



Organised by the Rotary Club of Lilydale

Stallholder Market Day Information

Dear Stallholder

Thank you for accepting our invitation to be a part of our market.

You will receive an email prior to each market. Please advise if you will be attending as soon as possible before each months' market as we now have a standby list, if you do not confirm, your stall allocation will be given to the next on the list.

Market times

Stall set up time from 7.00am.

Public opening time 9.00am.

Finish time 2.00pm (for safety reasons no one is to pack up or leave before 2pm).

Address: Bellbird Park (next to Lillydale Lake)
Swansea Rd Lilydale Vic 3140

Please ensure the following:

- Provided us with your contact numbers and email address
- **Stretrader Certificate (food stalls)**
- **Council temporary food permit (if cooking food on site)**
- **Public Liability Insurance – no insurance means no entry**
- Liquor license if applicable
- Stallholders are to ensure that appropriate tie downs are in use to ensure temporary structures are secure and not potential OHS hazards

Yarra Ranges Council Health Inspectors will inspect our market from time to time unannounced. Be sure you fully comply with all regulations such as:

- Hygiene
- Labelling to comply with the National Food Standards
- Water, soap, paper towel & gloves
- Thermometer if you are serving hot or cold foods
- Uncovered food to be protected from public handling, sneezing etc. with plastic or similar

On market day if anyone needs help, please let one of our Rotary Volunteers know.

Cancellations: Please have the courtesy to advise us if you cannot attend on the day.

If you have any questions please contact via email: lilydalecraftandproducemarket@gmail.com

Your attendance at our Craft & Produce Market confirms your acceptance of our Terms & Conditions.

These Terms & Conditions are available on our website, www.rotarylilydale.org.au, navigate to 'Craft & Produce Market'.



Rotary Club of Lilydale – Craft & Produce Market - Stallholder Terms & Conditions

Background

The Lilydale Craft and Produce Market (Market) is wholly owned by the Rotary Club of Lilydale. It is operated and managed by the Market Committee (Committee) on behalf of the Rotary Club of Lilydale with all profits going to support local Lilydale and regional communities as well as those endorsed overseas by Rotary International.

Market Terms & Conditions

These Market Terms & Conditions (T&C) have been developed by the Committee and are applicable to all stallholders. The T&C are designed to ensure the operational viability, safety and sustainability of the Market.

The T&C have evolved and are regularly reviewed as the Committee continually strives to eliminate anomalies and maintain currency with commercial and legislative needs.

Committee Discretion

At all times, the Committee reserves the right to exercise absolute discretion in all matters relating to the management, administration and operational viability of the Market affecting all attending stallholders.

Stallholder Fees

The Committee sets the stallholder fees which are due and payable on the day of the Market. Fees are paid in full upon request.

Fees will not be negotiated on the day. Stallholders wishing to raise a matter about the fees are to do so by contacting the Market Manager after the Market closes.

Stallholder Attendance

It is expected that stallholders confirming their attendance will do so. If unable to attend contact the Market Manager by phone, text message and/or email immediately.

Operational Rules

Stallholders are to comply with the direction/s of the Market Manager and Committee at all times. In particular:

- Stallholders may enter the site from 7.00am, and not leave before 2.00pm. Be aware during 'bump in/out' of other stallholders and Market Committee members working to set up.
- Stallholder vehicles must be parked in the designated areas.
- The Market Manager controls the allocation of vendor locations/sites and will be the arbiter of any disputes.
- The location of vendor locations/stalls is at the discretion of the Market Manager.
- Vendors are required to have a Streatrader Permit.
- Yarra Ranges Council temporary food permit if cooking on site.
- Public liability insurance – no insurance means no entry.
- Observe all relevant safety practices and procedures.
- The Market Committee will conduct basic safety compliance checks of stallholder's sites to ensure marquees are secure, no electrical hazards, and other safety checks.
- At the end of the Market, stallholder site must be left clean and tidy, and your rubbish taken with you, not left on-site.

