



## BROOKFIELD MAZE MARKET DAY: POLICY AND PROCEDURE

This policy applies to all stallholders and market users and is designed to maintain the authenticity, safety and sustainability of the Brookfield Maze Market Day (BMMD). This is the inaugural market, and the policy and procedures will be reviewed annually.

### 1. MANAGEMENT

The Brookfield Maze Market is managed by the Makietie at the Maze Committee, which consists of Francois and Tania Steyn (the Owners of Brookfield Maze), Hendrika Jooste (Flourish Overseas) and Steven Phyffer (Oorsee.com).

The Market Coordinator is Hendrika Jooste, who will manage the market bookings, build relationships with stallholders, organise market publicity, and manage the market's general running. Her contact details are [hendrika.jooste@gmail.com](mailto:hendrika.jooste@gmail.com) or Mobile: 0487 232 303.

### 2. MARKET FRONT DESK

On market day, the Market Desk is set up outside the main gate of the Maze Entrance. The desk is attended by volunteers from 7 am until 4 pm to answer queries from stallholders and patrons.

### 3. OBJECTIVES

In conjunction with Brookfield Maze, Flourish Overseas and Overseas.com, the objectives of the Makietie at the Maze Market are to:

- Bring together Victoria's South African community members to celebrate their cultural heritage.
- Develop and maintain a successful annual market at Brookfield Maze that is open to the general public.
- Continually improve the facilities and environment of the market area.
- Encourage selling goods and services grown, baked, made, or developed by stallholders, community groups, local producers and artists.
- Maintain a community focus on environmental sustainability.

- Provide opportunities for community groups to promote their organisations and raise funds during the market.
- Create a marketplace and atmosphere for social interaction for the community and visitors.
- Promote the town and district as a great place to live.
- Promote tourism in the region.

#### 4. STALLHOLDER INFORMATION & APPLICATION PROCESS

A stallholder is an individual, business or group wanting to trade at the BMMD.

Any stallholders intending to operate at the BMMD must book a site and answer the questions on the Trybooking site: <https://www.trybooking.com/CSRZK>

When booking your market stand ticket, applicants must acknowledge that they have read and accepted this Market Policy and Procedures document.

On market day, stallholders must check in with the Market Coordinator by calling 0487 232 303 between 7 am and 9 am. Assistance will be provided to locate their site, if necessary.

#### 5. FOOD AND BEVERAGE STALLS

The stallholders are responsible for ensuring they hold all appropriate licensing as required for their business. Further, the stallholders are responsible for obtaining and paying for any registration(s), food business certification, food handling permits, or other licenses needed. This includes an organic certification certificate if claiming organic status for products sold.

Stallholders must ensure they maintain the currency of all required documents.

Hard copies of all documents must be provided to the Market Coordinator before trading on the first day of participation or electronically by emailing to [hendrika.jooste@gmail.com](mailto:hendrika.jooste@gmail.com). Stallholders are required to keep copies of all registrations, renewals, and licenses at their stalls, which are to be made available for perusal by the Coordinator and Health Inspector if requested.

#### 6. INSURANCE

If you have Public and Product Liability insurance, please be so kind as to provide copies of all documents before trading at the market, either by email to [hendrika.jooste@gmail.com](mailto:hendrika.jooste@gmail.com) or as hard copies supplied to the Market Coordinator on the first day of participation. Stallholders must keep copies of all insurance documents at their stalls to be made available for perusal by the Market Coordinator.

#### 7. STAFFING

Stallholders must ensure that their stall is staffed by a person(s) who has direct knowledge and involvement in producing any items for sale. Ideally, food and beverage stalls will be done by the farmer, artisan producer, or family member. Stallholders must ensure all staff adhere to Public Health advice and licensing requirements.

#### 8. STALL FEE PAYMENT

Bookings are made via Trybooking at the following link: <https://www.trybooking.com/CSRZK>

The cost of a 3 x 3m stall is \$50, which includes a Day Entry Ticket to the Maze and facilities for two adults PLUS parking for one vehicle. Let us know if you need to bring a trailer so we can select a parking spot for you. If you require a bigger site, book two adjacent 3x3 sites.

The cost for a food truck spot is \$100, which includes a Day Entry Ticket to the Maze and facilities for two adults.

