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**In order to fulfil the objectives of the Market for vendors and the community, Port Fairy Community House reserves the right to limit the number of stalls selling the same or similar products.**

## MARKET DATES AND PLACES

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### Regular Markets

- Railway Place (next to the Visitors Information Centre)
- Second and Fourth Saturdays and occasional Fifth Saturday, from 9am-1pm, February to December.

### Holiday Markets

- Railway Place (next to the Visitors Information Centre)
- January – New Year’s Day and every Saturday from 9am-3.00pm
  - Easter Saturday from 8.30am – 2pm
- Additional Markets  
May be organised to coincide with special events.

## MARKET FEES

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	Pre-paid	On market day
Regular Markets	\$27.50	\$30
Holiday Markets (January & Easter)	\$45.00	N/A

## APPROVAL PROCESSES

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### New Stallholders

- Applicants must complete a *New Stallholders Application Form*, nominate on the form the category of goods they wish to sell and be approved by the Market Coordinator prior to participating in the Market
- New stallholders will be advised by the Market Coordinator of the outcome of their application within two weeks after receipt of their application
- Approval for new stallholders will not be granted onsite on the day of the Market.

### Variation to Category of Goods Sold

- Stallholders wishing to vary the category of goods they sell must apply on the *Variation to Goods Sold Form* and be approved by the Market Coordinator prior to the goods being sold
- Stallholders selling unapproved goods will be asked to remove immediately those items from sale.

## SITE BOOKINGS

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### General Information

- Stallholders must be approved by the Market Coordinator before sites for any market can be booked (refer 'Approval Process')

- Stallholders who require electricity for the Regular Markets and Easter Market at Railway Place must request this on the *Reserved Site Booking Form* and have an allocated site prior to Market day. Please note: sites with electricity are limited
- No electricity is available for the January market at Railway Place. However, food vendors with their own quiet generator may be allocated an appropriate site by the Market Coordinator
- Stallholders are requested to be set up and ready to trade by 8.30am
- Stallholders must ensure that all their equipment, signage and goods are within the allocated site (refer to 'Stall Spaces')
- Any cancelled site may be reallocated on the day of the market at the discretion of the Market Coordinator.

#### Regular Markets

- Reserved Sites
  - Stallholders can reserve sites for consecutive Regular Markets by completing a *Reserved Site Booking Form*
  - Stallholders can request a specific site when applying but this is not guaranteed
  - Reserved sites are secured when approval has been given, pre-payment received and confirmation of the site given by the Market Coordinator
  - No refund will be made to stallholders for markets not attended during the reserved site period and no part payments or transfer of sites to other stallholders will be allowed
  - Reserved sites are marked with the stallholders' initials.
- Casual Sites
  - Stallholders book available sites by the **Thursday prior** to the Market they wish to attend with the Market Coordinator by telephone or email (refer to 'Contact Details') or with the Market Coordinator in person at least one week prior to the intended Market
  - Sites are secured when payment has been received and confirmation by the Market Coordinator given
  - No refund will be given to stallholders for Markets not attended
  - No transfer of site to other stallholders will be allowed
  - Stallholders must not set up in any reserved site which is marked with the initials of another stallholder.

#### Holiday Markets

- A booking form must be completed for these Markets
- Bookings for the **January Markets** open in September, *January Market Booking Form*
- Bookings for the **Easter Markets** open 30 days prior to the Market, *Easter Market Booking Form*.
- Sites can book out quickly and submission of a booking form does not guarantee a site
- A specific site can be requested but is not guaranteed
- Successful applicants will receive written confirmation from the Market Coordinator of the site number and a site map

- Payment by the stallholder is made when the Market Coordinator provides written confirmation of a site (refer to 'Payment Options' below)
- Payment for the January Markets must be received by the Market Coordinator by 30 November
- Payment for the Easter Market must be received by the Market Coordinator at least 14 days prior to the market
- Sites for which payment has not been received by the due date will be allocated by the Market Coordinator to other stallholders on the waiting list.

## STALL SPACES

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- All Market sites are a standard 3m × 3m
- Double sites for the Regular and Holiday Markets can be requested at double the fee and are subject to availability and approval by the Market Coordinator
- Stalls must only be set up within the designated site area and within the confines of the market area
- The entry and exit points at the ends of and the central area of the Market must be kept clear at all times to ensure emergency access
- Cars can be parked behind stall sites at Railway Place subject to location of the site
- The Market Coordinator can request stallholders to remove any vehicle not appropriately parked.

