



MARKET CHARTER 2020

INTRODUCTION

The Gloucester Twilight Christmas Community Markets is proudly presented by the Gloucester Business Chamber and the Gloucester Farmers Market. It is an opportunity for local and regional vendors to sell products tailored as Christmas gifts, to support each other after such a difficult year and to create a special local Christmas shopping experience.

DATE AND LOCATION

The Gloucester Twilight Christmas Community Markets will be held on **Thursday 26th November, 2020**. The event begins at **5.00pm** and ends at **8.00pm** and is located at the southern end of Billabong Park, Gloucester at the corner of Denison Street and Billabong Lane (where the monthly Farmers Market is held). Set-up for stallholders is between 3.00pm and 5.00pm. Only in an extreme weather event will the Market be cancelled. In the case of a cancellation, a notice will go out on the Gloucester Twilight Christmas Community Market Facebook page as early as possible on the day of the event and an email will be sent to all stallholders.

SUMMARY OF COMPLIANCE

- ▶ The GTCCM seeks to encourage local and regional vendors/artisans/stallholders to be a part of this tailored event.
- ▶ Christmas markets are the perfect place to find something for everyone from gifts to decorations. Handmade items, arts & crafts, produce...anything that you would love to find under the tree or give to others. Please note : No second hand or preloved items.
- ▶ Vendors must submit copies of appropriate and current insurance certificates, licences and permits (if applicable) at the time of application as well as having hard copies with you on-site in the event of a Council inspection
- ▶ All food vendors must have registered their business with www.foodnotify.nsw.gov.au
- ▶ All food vendors must comply with Food Standards Australia rules and regulations www.foodstandards.gov.au
- ▶ Each stallholder is responsible for the safety of his or her own equipment, own products and must maintain adequate product and public liability insurance
- ▶ Stallholders are required to stay until the market concludes at 8.00pm and leave their site clean
- ▶ Stallholders will need to comply with any Covid-safe best practice measures advised by the Market Coordinators



WHO CAN BE A STALLHOLDER AND HOW CAN YOU APPLY?

- ✓ Approved applicants, in accordance with this Market Charter
- ✓ Applying stallholders are required to complete the Market Application and Risk Assessment which will be available on the Business Chamber website www.gloucesterchamber.com.au and also on the Gloucester Twilight Christmas Community Market's Facebook page
- ✓ Due to Covid spacing regulations, there are limited stall spaces available therefore it is advised to submit your application as soon as possible. Once the spaces have been filled by approved stallholders, a waiting list will be created for any "temporarily approved" applicants who wish to be considered for any last minute stall availability
- ✓ When applying, you must ensure that you have submitted your completed Market Application, a current copy of your insurance, Certificate of Currency (if applicable), completed Risk Assessment in accordance with OHS&W and a copy of Council Notification (if applicable – food sales). If all elements are not provided or completed, your application may be declined
- ✓ The Market reserves the right to prohibit anyone from selling at the Market and remove anyone who has violated the rules governing the Market Charter. Stallholder fees will not be refunded in this case.

STALL ALLOCATION

- Stallholders will receive a site map during the week leading up to the event. Site requests will be considered but not guaranteed. Stall placement is at the discretion of the Event Coordinators - stallholders will not dictate their stall placement.
- Covid safe distancing measures will be utilised in site layout
- There will be no agreements for stallholders to be exclusive product providers, more than one of any type of product, food and drink will be available
- It goes without saying that all stallholders and stall representatives will treat everyone with respect and kindness. Any questions, concerns or feedback on the event are to be directed to the Market Coordinators and not used publically, online or on location to harm the brand, reputation or good will of the event
- Any final decisions made by the Market Coordinator/s will be respected and adhered to. Bullying, intimidation and harassment will not be tolerated in any form leading up to, during or after this event.



MARKET FEES

Market fees will be paid online prior to COB on Monday 16th November, 2020. Banking details will be provided to all stallholders on the Application Form. Cash payment on the day may be considered, please discuss this with the Market Coordinator.

3m x 3m site	\$30 per market
3m x 3m powered site (if available)	\$35 per market

SITE FEES : NOT-FOR-PROFITS

Not-for-profit organisations, charities or clubs are not required to pay for a site.

CANCELLATION OR CHANGE OF MARKET ARRANGEMENTS

In the event that there is a need to cancel or change the Market arrangements from proceeding as normal, stallholders will be advised by 12noon the day before the event or as urgently as possible. In the event of a severe weather event, please watch over the event's Facebook page for the most current updates.

