



Phone: 0455 265 599/03 9435 8282
Email: dvcsmarkets@dvsupport.org.au
Website: www.dvcsmarkets.com.au

Diamond Valley Community Support Inc. (Manager) manages community markets in the Northern suburbs of Melbourne. During the year the Manager will run ("Pop Up") markets at various locations in conjunction with other community organisations. These markets will be conducted under the rules and regulations relating to the operation of community markets. Specific terms and conditions which apply to all stall holders are detailed below.

Terms and Conditions – Pop Up Markets

Existing Stallholder Bookings

- Once a Pop-Up market is approved an email will be sent to all existing stallholders to advise them of an upcoming market. (The DVCS Markets website and social media pages will also be updated)
- To book a site, an email must be sent to project@dvsupport.org.au (no on-line bookings can be made)
- A confirmation response will be provided within 5 working days

New Stallholder Application

- Apply via www.dvcsmarkets.com.au. Complete and submit a new stallholder on-line application
- The description of the products for sale is critical as the Manager reserves the right to reject an application where the same product(s) are already being sold. Stallholders can only sell products that are agreed upon during the application process. Email project@dvsupport.org.au for approval of any subsequent new products.
- Food stallholders must have a food trader licence and public liability insurance (minimum \$10m)
- All other stalls that sell consumables, including cosmetics and animal products must have public liability insurance (minimum \$10m)
- All vehicles brought onto the market site must have Third-Party property insurance
- A decision on an application should be communicated within 14 days of submitting an application

Operating Times

- Arrival Time is 7am onwards (Regular positions cannot be guaranteed after 8:30 am)
- The stallholder must match the booking name and provide proof of identity, if asked
- The market officially opens at 9am
- Pack-Up time is at 2pm

Non-Attendance/Cancellation

The stallholder must inform the Manager as soon as practicable when they are unable to attend, via email dvcsmarkets@dvsupport.org.au or text the market mobile on 0455 826 599. If notice of non-attendance is not received before 10am on the Monday following the market, the fee paid will be immediately forfeited, otherwise a full credit of the price paid for that market will be granted for a future market. (must be redeemed within 3 months)



Stall Sites

- The stallholder must ensure all structures, equipment and vehicles fit within the booked site limits.
- The stallholder, where applicable, must have weighted structures and suitable safety equipment.
- The stallholder is responsible for their own rubbish, including packaging, which must be removed at the end of the market.
- Market management will conduct regular site inspections and structures deemed unsafe may require immediate dismantling. Any such decision by market management must be abided by.
- Stallholders cannot move any vehicle within the market area between 8:30 am and 1:00 pm without prior market management approval.

Health and Safety

- All structures (i.e. tents, marquees) must be weighted down appropriately
- Generators must operate with minimal noise and fumes
- All electrical leads must be tagged and tested
- All electrical leads must be correctly plugged in and covered to avoid being a trip hazard
- LPG gas equipment must be in good working order and cannot be used on total fire ban days
- Stallholders must have their own weather protection
- The entire market area is a smoke-free zone

Products and Services

- Market management can terminate the sale of products or services that are illegal, counterfeit or not in accordance with the approved stallholder application
- Lobbying or representing political, religious, or potentially contentious community or social issues is prohibited
- The sale of all electrical items must be tagged and tested before sale

Other Requirements

- Abusive language or offensive behaviour to staff, fellow stallholders or customers will not be tolerated
- Damage to property, their own or to a fellow stallholder are the stallholder's responsibility
- DVCS can refuse stallholder participation for any breach of these terms and conditions
- Market Management has the full authority to enforce these terms and conditions, including directing a stallholder to leave the market site for failure to comply
- On extreme weather days, market management may cancel/allow an early departure. If prior to the day, an email will be sent to each stallholder and a Facebook post made. If on the day, market management will inform each stallholder. Where a market is cancelled prior to 12 noon on market day the stallholder will receive a full credit against their next market stall.
- Payments are to be made online, prior to market day, unless otherwise agreed, via <https://sitetrak.com.au/home.asp?c=DVCS%20Inc>

Complaints

- Complaints are to be addressed with the Market Manager on the day or can be directed to the Executive Officer:

Diamond Valley Community Support Inc.
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Greensborough 3088
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Email: eo@dvsupport.org.au