## CONDITIONS FOR STALLHOLDER PARTICIPATION IN THE MARKETS

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The Market is held in an open public space. Stallholders will need to supply their own equipment for the operation of their stall.

Prior Approval must be obtained for:

- Stallholders, category of goods sold and site (refer to 'Approval Process', Category of Products for Sale at the Market' and 'Site Bookings')

Sale of:

- Food
  - All food vendors must be licensed as Temporary Food Stall vendors with their local Victorian council
  - These licences must be displayed on the relevant stall and a copy of the licences given to the Market Coordinator
  - All food vendors must notify Moyne Shire of the dates they will be trading via the online "Streatrader" system
  - Only the Certified Producer or a member of the grower's/producer's family or bona fide employee may offer produce for sale
  - No resale or wholesale vendors are permitted to participate in the markets

- Organic Products
  - Any producer claiming certified organic produce status must grow the produce in accordance with prevailing organic certification practices and certificates must be displayed on the stalls.
- Alcohol
  - Stallholders selling alcohol must hold the appropriate VCGLR wine and beer licences, display these on the stall and provide a copy to the Market Coordinator.

#### Insurances

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

#### Conduct

- Stallholders are expected to maintain high standards of honesty and to conduct themselves in a courteous business-like manner
- Rude or abusive behaviour will not be tolerated at any time
- Loud intrusive selling techniques or use of public address system are not permitted.

#### Clean-up

- Stallholders are required to leave their site in a clean and tidy condition and remove all rubbish from the site at the conclusion of the Market.

#### No Smoking Policy

- Stallholders are not permitted to smoke on the Market site whilst the Market is operating.

#### Emergency Plan

- All stall holders must familiarise themselves with and abide by the Market Emergency Plan.

#### PAYMENT OPTIONS

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Payment for sites can be made by phone using a credit card, by direct deposit, by direct bank deposit or by cheque or money order. Payment option is made when site booking has been confirmed by the Market Coordinator.

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Bank details are:

Account: Port Fairy Community Group Inc

BSB: 063 734 Account Number: 10078718

Please use your surname as a reference so payments can be receipted.

### CANCELLATIONS

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	<b>Cancel prior to market</b>	<b>Consequence</b>
Regular Markets	By 1pm Thursday before market	Payment held in credit for next market
	After 1pm Thursday before market	No refund
January Markets	Prior to 30 November	Payment refunded or held in credit
	After 1 December	No refund
Easter Market	15 days prior to market	Payment refunded or held in credit
	14 days before market	No refund

### WEATHER CONDITIONS

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- Port Fairy Community House Market is an all-weather market
- Stallholders are responsible for ensuring their products are protected and marquees are securely weighted and tied down
- Port Fairy Community House reserves the right to close the market in exceptional weather conditions
- The Markets operate on days of Total Fire Ban. 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.

### UNSUCCESSFUL APPLICANTS

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Applicants who are unsuccessful will be advised in writing or by email of the reason/s for the decision and if and when they may be eligible to re-apply. Unsuccessful applicants who disagree with the decision and wish to request a review of the decision, may write to the Chair, Committee of Management, Port Fairy Community House, PO Box 136 Port Fairy 3284.



**Please note that Port Fairy Community House reserves the right to make a final decision on any application to participate in the Market. It also reserves the right to refuse goods or produce sold in the Market and to exclude any stallholder who has been approved but who breaches or attempts to breach Market policy and procedures.**

#### DISPUTE RESOLUTION

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The Port Fairy Community House reserves the right to make a final determination on any dispute in relation to this policy and its procedures.  
A complaint management system is available.

#### CONTACT DETAILS

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The Market Coordinator is contactable in person or by telephone on Thursdays at the Port Fairy Community House during normal opening hours or by email: [pam.m@portfairycommunityhouse.com.au](mailto:pam.m@portfairycommunityhouse.com.au). Messages can be left via email or telephone at other times.

Port Fairy Community House  
Opening hours: Monday-Friday 10am-1pm.  
Location: Railway Place Port Fairy  
Phone: 03 5568 2981  
Postal address: PO Box 136, Port Fairy, 3284  
Website: [www.portfairycommunityhouse.com.au](http://www.portfairycommunityhouse.com.au).