



ORIGINAL EUMUNDI MARKETS

**STALLHOLDER INDUCTION INFORMATION
AND MARKET RULES**

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1 Stallholder Induction Information

Market Rules as set out in this document are provided to all approved Stallholders

Market Rules may be amended from time to time as provided for in the Stallholder Agreement.

CONTACT DETAILS The Original Eumundi Markets Ltd ACN: 147 086 468

ADDRESS: 80 Memorial Drive, Eumundi QLD 4562

EMAIL: admin@eumundimarkets.com.au

WEBSITE: www.eumundimarkets.com.au

MOBILE: 0427 993 703

OFFICE HOURS: Tuesday Thursday Friday 8am - 4pm Wednesday 7am – 3pm Saturday 6am - 2pm

SOCIAL MEDIA:

We encourage all stallholders to have an active Facebook and Instagram account and recommend posting a market day story on days you attend to increase your business exposure

FACEBOOK: <https://www.facebook.com/eumundimarkets>

INSTAGRAM: <https://instagram.com/eumundimarkets>

HASHTAGS: #eumundimarkets #theoriginaleumundimarkets #makeitbakeitsewitgrowit

TOILETS:

Public toilets are located at the end of the top terrace, in front of the bottom terrace and at Dick Caplick Park.

2 Market Trading

2.1 Insurance /Licenses/Permits/Certificates

Please email admin@eumundimarkets.com.au with your certificate of liability insurance, licences and certificates as required so we can ensure the most current is always on your file.

If your Stallholder Agreement is not submitted and counter signed by OEM, if insurance/licences are not up to date you will be unable to trade.

Food stallholders must provide any food permit/licenses evidenced before 1st day of trading

2.2 Market Trading Hours

Wednesday 7.30am - 2pm Saturday 7.30am - 2pm rain, hail, or shine

OEM PHILOSOPHY: Make it. Bake it. Sew it. Grow it.

STALLHOLDER PROFILE: As an approved stallholder, your access to the stallholder only area has now been approved. Please familiarise yourselves with this area as essential information and processes are available in this area. You can also update your profile details and check the market site placement map to view your position for the upcoming market. We also recommend adding yourself to the OEM stallholder only Facebook page.

2.3 BOOKINGS

All stall bookings are taken via TEXT only to the office mobile on 0427 993 703. Your text must include the following:

- Date of attendance
- Site size: eg. **3mx3m or 6mx3m**
- If you wish to hire a marquee or provide your own (marquee hire is dependent on availability).

Bookings must be received by 9am the day prior to market and site placement is dependent on availability. We will always contact you if there are any issues with finding you a suitable site for your requested day.

You will receive a text message confirming your booking has been received and an invoice will be sent to you via email and **payment is required prior to you attending the market.**

The market day site placement map is loaded to the stallholder only area of the website by 12 noon the day prior to market day. Stallholders must log into the stallholder only area to view the map and see where their site placement has been allocated.

2.4 Cancellations

If you are unable to attend the market your cancellation must be made only via text message only to the office mobile 0427 993 703. Cancellation deadlines are as follows:

Before 4pm Thursday for Saturday market.

Before 4pm Monday for Wednesday market.

Cancellations made after these deadlines will still incur the full site fee.

Cancellations due to bad weather are non-refundable.

2.5 Bump in/bump out

If you are unsure of the exact location on market day call 0427 993 703 on arrival for assistance. On arrival at your site please unload your vehicle promptly and remove your car from market grounds. Your stall must be fully set-up and vehicles removed from market grounds 15 minutes prior to trade:

Bump in - 7:15am for a 7.30am start on both Wednesdays and Saturdays

Bump out – Pack up cannot commence until 2pm. No vehicles are to enter market grounds until 2:15 pm or as directed by OEM grounds staff.

You must not pack-up your stall before the market closes which is 2pm. If you sell out of stock before 2pm, you must place a sign on your stall to say 'sold out' and wait until the end of trading to pack up. At the end of trade please fully pack your stall before bringing your vehicle onto market grounds and liaise with fellow stallholders to organise "cars in" order.

Prior to departing, please ensure your site is left clean, all rubbish has been taken offsite and no belongings are left behind. Please be courteous to your fellow stallholders and OEM staff during bump in / bump out.

2.6 Site Rental and Service Fee Payments

Stall rental and Service Fee payments must be made online upon receiving your invoice, as per the terms of your agreement. Unpaid invoices will attract a late payment fee and may result in the loss of stall site allocation.

Payment methods currently accepted are Stripe, Square and Direct Deposit. Surcharge and administration fees related to payment method or use of payment platforms and any booking platform will be passed on and paid by the Stallholder. Such fees may alter from time to time in line with merchant or platform price changes.

2.7 Parking for Stallholders

The market carpark is operated by ECCO Limited (Eumundi Combined Community Organisation) and is manned largely by volunteers. Parking is available for stallholders as follows:

Car Park opens at 5.30am.

Payment is card only and the Stallholder discounted rate is \$6.10. You will be directed to park in the nominated stallholder area (in the centre of the carpark).