LEGAL REQUIREMENTS

NOTIFICATION TO COUNCIL FOR TEMPORARY FOOD STALL

All food stall operators must complete a "Notification to Council for temporary food stall" (Food Act 2003, Local Government Act 1993) to be issued with a current Approval Letter. If you do not have a current Approval Letter, you are unable to set-up and trade as a temporary food business in the MidCoast Council area.

The information that also needs to be supplied to MidCoast Council includes:-

- ✓ Food Safety Supervisor Certificate (FSS) if required for food processes
- ✓ Insurance details **Public & Products Liability Insurance** with a limit of indemnity of not less than \$20 million for any one occurrence. Where a food vending vehicle is proposed to be used, **Motor Vehicle Insurance** with a limit of indemnity of not less than \$20 million. MidCoast Council **must** be named as an interested party.
- ✓ Most recent temporary food stall inspection report



WORK, HEALTH & SAFETY – OHS WORKCOVER

Each vendor is required to complete a risk assessment of their stall as part of the application process. A risk assessment is an evaluation of potential risks and the measures you have put in place to reduce or eliminate potential harm to staff or customers. Any shelters, equipment, fittings or materials deemed not to comply with OHS&W regulations, or are considered to be unsafe for any reason, will need to be removed from the site by the stallholder.

INSURANCE & GST

The Gloucester Twilight Christmas Community Market is not responsible for public and product liability insurance or for the collection and payment of sales tax (GST) for individual vendors. Stallholders must have appropriate public and/or product liability insurance 'Certificate of Currency' when reserving a site (typically by providing policy details) and/or at the commencement of trading at the Market. Failure to provide current insurance policy details will preclude participation in the Market.

VEHICLE MOVEMENT

No stallholder or customer vehicles will be allowed to move in or out of the Market site during Market hours. Set-up must be completed before the commencement of the Market at 5.00pm and one hour will be allowed after the market closing time (8.00pm) for completion of sales, bump-out and site clean-up.

GAZEBOS

Gazebos, canopies, tents, umbrellas and the like shall always be safely secured in the case of unexpected weather events. All sites will be spaced out according to Covid restrictions, please ensure you set-up your gazebo and stall area in the designated space on the site map.

SUB-LETTING

Stallholders are not permitted to re-sell, sublease or allow anyone else to use their space if not attending the Market on market day. If a site is not to be used by the approved stallholder, the Market Coordinator can re-assign the available space to another stallholder on the waiting list. The site fee is non-refundable and the stallholder forfeits this fee and the right to the site if not attending on Market day, unless prior notice is provided 3 business days before the Market commences.



COMPLAINTS

Any grievance regarding stallholders or their products should not be directed to the stallholder in question, but the initial grievance should be reported to the Market Coordinator who will advise those involved of what action is to be taken.

INAPPROPRIATE BEHAVIOUR

Inappropriate language, behaviour, music or lighting, profanity, noise or other harassment or abuse by a stallholder, participant and/or anyone assisting your stall toward another stallholder, participant or customer of the Market is grounds for immediate and permanent expulsion from any further similar events. This also extends to online behaviour and interactions. Negative, personal or derogatory comments made online will be reported, deleted and will result in permanent expulsion for those involved. The Gloucester Twilight Christmas Community Market does not tolerate any form of physical, mental, emotional or verbal bullying. Anyone accused or found to displaying these behaviours will be asked to leave the event immediately. This is a community event at a time of year that should be full of kindness and good will towards each other.

MARKET WEBSITE & FACEBOOK

A Facebook page will be created for the Gloucester Twilight Christmas Community Market and will also be featured on the Business Chamber's website, the Chamber's FB page and also the Gloucester Farmers Market FB page. The Twilight Market's FB page will provide general event information as well as promoting individual stallholders (if images and information is supplied). To assist with promoting the Gloucester Twilight Christmas Community Market and in turn your products, liking and sharing these posts onto your business and personal pages is one of the most effective and low cost methods of promoting the event and attracting people to the market. If you are able to, please providing a short 50 word biography of you, your business and products as well as high resolution images of your products, stall and of you (making your products, or at your stall/business would be preferred).

SOCIAL MEDIA

Like and share Gloucester Twilight Christmas Community Market's Facebook page and other stallholder posts through your social media channels, this expands your reach and creates a network. Market photos shared on social media should be tagged with @Gloucester Twilight Christmas Community Market and hashtagged with #gloucestertwilightchristmascommunitymarket #market #barringtoncoast #gloucester #lovelocal #supportlocal

CONTACT AND ENQUIRIES

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