Adverse Weather Conditions

The Market will operate in varying weather conditions. During adverse weather conditions:

- The Market Manager and Committee will assess the predicted and current weather conditions to determine if it is safe to continue Market operations. The decision to cancel or close the Market is the responsibility of the Market Manager and Committee based on the advice, alerts and warnings issued by the Bureau of Meteorology and emergency services. Their decision is final and will be communicated as soon as possible to relevant stakeholders and stallholders.

- Vendors may pack up their stall due to adverse weather conditions but may not leave unless permission is given by the Market Manager.
- No refunds/credits are given for the cancellation of the Market and/or reduced trading hours on Market day due to adverse weather conditions.
- Declaration of a Total Fire Ban by the CFA **will** cancel the Market, the Market Manager will inform Stallholders as soon as possible after the CFA declaration.
- The Committee (and Rotary Club of Lilydale) will not be held responsible for any loss, damage or injury whatsoever resulting from adverse weather conditions.

Market T&C Breaches

Failure to observe the T&C may, in the opinion of the Committee, give cause to initiate disciplinary action. Consistent breaches may lead to suspension and/or possible expulsion from the Market.

Code of Conduct

At all times, all stallholders must deal with each other, Market customers, Market committee and volunteers in a courteous and professional manner. Abusive and/or threatening behaviour will not be tolerated at any time or under any circumstances. Such behaviour may constitute grounds for immediate expulsion from the Market.

In particular, stallholders are expected to support the Market, the Market Manager and Committee in all administrative/operational matters. Should a stallholder have a grievance about any Market related matter, they are expected to bring their grievance to the attention of the Market Manager and/or any Committee member. Any wilful public disclosure of any grievance to other parties and/or the media will not be tolerated and will constitute a breach of the T&C and may be considered grounds for immediate expulsion.

Failure to observe Market T&C and the guidelines in the Market Operations Manual may give cause to initiate disciplinary action and/or the dispute resolution process by the Market Committee.

Dispute Resolution

The T&C set the basic standard applied by the Committee when dealing with confrontations and/or disputes between the Committee and stallholders.

Where a stallholder may have a grievance or dispute about a Market matter, they must first raise the matter with the Market Manager. The Market Manager has several options available to resolve the matter:

- Investigate matter to determine the facts and likely resolution
- Consult with the Committee members present to take immediate action if applicable
- Defer resolution to further investigate or seek advice

A stallholder in breach of these T&C may be issued a warning, suspended or expelled from the Market by the Committee.

If a stallholder wishes to dispute the decision of the Committee, may do so in writing within 14 days of the receiving written notice.

Disclaimer of Liability

Stallholders agree to indemnify the Market Committee from and damage, expense 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 stallholder or elsewhere arising out of its occupancy or anything connected with the occupancy

The Market Committee will not be liable for any loss or damage to the property of the stall holder due to fire, robbery, accidents or any other cause whatsoever that may arise from use and occupancy of their Market site.



Rotary Club of Lilydale Craft & Produce Market Stall Holder Car Parking Rules

Stall Holders are required to park their vehicles in the designated Trader Car Park. Your vehicle taking up customer car spaces is detrimental to you as a trader and the Craft & Produce Market. The Market Manager and Rotary Volunteers will check and direct you to move your vehicle if it is in customer car parking spaces.

Traders Parking Area 1:

Stall Holders with Stalls 1- 16 on the West Side. This area is in the car park, open from 7.00am until approx. 8.45am when it will be closed and traders unable to move their vehicle until 2.00pm.

Note: Stall 17 - 60 located on the grassed area are permitted to park their vehicle at the rear of their stall, provided it does not block or impeded the footpaths. Stalls 17 – 22 (south side) will have limited space available to park with their stall, the Market Manager will advise you where to park. Between 9.00am & 2.00pm you cannot move your vehicle.

RCL members & Traders Parking Area 2

Parking available along Akarana Drive and in the paddock, park here as directed by the Market Manager and Rotary Volunteers.