The discounted rate does not apply after 9.30am – general parking fees apply after this time.

Please obey all directions from parking attendants and observe speed limits.

3 Stallholder Site Operational Requirements

3.1 Power Cords and Electrical items

- (a) All electrical equipment shall be maintained and in good condition at all times.
- (b) All equipment must be inspected, tested, and tagged before introduced for use.
- (c) If your items do not have a current tag, you will be unable to use them.
- (d) Test intervals may be required by OEM Ltd. between 3, 6 and 12 months depending on the equipment. If testing and tagging is required, this shall be performed by a competent person. Tags shall be affixed on the electrical cord within 150mm of the plug, and a record kept.
- (e) Only power boards provided with an overload cutout switch are to be used.
- (f) When replacing or repairing electrical cords, clear plugs are preferable to opaque plugs.
- (g) Heaters, double adaptors, piggyback leads and residual current devices are not approved for use at OEM.
- (h) Risk assessments shall be undertaken where interpretation of regulations or policy is required.
- (i) A durable non-metallic tag will be fitted to compliant equipment, or the tag will be fitted to the cable where the cable is fixed to the equipment. The tag will show the tester's name and the date of test.
- (j) Test and tag audits are undertaken by OEM at its discretion.

Any electrical equipment that has not been tested and tagged will be immediately withdrawn from use.

3.2 Waste Management

All rubbish bins located in the market grounds area are for the use of **the general public only**.

Stallholder generated waste including cardboard and used cooking oil is to be taken offsite and disposed of.

OEM site is monitored by CCTV.

3.3 General Stall Site requirements

- (a) Stallholders must keep stalls looking clean and presentable at all times.
- (b) Please ensure your marquee is clean and in good condition.
- (c) All stallholder belongings, including signage are to be kept within your allocated stall and no items are to be placed on garden beds.

- (d) Electrical leads are to be kept tidy and must not be a trip hazard.
- (e) Stalls must be manned at all times during trading hours.
- (f) Stallholders are not permitted to bring pets to the market.
- (g) Marketing is not permitted outside your allocated stall site. ie: brochure distribution.
- (h) Spruiking in the market is not permitted.
- (i) Radios and speakers are not permitted during market hours.
- (j) Stallholders are responsible to bring their own chairs, tables, marquee sides/back and sandbags.
- (k) Marquees should be weighted with a minimum of 20kg based on a Beaufort scale of 6: Strong Breeze.
- (l) Stalls must be fully set-up and vehicles removed from market grounds as required under these Market Rules.
- (m) When driving vehicles within the OEM grounds, use hazard lights at all times and observe a speed limit of five (5) kph
- (n) Stallholders are not permitted to pack up early or leave their Site until the end of Trading Hours, in the event the Stallholder 'sells out' on any trading day.
- (o) Stallholders must uphold acceptable dress codes and codes of conduct as advised, from time to time, by OEM or as published on the OEM website.
- (p) Stallholders must ensure that the Site is always attended or supervised.
- (q) Presentation of the stall needs to be in a clean and professional manner and the Stallholder's Property is contained within the Site. OEM management has the discretion to request changes to stall site presentation to ensure that our OEM standard is maintained as one of the leading markets in Australia.
- (r) Stallholders must adhere to, and comply with, Australian regulations including weights and measures, labelling, and pricing standards as stipulated by Product Safety Australia or any other Australian Government Department.
- (s) Stallholders must ensure the safety of equipment with relevant tie down measures in place.
- (t) Stallholders must present themselves, their site and OEM in a professional, safe and courteous manner and not engage in behaviour that, in the opinion of OEM, at its sole discretion, brings the reputation of OEM or the markets into disrepute.
- (u) Stallholders must not engage in conduct that is offensive or of nuisance to other stallholders, OEM or the public.
- (v) Stallholders must leave their Site in a clean and tidy state removing all waste and rubbish from the Site.
- (w) Washup room is for the use of OEM food stalls and to be used for only wastewater, no oil or solids. Misuse of the wash up room may lead to a bill for plumbing services to address issues caused by misuse, these fees will be passed onto the relevant stallholder. Note the washup room is covered by CCTV.
- (x) Stallholders must be conversant and comply with, any occupational workplace health and safety (WH&S) regulations or legislation and planning requirements relevant to the operation of their business at the Site and ensure that their employees or contractors are aware of such regulations and legislation.
- (y) WH&S Policies are available from OEM for the purpose of Stallholder's compliance.
- (z) Stallholders must declare any WH&S incidents which occur on the Site to OEM immediately.
- (aa) Plastic Free Market – no single use plastic packaging items such as; bags, cutlery, drinks, plates.
- (bb) Beverages must be served in compostable paper cups.
- (cc) All stallholders must accept OEM gift or promotional vouchers as payment for goods and services. Valid vouchers must be dated and signed by OEM management.

4 Food Sites

Stallholder agreement must be returned signed along with Certificate of Liability and any food permit/licenses evidenced before 1st day of trading.

