



STANDARD MARKET POLICIES - Updated October 2024

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. This is done on the Monday of market week. It is not done via email.
- b) Stallholder communication on the day should be done via text to 0411 239496 with your business name. We do not have everyones name stored in our phone.
- c) Our Bulk SMS Message's are from a central system so if you reply state your business name and market please.
- d) Questions. If you have a question, please email markets@unrivalledevents.com.au as we answer all enquiries. We do not answer calls sorry as there is no proof of what was discussed, and conversations may get misinterpreted.

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 don't have your own insurance, our policy does cover this.

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. Food Trader SOT

A Statement of Trade needs to be lodged via Food 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 a usually a water tap onsite. Please see UE Staff for location

13. Marquee's

It is compulsory to have a marquee and weights at our market.

With the unpredictable weather these days, it is important that you have a strongly built marquee. If we feel that your marquee / gazebo will not survive the weather for the day, we can ask you not to assemble and take down especially if we feel that it presents a danger to the market.

Just for clarity there is a difference between "gazebo's" and "marquee's"

- **Gazebo's** – Are purchased at Bunnings, BCF etc (Wanderer, OzTrail, Marquee brands) and are cheap but will snap and bend in windy conditions and prove very dangerous to patrons. We have seen this at markets.
- **Marquee's** – Can only be purchased from professional Marquee Companies of which our partner is [Canopy Outdoor](#) and details are on the Stallholder Tips Page of our Marquee. These are built to survive winds that our markets operate under.

Therefore, we strongly recommend you invest in a 'Marquee' for our markets. Click the Stallholder Tips Page on our website for discounted prices.

14. Weights for Marquees

We need to be strict on weights at our markets.

Look at this as a guide

- a) **Light** - Wind less than 20kmh = Minimum 10kg on each leg
- b) **Moderate** - 21kmh – 39kmh = Minimum 15kg on each leg
- c) **Strong** – 40kmh – 50kmh = Minimum 20kg on each leg

Over 50kmh consistent 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 form Bunnings are around 12kg in weight full of sand

Steel Leg Weights are 15kg and can be purchased from our Supply Partner [here](#)

15. Load In's

Below we will detail the Load In procedures for our Markets

- **Mt Martha South Beach Market** – Drive in, unload, park offsite
- **Soul Mornington** – Indoors, Unload and Trolley in stall

- **Soul Moorabbin** – Indoors Car behind stall
- **Soul Summer** – Car Only behind stall (no trailers)
- **The 5ifth** – Car & Trailers behind stalls
- **Lakeside** – Drive in, unload, park onsite in car park
- **Hampton East**– Drive in, unload, park onsite in car park limited park behind stalls
- **Tiny Forest** – Drive in, unload, park onsite in car park

16. Load In Times

- a. **Day Markets** – 7am until 9.30am
- b. **Night Markets** – 2pm until 4.30pm

17. Stallholder Status

PERMANENT STALLHOLDERS

- You must be available for ALL dates and receive these benefits
 - You will have the same pitch at each market.
 - You receive a discounted pitch fee

If you pull out of a market, you lose your Permanent Status and will have to reapply as a Casual or Waitlist with no guarantee of getting straight back in.

CASUAL STALLHOLDERS

- Market by Market bookings or if you are not available all dates
 - You are not guaranteed a place at each market or the same pitch.
 - Slightly higher pitch fee

WAITLIST

- A great way to get in last minute to a market that is full if you are available on short notice. Waitlist for each market is released on the waitlist form the Monday after said market.