



Kingsbury Drive Community Market

POLICY & PROCEDURES

Casual Stall Holders

Shop 378a – Level 3
Greensborough Plaza
Greensborough 3088
Tel: 03 9435 8282
Fax: 03 9432 4147

Email: info@dvsupport.org.au
Web: www.dvsupport.org.au

Thank you for your booking/enquiry for the Kingsbury Drive Community Market. For your information please read the following market guidelines:

The Kingsbury Drive Community Market is managed by Diamond Valley Community Support Inc (DVCS) under the agreement with La Trobe University, and within other legislation, rules and regulations relating to the operation of community markets.

Market location: Car Park 2, La Trobe University, Kingsbury Drive, Bundoora 3086.

1. Types of Stall Holders

Casual: Attends on a casual basis and pays at the time of booking. Payment is made via Visa/Mastercard to DVCS by phone (between 9.30am and 4.30pm Monday to Wednesday) for the following Sunday.

Full Time: **WE ARE NOT CURRENTLY ACCEPTING APPLICATIONS FOR FULL TIME POSITIONS.** The term 'Full Time' is defined as a Stall Holder that has a Full Time allocated site at each Sunday Market. To be considered for a Full Time site a Stall Holder must have first attended twelve markets as a casual and meet the current eligibility criteria governing the allocation of market stalls.

To apply for a Full Time stall, the Casual Stall Holder must attend 12 markets, and meet the current eligibility criteria governing the allocation of market stalls. Casuals must apply in writing to the Market Manager. If a Full Time stall is available, and the Stall Holder meets the criteria, they will be offered a position. If no Full Time stalls are available, casuals will be placed on a waiting list. Their status will stay as casual.

2. Market Operating Times

Set up time for casuals:	7.45am – 9.00am (Please arrive prior to 7.30am to set up – positions cannot be guaranteed after 8.30am)
Market Hours:	9.00am – 1.00pm
Pack Up time:	1.00pm – 2.00pm

3. Fees (all inclusive of GST)

Each market site is approx 3 x 5m. minimum
(size and shape can vary within the market)

- = \$50 (prepaid)
- = \$60 (on the day by Visa/Mastercard only – no cash)

Note: no guarantee of a space being available

A booking will only be confirmed on payment of the fee. Casual Stall Holders who do not pre-book are not guaranteed a spot.

4. Table Hire

Table Hire = \$10 plus a \$50 deposit per table

The deposit will be refunded once the table is returned and judged to be in a fit state. If the table is damaged the deposit is forfeit.

5. Refunds

No refunds will be given after a booking and payment has been accepted.

6. Cancellation of the market due to weather

The market may be cancelled if, at the discretion of the Market Manager, that the weather be considered to create a safety risk on the market site. This will include, but is not limited to rain, wind and extreme heat. If the market is closed, trade will immediately cease. If trade has not commenced for that day stallholders will not be permitted to set up. Failure to comply with directions from market staff regarding the closure will result in a ban on attending future markets.

Casual Stallholders will not be refunded. Their payment will be held for a future market. This must be used within three months of the cancelled market or will be forfeited.

7. Insurance

All Stall Holders are to be covered by Public and Product Liability Insurance and Comprehensive Motor Vehicle Insurance.

Public and Product Liability Insurance

Most Casual Stall Holders have this insurance cover as part of their fee. (See Product Restrictions below.)

Motor Vehicle Insurance

All Stall Holders must be covered by Comprehensive Motor Vehicle insurance including:

- (a) Third Party Property Damage Insurance for an amount of not less than \$20,000,000 and
- (b) Third Party Bodily Injury insurance.

8. Product Restrictions

The following restrictions apply to all casual stallholders:

Amusement Rides Not permitted.

Cosmetic, Beauty Products, Medicines, Potions, Oils, Fragrances & Soaps, etc.

Stallholders must have their own product liability insurance of \$20 (twenty) million minimum – must be presented at time of booking via fax or email.

Food Products (inc. Take-Away, Bakery, Honey, etc.)

All food products must have a permit from the Health Department, Darebin City Council – 03 8470 8652 or a registration on the Streatrader website. New food bookings to be referred to the Market Manager market@dvsupport.org.au for assessment in the first instance.

Take-away – must provide a written proposal highlighting product range, stall set up and relevant food experience.

Any 'cooked', 'baked' or 'processed food' must have \$20 million product liability insurance.

Massage, Manipulation of Muscles, Chiropractic and like Services

Refer to Market Manager market@dvsupport.org.au for an assessment. Must have own Liability Insurance and supporting documents.

Second Hand Goods

Second hand electrical items and second hand toys are not permitted due to insurance issues.

9. Types of Stalls

Size of the market sites start from approx. 3m wide x 5m deep. Cars can remain on site if manageable within the defined site area but it is considered part of the stall size. Please note that oversized vehicles **MUST** be removed following unloading.

Note: Our Market Staff will be on site throughout the market and will inspect all structures. If for any reason a structure is deemed unsafe the Manager has the authority to insist that it is dismantled. These reasons may include: installation method, structure material and/or overall suitability to the prevailing outdoor conditions. ALL tents, marquees, umbrellas and other temporary structures must be secured and/or weighted as follows, so as not to pose a safety hazard. All guy ropes must sit within your allocated stall site. Weights of 10kg minimum must be fixed securely to the bottom of each supporting pole or leg at the corner of a tent, marquee or structure.