**Cancellations** must be in writing either by email ([hendrika.jooste@gmail.com](mailto:hendrika.jooste@gmail.com)) or text message (0487 232 303) to the Market Coordinator by 5 pm on Friday, 20 September 2024, the week before the market day. The site fee will be reimbursed within 14 days after the event. Cancellations via either voice phone messages or via third parties will not be accepted.

The site fee will not be reimbursed **for cancellations** made after the deadline.

## 9. SALE OR SUB-LETTING OF STALL SITES

Sale of or transfer of trading rights or sub-letting of sites by a stallholder to another stallholder is not permitted without the consent of the Market Coordinator.

## 10. SITES AND STALL SET UP

The setup time is officially from 7 am to 9 am on the morning of the market. Assistance will be provided at the Market Front Desk during this period to help stallholders locate their site.

All stallholders must arrive at their booked sites before 9 am to allow time to unload and set up their sites. Vehicles are not allowed into the gardens, and it is recommended that you bring a trolley to transport your equipment approximately 100-150 m from the parking lot to your site. We will have limited assistance available on the day. Vacant sites after 9 am may be re-allocated at the discretion of the Market Coordinator.

All stall equipment, including racks, tables, signage, etc., must be contained within the stall site boundaries. Stallholders may not encroach beyond boundary lines unless approved by the Market Coordinator.

Laneways must be kept clear and accessible to market patrons and persons with disabilities.

Tents, marquees, gazebos, covers and all stall equipment must be erected securely and weighted down on all corners immediately upon set-up (**BEFORE** any other site set-up requirements) in accordance with the equipment specifications. Unsecured structures may present a hazard in windy conditions, and the Market Coordinator may direct you to secure them or take them down.

Stall presentation must be of a standard acceptable to the Market Committee. All stallholder equipment must be in good repair and operated safely.

## 11. PACK UP

The market officially finishes at 4 pm and all stallholders are required to stay until the end of the market even if all their goods are sold. No pack-up is permitted before 4 pm unless agreed by the Market Coordinator.

All goods and equipment must be removed by 5 pm.

## **12. VEHICLES**

Vehicles are to be parked in the Maze parking lot as directed by the Market Coordinator. No vehicles are allowed into the gardens at any time, except for Food Trucks, for which dedicated sites are marked out.

Vehicles are allowed to park close to the garden gates for temporary unloading. Stallholders are asked to offload quickly and be considerate to others who want to unload. After unloading, vehicles must be moved to the Stallholder Parking Area (see Parking Map for locations) or to an alternative location as directed by the Market Coordinator.

Disability parking is available at the main entrance to Brookfield Mazes. Stallholders who need disability parking access need to arrange this with the Market Coordinator at the time of application.

Vehicles must not park on the nature strip or block driveways.

## **13. WASTE, RUBBISH REMOVAL AND SUSTAINABILITY**

All stallholders must take their rubbish with them and leave their site clean. THE MARKET BINS PROVIDED ARE FOR THE USE OF MARKET PATRONS ONLY.

The BMMD supports environmental sustainability and encourages all stallholders to use recyclable packaging and avoid the use of plastic bags or any other single-use plastic items.

## **14. RISK MANAGEMENT FOR COVID-19 AND SIMILAR EVENTS**

The Market Committee will:

- Keep traders informed of all information relating to markets available from the relevant Government websites
- Develop appropriate plans and documents pertaining to any changes to normal market operations where required
- Adhere to all the regulations associated with markets
- Ensure stallholders are aware of their obligations

## **15. ADVERSE WEATHER POLICY**

The market will operate in varying weather conditions, and stallholders must be prepared for adverse weather. At the discretion of the Market Coordinator, the market may close earlier if circumstances deem this necessary. Should adverse weather arise during a market, stallholders may pack up their stalls but may not leave without permission from the Market Coordinator.

If the market is to be closed due to adverse weather, a public announcement will be made via the Market's PA system. No refunds are given for reduced trading hours on market days due to adverse weather conditions.

## 16. EXTREME HEAT POLICY

In the case of a forecast temperature above 40°C, the Market Management may invoke the 'Extreme Heat Policy'. Market Management makes this decision on the Friday before or the day of the market. Event signage and social media will inform patrons, and stallholders will be informed via email.

