

Emerald Bank Market

Terms and Conditions

2021

EMERALD BANK MARKET – OPERATING GUIDELINES

These guidelines apply to existing stallholders, new applicants and market users.

TRADING HOURS

The Emerald Bank Market will operate every Sunday from 8.30am to 1.30pm.

MARKET MIX – Food Items

The Market will aim to have a high percentage of primary producers who have grown, reared, baked, brewed, fermented, caught, smoked, pickled or preserved the product they sell. Preference will be given to producers with a value-added offering that is farm based and uses their own farm produce as core ingredients. Other value-added producers will be encouraged to use local ingredients for their produce. Examples of value-added produce which can be included are baked goods, jams, preserves and confectionery.

MARKET MIX

As a general principle, no more than two stallholders will be approved to sell the exact same item (Eg. socks) on the same day. If there are two stalls with the exact same product, one will need to be in the undercover area and the other outside. Exceptions can be made at market managers discretion.

SOURCE OF STALLHOLDERS

Priority for participation in the Emerald Bank Market will be given to stall holders from the Greater Shepparton Council area. However, if there is no-one in the Council area able to or interested in selling a particular product, vendors will be accepted from other areas, with preference given to those based closest.

STAFFING

Each stall is encouraged to be staffed by a person(s) who has intimate knowledge of and direct involvement in the production process of any items for sale. Ideally this will be the farmer or primary producer or a family member. Co-operative arrangements between groups of small local growers will be considered for a single stall.

STALL HOLDER BEHAVIOUR

All stall holders at the Emerald Bank Market are expected to behave in a cooperative manner.

Cooperative behaviour includes:

- Refraining from any aggressive, discriminatory or inappropriate behaviour towards the market manager, volunteers, other stallholders, customers and public.
- Adhering to accepted and statutory OH&S standards for safety.
- Following the direction of the market manager, including in relation to the goods that may be sold at the market.

- Seeking the permission of the market manager before bringing new products to the market.

If any of the above items are breached, the market manager has the right to give a warning or ask the stall holder not to return, depending on the severity of the breach.

INSURANCE

All stallholders will be required to provide a copy of Certificate of Currency for \$20M Public Liability Insurance on application.

FOOD HANDLING AND STREPTRADER

All stallholders selling food will be required to have necessary food handling permits approved by the Greater Shepparton City Council and be registered where appropriate with Streatrader. For further details on permits and Streatrader please contact the Greater Shepparton City Council's Environmental Health team on 5832 9731.

UTILITIES

Gas

Energy Safe Victoria have a Code of Practice for the Safe Use of LPGs at Public Events in Victoria. Stallholders are obliged to comply with this code of practice. On total fire ban days, any stallholders with gas appliances will need to apply for a fire permit at <https://firepermits.vic.gov.au/>.

Water

Stallholders will need to bring their own potable water or use reticulated potable water. Wastewater must not be discharged or disposed of onto the ground during or at the end of the event. It must be taken home or disposed of down a legal sewer point.

Electricity

Stallholders will need to inform and confirm their power supply needs with the Market Manager at least one week in advance of the Market. All leads are to be supplied by the stallholder and must be safety tagged. Leads must be covered by gaffer tape and a safety mat. \$10 electricity fee includes access to only one power point. If Stall holders require more than one power point, it must be arranged before market day. Power boards can be used but must be tagged and approved for use by the market coordinator.

COMPLIANCE WITH PLASTIC BAG BAN

In Victoria, it is illegal to sell or supply customers with plastic bags that are less than 35 micrometres thick at any part of the bag. The only exception being bags without handles which are used for fruit and veg. Alternative bags to plastic are: paper, cardboard, cloth, jute, hessian, non-woven, heavy duty thick plastic. Emerald Bank Market will ensure there is a stall selling reusable bags in case visitors forget to bring their own.

Stall holders are encouraged to find alternatives to all single use plastic products including cutlery, plates and cups.

COVID-19

Emerald Bank Market has undergone extensive checks to ensure that the market will comply with all Covid-19 safety requirements. We have a CovidSafe plan in place which will be sent to you upon application. The CovidSafe plan in to be strictly obeyed by all volunteers, staff, stallholders and guests. All stallholders must be double vaccinated or have a valid medical exemption. Before being accepted as a stallholder at our market, you will be asked to show your vaccination certificate.

MARQUEE & PEGS

All Marquees and stall equipment must be erected securely and weighed down on all four corners immediately upon setup. Any unsecured structures will be asked to be taken down.

NO PEGS are to be used to secure the Marquee, only weights are to be used.

There are sprinkler systems with wiring that are running throughout the grounds of Emerald Bank. If a leakage is found in your stall site due to the use of pegs, the cost of repairs will be forwarded to the stall holder.

STALL SET UP

A site map will be sent to you the Thursday prior to the Market showing your location. Gates will be opened at 6am on the day of the market. All stalls must be up and running for an 8.30am start. All vehicles must be moved to the car park prior to 8am.