10. Quality of Products

"Products and Services at the market should be of a considered 'reasonable' standard i.e. they must be of a standard equal to or better than similar items sold at the market and in similar outlets outside. DVCS reserves the right to terminate the status of stallholders whose products or services are considered not up to standard."

11. Bookings

- Casual bookings for stalls are taken on a weekly basis by phone between 9.30am and 4.30pm Monday to Friday (subject to availability) prior to the market at the office of DVCS Tel: 9435 8282. To book Thursday or Friday Stall Holder must either:
 - Have the Policies and Procedures emailed to them
 - Have the Policies and Procedures faxed to them, or
 - Go to our website to download them

- Public and Product Liability Insurance are built into the fee, for casual Stall Holders.
- Casual Stall Holders must provide their full name, postcode, contact numbers and type of goods to be sold.
- All Casual Stall Holders will be allocated a **BOOKING NUMBER** which will be checked by the Market Manager on your arrival on the day of the market.
- No livestock other than fish may be sold at the market.
- Food stalls must have a Streatrader Registration with Darebin City Council - Tel: 8470 8888 or another Victorian Council.
- If you need a Second Hand Dealer's License, you must obtain this before booking. See Regulations/Permits section below.
- **DOGS** must be on a lead.

12. Community Stalls

Not-for-Profit groups may apply for a free site at the market, up to 3 times per year. Please contact the Market Manager in the first instance on 9435 8282 or market@dvsupport.org.au.

13. On the day

- Set up time for Casuals is: 7.45 – 9.00am
 Full Times is: 7.00 – 8.30am
- Entry point: West Entry, Kingsbury Drive. Wait for instructions from the Market Staff who will use their discretion to manage the lines efficiently and effectively.
- Stall Holders **MUST NOT** commence trading prior to this time otherwise they may lose their position.
- No moving vehicles are permitted on site between 9.00am and 1.00pm (except in the case of an emergency).
- **DOGS** must be on a lead.
- Kingsbury Drive Community Market is a smoke free event.

14. Regulations/Permits

- If any Stall Holder carries on the business of buying, selling, exchanging or otherwise dealing in second-hand goods (more than 3 times per year), whether or not he or she deals in other goods and regardless of where the goods are bought they must obtain a Second Hand Dealers license from the Business Licensing Authority.
- The Second Hand Dealer's license must be available upon request and updated annually.
- Some goods are exempt. Please check with Consumer Affairs Victoria www.consumer.vic.gov.au
- **Any Stall Holder refusing to comply with the Policies and Procedures DVCS will forfeit their opportunity to operate a stall.**
- As the market is held on Crown Land there must be no actions that result in damage to the land or property.
- There is a quota on types of goods sold at the market. This is decided at DVCS's discretion. The Stall Holder will be advised at time of booking if this quota has been reached.
- Stall Holders cannot sell products other than those agreed upon at time of booking without consultation with DVCS Management.
- Stall Holders must behave respectfully towards others, including market staff. Abusive

language will not be tolerated at any time.

- Stall Holders should not knowingly sell goods that are offensive, illegal or goods believed to be illegally obtained.
- Alcohol must not be sold at the Market.
- All decisions made by the Market Manager must be complied with on the day.

15. Food Stalls

Bookings for the sale of food products (e.g. cakes, drink, meat products, lollies, sausage sizzles, etc.) will not be accepted unless the applicant has sent a detailed proposal to the Market Manager and obtained a Streatrader Registration from Darebin City Council or another council, within two weeks prior to the holding of the stall. A copy of the Streatrader Registration must be emailed to the office or given to the Market Manager on the morning of the market. Stall Holders should contact Darebin City Council's Health Service Unit for details on 8470 8652 or visit their website: www.darebin.vic.gov.au

Stall Holders must supply their own safety equipment i.e. fire extinguisher and fire blanket for use on the day.

16. Health and Safety

Manual Handling

All stallholders must observe correct and safe manual handling procedures. This includes the use of trolleys to move trestle tables and other heavy items.

Food Safety

All stallholders selling and preparing food should have the appropriate food handling qualifications.

LPG Gas

Stallholders using LPG Gas Cylinders must maintain their equipment to an appropriate standard. Connections and leads must be checked during setup.

Generators

All generators must be operated in a manner according to manufacturers requirements. The sound of generators must not cause disturbance or interfere with the activities of other stalls and patrons.

Leads

All electrical leads must be checked during set up. They must be in good order and be correctly plugged in. Leads should not protrude into areas where customers may have access.

17. Rubbish

ALL Stall Holders should have a bin for their own and customer rubbish. There is limited bin capacity and any rubbish that does not fit in the bins must be taken home by the Stall Holders. Stall holders who place rubbish on top of, or on the ground next to the bins will be warned and they will forfeit the opportunity to operate a stall.

18. Disputes/Complaints:

All complaints (consumer or Stall Holder) must be raised with the Market Manager for discussion and resolution in the first instance.

If a resolution cannot be achieved on the day, the Stall Holder or consumer must contact the Executive Officer (EO) in writing as soon as possible.

Executive Officer
Diamond Valley Community Support Inc.
Shop 378a, Level 3, Greensborough Plaza
Greensborough 3088
Fax: 9435 8282
Email: eo@dvsupport.org.au

The EO will try to resolve the issue, and if necessary may refer it to the DVCS Committee of Management, following the Grievance Procedure (see our website: www.dvsupport.org.au).