The Extreme Heat Policy gives stallholders the option of closing their stalls early to protect products and/or for Occupational Health and Safety reasons.

Closures will be announced via the Market's PA system if the policy is being invoked on the day, and details about what time stallholders may pack up will be included. No refunds are given for reduced trading hours on market days.

## 17. ELECTRICITY, GAS & TOTAL FIRE BAN DAYS

Electricity at the Market is only allowable in specific locations and must be arranged with the Market Coordinator at the time of booking. Stalls where power is available will be limited to a 10A supply.

All leads and electrical equipment are to be supplied by the stallholder and must be tested and tagged. The Market Coordinator will check every device for compliance.

It is the responsibility of all stallholders with Liquid Petroleum Gas appliances to complete and comply with a gas safety checklist. These are available at the Energy Safe website ([www.esv.vic.gov.au](http://www.esv.vic.gov.au)). This document must be available at the stall at each market and presented if requested.

Stallholders using a heat source must have an in-date fire extinguisher and fire blanket accessible on-site at all times.

A Total Fire Ban permit (Section 40) must be acquired from the CFA to trade on a Total Fire Ban Day. This permit must be prominently displayed on Total Fire Ban Days. The CFA may check permits during these markets. Stallholders cannot trade without an issued permit.

**Please note:** The BMMD is in the Wangaratta Rural City fire district.

## 18. CODE RED POLICY

If the CFA calls a CODE RED DAY (Catastrophic), then the market will NOT operate that day. Site fees will, by default, be held in credit for the following market. Contact the Market Coordinator if you can't attend the next market and require a refund.

## 19. EXCEPTIONAL CIRCUMSTANCES CANCELLATION

The BMMD will be held rain, hail, or shine on the Market day. If exceptional circumstances arise that require the market to be cancelled, the Market Coordinator will inform all stallholders. All stallholder fees will automatically be carried over to the next market unless a refund is requested.

Stallholders choosing not to show up on the day of the market for any reason will not be entitled to a refund.

If a site is rendered unusable by rain or other reasons, the stallholder allocated to that site will be contacted before the market if possible. Every effort will be made to relocate the stall to another suitable site. If this is not possible, the stall fee will not be charged.

Market Management will not be held responsible for any loss, damage or injury whatsoever resulting from adverse weather conditions.

The Market Coordinator may declare the market closed before the official 4 pm close time. If this is the case, please follow direction(s) from traffic controller(s), Market Coordinator or other officials.

## **20. SMOKING WITHIN THE MARKET PLACE**

Brookfield Maze is a no-smoking area.

The Market Committee and Market Coordinator require all stallholders and visitors to Brookfield Maze to abide by this law and refrain from smoking , which includes vaping.

## **21. DOGS AT THE MARKET**

No dogs are allowed in the gardens unless they are service animals.

## **22. BEHAVIOUR**

Everyone involved in the market is expected to be careful, considerate and respectful towards the venue, other stall holders and the visitors to the Maze.

If a stallholder is found to contradict these values, a verbal warning will be issued. The stallholder will be instructed to leave the market if the bad behaviour persists. The stallholder will be notified of this via a letter from the Market Committee.

Extreme behaviour that endangers other stallholders, patrons, or perpetrators will become a police matter and will result in immediate eviction from the BMMD area.

## **23. GRIEVANCES**

Any stallholder or patron with a complaint or dispute regarding the BMMD or its management may write to the Market Committee. Correspondence should describe the nature of the grievance, giving specific examples and times/dates where possible. The complaint will be considered, and the initiator will be notified in writing of the outcome or action that is to be taken.

## **24. COMMUNICATION OF MARKET POLICIES AND FEEDBACK**

All stallholders will be advised via email of any changes to the market policies when they occur. Each stallholder is responsible for becoming familiar with the policy documents and keeping up to date with any changes.

All decisions made by the Market Committee are final. Any stallholder failing to follow the rules and regulations as outlined in this document risks being refused entry to the market as a stallholder.

The BMMD Committee encourages stallholders, community members and the public to submit ideas on improving the market in writing/email addressed to the Market Committee ([hendrika.jooste@gmail.com](mailto:hendrika.jooste@gmail.com)) or placed in the Suggestion Box at the Market Front Desk.