Undercover Stalls

To assist with traffic flow in the undercover area, we strongly encourage the stallholders in sites 39-74 to arrive between 6am and 7am. This is ideal for stalls that require a long time to setup. We encourage stallholders in sites 1 – 38 to arrive after 7am

STALL PACK UP

Undercover stalls

Stalls located in the undercover area of the market are not permitted to bring their vehicle into the area to pack up until after 1.30pm. Products may be packed up anytime the stallholder wishes to finish trading, however for the safety of our guests, we ask you don't bring your vehicle in until after 1.30pm.

Outside stalls

While there is no allocated pack up time for stalls outside, we remind stallholders that the market closes at 2pm and all trading is to cease before this time.

VEHICLES

Stallholders must remove their vehicle before setting up their stall to allow other stallholders to unpack. When driving your vehicle in and out of the market please be considerate of fellow stallholders, customers, staff and volunteers.

Failure to obey directions from traffic controllers will result in stallholder being permanently removed from the market.

Undercover Stalls

Vehicles are only permitted to drive in the undercover area during the designated set up and pack up times. Vehicles are only permitted to be parked in the undercover area if the stallholder has purchased a double site, otherwise vehicles are to be parked in the designated stallholder carpark. Under no circumstances are vehicles to be driven in the undercover area outside the allocated times. When setting up and packing up, vehicles are not to be left running.

Outside Stalls

Stallholders that require their vehicle be parked under their marquee must inform the Market Coordinator prior to booking a site. Only double sites (6mx5m) are permitted to have a vehicle parked under the marquee. All sites located at the front of Riverside Gardens Nursery (Sites 93-114) may have their vehicle parked in the parking spot directly behind their stall.

SMOKING

The grounds of Emerald Bank are smoke free.

LOCAL COMMUNITY GROUPS

The market welcomes local not for profit groups and organisations. Stall sites for local community groups with not-for-profit status will be free of charge.

MOIRA MINIATURE TRAINS

The Moira Miniature Trains run throughout the grounds of Emerald Bank on Market Day. For OHS purposes, any stall holder on a site near the railway tracks must leave a 1 metre clearance for the trains to pass by safely.

PERMANENT STALLHOLDER

Definition

A permanent stallholder attends the market on a set day every week, fortnight or month (i.e. 2nd Sunday of the month) and has the right to the same site every time they are registered to come. If a stallholder is registered to attend the market on the 2nd Sunday of the month and they decide they want to do a once off extra market another week, they may not be guaranteed the same site. Although the market is run weekly, permanent stallholders are not expected to attend the market every week.

Payment Process

Payment is to be made before market day. Invoices will be sent out the Thursday before the market and are expected to be paid before the Saturday night.

Benefits

Benefits for permanent stallholders include:

- the right to the same stall every week, fortnight or month, unless required to move owing to circumstances outside the Emerald Bank Markets control i.e.: grounds maintenance etc.
- 10% Discount each week

Conditions

Payments must be up to date. If a stallholder is in arrears, permanent stallholder status may be revoked, and the site will not be granted until the arrears are paid.

Cancellations

Cancellations must be advised in writing, preferably by email 48 hours prior to market day, whereupon the site fee will be waived for that week. Refunds will not be issued for cancellations; stallholders will be given a credit for use at a future market. Cancellations after the deadline will incur the site fee.

Wet Weather

Rain, hail or shine, all booked permanent stallholders who elect not to attend a market, but have not cancelled prior to the deadline, will incur the site fee. If permanent stall holders elect to cancel due

to wet weather, and they give more than the required 48 hours' notice, a credit will be put on their account to be used at another market. Refunds will not be issued.

Stallholders located outside will be given the option to upgrade and come into the undercover area. If this happens, Stallholders on sites 66 to 72 may be asked to relocate so food vendors can trade in that area.

CASUAL STALLHOLDER

Payment Process

Payment is to be made before market day. Invoices will be sent out the Thursday before the market and are expected to be paid before the Saturday night.

Cancellations made less than 48 hours prior to the Market will incur the site fee. If a casual stallholder fails to notify the market coordinator of a late cancellation, the coordinator may, at their discretion, refuse to accept future site bookings. Refunds will not be issued under any circumstance; credits will be issued to stallholders for market attendance at a later date.

Wet Weather Rain hail or shine, all booked casual stallholders who elect not to attend the market, who have not cancelled prior to the deadline will incur the site fee.

CANCELLED MARKET

The market will not be cancelled due to wet weather. Stallholders who are outside will be given the option to move to the undercover area and pay the difference on their next invoice. If the market is cancelled due to a snap lockdown, stallholders will be given a credit for a future market. If the market is cancelled long term (more than one month) due to any other circumstance, stallholders will be given a full refund.

PAYMENT

An invoice will be sent out via email 2 weeks before the first market. The only payment option is via bank transfer

SITE FEES

Undercover Single	(6mx3m)	\$50 (Inc GST)
Undercover Double	(6mx6m)	\$80 (Inc GST)
Food Court	(5mx3m)	\$45 (Inc GST)
Front Single	(4mx4m)	\$35 (Inc GST)
Front Double	(4mx8m)	\$50 (Inc GST)
Power (Not available at all sites)		\$10 (Inc GST)