



STANDARD MARKET POLICIES

Updated June 2020

1. Bad Weather Policy

No credits or refunds will be issued in case of bad weather on market day.

The market will not be cancelled unless there is an extreme weather situation which could affect the safety of stallholders or patrons. This decision will be made usually the day before the market and for instance this could be due to extreme fire danger, high winds over 50kmh, torrential rain all event, but sometimes cancellation will be within a few hours' notice. If this is the case, we will credit your pitch fees to a future date.

2. Booking Amendments & Cancellations

- a) Stall Fees are not refundable for any trader once you have paid.
- b) If the market is postponed by the venue (usually a council) due to force majeure (like Covid-19) then stall fees paid will be credited to the stallholders account to use at any market. No refunds will be issued.
- c) Once an invoice has been issued on Square it is classed as the acceptance of your attendance at the market. If you decide to cancel your pitch, this must be done 10 days or more out from the market with the invoice then cancelled with no penalty.
- d) If you cancel your pitch within 10 days of the market you are still liable for the stall fee and this will need to be paid before you are accepted into a market

3. Blacklist

We operate a blacklist of stallholders at Unrivalled Events. You will be listed on our blacklist for the reasons below. This will mean you will be taken off our mailing list and not be eligible for further markets with us.

- a) Non payment of Stall Fees for a market that either you have cancelled or despite follow up not paid and then we have cancelled your pitch
- b) Failure to attend a market with no phone call or email before the market start time unless there are exceptional proven circumstances.
- c) Poor Social Media Behaviour. We will not tolerate negative comments made about Unrivalled Events Markets or staff on social media without you having addressed these concerns with us via email. We are not into gossip and welcome any feedback or concerns you have. We have eyes everywhere online so please respect that we are running these markets to help benefit stallholders
- d) Bullying, harassment or rudeness towards staff at our markets will not be tolerated. Load in is a high-pressure situation and we need all stallholders to respect both staff and other stallholders during this process. Be constructive but polite with your concerns
- e) Bullying or Arguments between stallholders. Please respect your fellow stallholders and try to work out issues amicably. If you have an issue you cannot solve please

contact Unrivalled Events Staff. Raising of voices and arguments will not be tolerated.

4. Communication

- a) Unrivalled Events pre event communication is done by text message with a link to the stallholder login page on the website and your password. It is not done via email.
- b) Stallholder communication on the day should be done via text to 0411 239496 with your business name on the text. Pre event this should be via email

5. Electricity Hire

There is a power on site for those stalls that have paid for electricity. This cannot be used by anybody else. You need to book Power prior to the market with how many 10 and 15 amp points you require. Those with electricity please bring at least 2 x 20m extension cords. Your power will be billed on your invoice.

6. Electricity Checks

Stall holders must ensure that all electrical equipment and leads are tagged in compliance with relevant laws and can be randomly checked on market days.

7. Gas

All food vendors using LP Gas are required to comply with the Code of Practice for safe use of LP Gas. All appliances must submit the Energy Safe Victoria Gas Safety Certificate before each market.

8. Insurance

All stallholders must be able to present their Public Liability Insurance Certificate for \$10 million dollars with their application.

If you do not have your own insurance you can take it out with us for \$15 for the day [here](#)
We will invoice you for this along with your pitch fee.

9. Registered Kitchen

Under the Food Act 184 food business and individuals who sell food from a temporary site such as stall, van, trailer are required to have a food operating licence from their home council

10. Street Trader SOT

A statement of Trade needs to be lodged via Street Trader Website so that the Shire are made aware that traders will be operating at our market. Please bring this with you on the day of the market along with limited liquor licence which must be displayed on your stall.

11. Stallholder Oil & Waste/Recycling

- a) All stallholder generated oil must be removed off site by stallholder.
- b) All stallholder waste must be taken off site with you and not dumped in the Unrivalled Events waste bins, unless you clear this with Unrivalled Events Staff after the event. We cannot transport bins that are overflowing so please make sure you contact staff before you ask to dump rubbish. If we have room we will try to accommodate but

please ask. Under no circumstances can you dump rubbish prior to the market. If you are found to have done this, your rubbish will be politely given back to you.

12. Water

There is usually a water tap onsite. Please see UE Staff for location

13. Weights for Marquees

We need to be strict on weights at our markets.

Look at this as a guide

- a) **Light** - Wind less than 18kmh = Minimum 10kg on each leg
- b) **Moderate** - 18kmh – 35kmh = Minimum 20kg on each leg
- c) **Strong** – 35kmh – 50kmh = Minimum 30kg on each leg

Over 50kmh for 1 hour predicted and it is likely market will be cancelled.

Examples Of weights

Sand Bags are up to 10kg and are not advised to be used other than in Light winds

Base Pods from Bunnings are around 12kg in weight full of sand

Steel Leg Weights are 20kg and can be purchased from [here](#)