4.1 Food Licences

All food stalls must have:

- (a) Queensland State approval.
- (b) Display a current Sunshine Coast Regional Council Food Licence Certificate.
- (c) Display other relevant licences and food labelling as required for your product,
- (d) Any other relevant Government checklists and certificates as may be required based on updated/amended regulatory/legislative changes and amendments.
- (e) All gas bottles must have an accompanying certificate.
- (f) Stalls using any type of cooling facility must have a working thermometer.
- (g) Stalls using any type of heating facility must have an appropriate safety barrier.
- (h) Drop sheets must be used for stalls cooking or heating food on site.
- (i) Proof of commercial kitchen preparation for any offsite catering or food preparation must be provided.
- (j) Suitable handwashing facility as per the Minimum food safety standards for temporary events.
- (k) OEM branded water is the only water approved for sale and can be purchased from the market office.
- (l) No soft drink sales or other beverage sales are permitted unless approved.

4.2 Food Vendors Tasting Sample

When providing taste testing samples of food products, the stallholder must:

- (a) Provide single serves of the product.
- (b) Use compostable cups, spoons and toothpicks.
- (c) Not let samples become contaminated.
- (d) Supervise the samples to ensure that customers do not contaminate by re-dipping spoons or other items.
- (e) Use tongs and gloves when handling samples.
- (f) Display signage adjacent to the taste testing stating "No double dipping, single serve only".
- (g) Everyone involved in the cooking and serving process is to be suitably attired in clean protective clothing.
- (h) All packaging must be compostable or reusable.

5 Allied Health and Therapeutic Requirements

Therapeutic goods are broadly defined as goods, which are represented in any way to be, or are likely to be taken to be, for therapeutic use. Therapeutic use includes use in, or connection with, preventing, diagnosing, curing, or alleviating a disease, ailment, defect or injury, or influencing, inhibiting or modifying a physiological process.

All Stallholders must hold a recognised qualification and/or training in the categories of services/advice they are providing.

All Stallholders who are providing therapeutic services/advice must be registered with an appropriate industry body such as the Australian Traditional Medicines Society (ATMA), National Herbalist Association of Australia (NHAA), Australian Traditional Medicine Society (ATMS), Australian

Natural Therapists Association (ANTA), the Australian Integrative Medicine Association (AIMA) or other approved bodies.

All Stallholders who are providing therapeutic services/advice must have current professional and public liability insurance for the categories of services/advice they are providing.

All stallholders selling therapeutic goods must comply with the compulsory rules and regulations of the Therapeutic Goods Act 1989 which is administered by Therapeutic Goods Administration of Australia.

All stallholders selling therapeutic goods that are exempt or excluded from the Therapeutic Goods Act 1989 must comply with the Queensland State Legislation.

6 Stallholder conduct

You must not:

- (a) engage in conduct that is offensive or of nuisance to other stallholders, OEM or the public;
- (b) leave your Site in an untidy state;
- (c) dispose of stallholder waste in the general waste streams for market visitors;
- (d) wear offensive or inappropriate clothing, as defined at the sole discretion of OEM;
- (e) ride bikes, skateboards, roller blades or scooters within the Market;
- (f) permit animals to enter upon the Land and the Market (excluding assistance dogs or other animals as agreed by OEM or as otherwise permitted under this Agreement);
- (g) distribute hand bills or other advertising materials;
- (h) solicit unauthorised products or business;
- (i) attempt to sell any product or service unless otherwise authorised by OEM;
- (j) attempt to sell counterfeit goods, illegal, prohibited or unauthorised goods, including weapons, knives and swords, martial arts items and display pieces, any guns, replica guns or toy guns, and pornography;
- (k) smoke or vape at the Market;
- (l) bring illicit substances, or hazardous chemicals into the Market including alcohol for the purpose of consumption or sale, tobacco, nicotine or tobacco related products for sale, or medications for sale or otherwise;
- (m) light a fire or naked flame within any area of the Market;
- (n) move a vehicle within the Market other than in accordance with these Market Rules;
- (o) dispose of any liquids or waste items into drains, gardens, rubbish bins or other non-approved areas of the site;
- (p) park vehicles, including forklifts in the designated food court trading area or behind dine in food Stalls, in a fruit and vegetable Stall area, on a designated corner Stall area, or in any non-approved parking area;
- (q) connect any electrical item that is not tested or tagged in accordance with AS/NSZ 3760 In-service safety inspection of electrical equipment, and is not approved for use by OEM;
- (r) attach any ropes, chains, sticky tape, signage or other to any structure; and
- (s) use or remove equipment that does not belong to the Stallholder.

7 First Aid

Basic first aid is available at the market office, this includes staff trained in the use of a defibrillator, however in the case of an emergency please call 000.

8 Evacuation Plan

Please familiarise yourself with the OEM evacuation map below. In the event of an emergency, an alarm will sound from the Pink Building. Stallholders are responsible to ensure they and their employees, contractors and agents comply with the evacuation plan. Please ensure you make your way to the closest Muster Area.

