



## Pacific Palms Community Market

Community Centre, Lakes Way, Pacific Palms

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[www.palmsmarket.com.au](http://www.palmsmarket.com.au)

Updated 27<sup>th</sup> November 2016

## **PACIFIC PALMS COMMUNITY MARKET POLICIES & PROCEDURES**

### **Vision for the Markets**

- To provide a quality market on the mid north coast where the majority of products are handmade, home-grown or hand-baked by local people or local companies.
- To provide a day where Locals and Visitors can come together and enjoy music, entertainment and sample fantastic food and unique products from the region.
- To run an environmentally sustainable market.
- To be able to donate funds surplus to operating costs of the markets towards projects to improve the Pacific Palms Community Centre and surrounding grounds.
- To use profits to build a stronger community event such as advertising, website & updating Market equipment

### **Community Projects**

Some of the completed projects to improve the community centre & markets include:

- ✓ Building a deck which joins onto the centre
- ✓ Landscaping the grounds
- ✓ Traffic control measures & inserting wooden bollards
- ✓ Donating funds towards building the children's playground near the tennis courts
- ✓ Building a Palms Market website completed by April 2012. This will benefit the whole community by listing other community news and events.

### **Market Structure**

The Pacific Palms Community Market (PPCM Inc) is an incorporated body and is run by a committee of volunteers & the Market Coordinator.

The power to make all management decisions is vested in this incorporated body.

### **Green Market Environmental Impact**

We have a "no single use plastic policy" All packaging must be made from a sustainable source.

The market committee supplies a range of compostable packaging which can be bought at cost price.

Available in the hall at the Information Centre stall or contact the coordinator.

### **Recycling at the markets**

Palms Market is the first market outside Forster and the first market in our area to be offered the opportunity of a recycling program by the Great Lakes Council.

All waste can be separated into different bins as per the signage.

### **Skip Bins**

The market provides two skip bins for disposing of rubbish.

**GREEN LID** – Normal rubbish

**YELLOW LID** – Cardboard & paper only

There will also be black plastic garbage bins around the market and one is labelled for bottles and cans and the others are for general rubbish.

### **NUMBER OF MARKETS PER YEAR**

12 regular markets are held each year on the last Sunday of every month.

Extra markets are held in January, Easter and October long weekend.

### **STALLHOLDER DEFINITIONS:**

**(Once accepted as a stallholder please choose the option that suits you best either permanent or casual)**

#### **Permanent Stallholder**

- A stallholder, who has attended three consecutive markets, agrees to abide by the policies and procedures and has been approved by the Market Committee for permanent status.
- The Coordinator will assume the permanent stallholder is attending every regular market unless otherwise communicated.
- Pays for the 12 regular markets per year by the 15<sup>th</sup> of every month, even if they are unable to attend.
- Each year there are 3 extra markets and permanent stallholders will receive first preference to attend these markets.
- If the stallholder pays for 12 markets in one payment from 1<sup>st</sup> January 2017 they receive 2 markets free of charge. (It saves stallholders over \$200 pa to be a permanent and pay an annual fee)
- On market morning permanents need to be in the market grounds by 7:15 am.
- Please call the coordinator on the market morning before 7.00am if there is any unforeseen problem, which affects attendance at the market.

#### **Casual Stallholder**

- A stallholder, who attends the market on a casual basis, which is considered less than 12 markets per year, agrees to abide by the policies and procedures and has been approved by the Market Committee for casual status.
- Casuals must book in with the Market Co-ordinator either via email or phone before the market they wish to attend and payment must be received by the 15<sup>th</sup> of each month.
- Site allocations for casuals will occur when payment is made.

## **PAYMENT OF SITE FEES**

(For a current pricelist please contact the coordinator)

Permanent stallholders need to pay for the 12 regular markets per year and have the option of attending the extra markets. All stall fees must be paid by the following options and received by the 15<sup>th</sup> of the month.

There are two payment options;

1. DIRECT DEPOSIT – via internet or in person at any National Australia Bank (our preferred method)
2. CHEQUE – deposited directly into our bank account or sent to:

Pacific Palms Market  
C/O Market Coordinator  
PO Box 157 Pacific Palms, 2428

### **Direct Deposit details:**

Bank: National Australia Bank, Forster  
Account name: Pacific Palms Market  
BSB: 082-603  
Account number: 672-572-271

**\*Please put your FIRST NAME & SURNAME & market date next to the payment or it cannot be tracked back to you.**

Eg. Remitter name is John Smith Feb 26

## **LATE PAYMENT OF SITE FEES**

Our aim is that everyone has their payments in by the 15<sup>th</sup> of the month so that we can process the payments and allocate sites. No Cash is collected on market day.

### **Stallholder set up and pack up**

**7.00am** - Permanent stallholders can enter the market at this time and not before due to the Mid Coast Council Licensing agreement with the Pacific Palms Market Inc.

**7.15am** – Casual stallholders can enter the market at this time and not before unless the market coordinator stipulates on the market day or previous arrangement have been made. This is to ease the flow of traffic and let the permanent stallholders set up first.

**1.00pm** – Pack up time starts at 1pm for all stallholders

## **LICENCES/INSURANCE**

- The Mid Coast Council requires all Stall Holders to have insurance cover as follows:

Public Liability Insurance Policy	10,000,000 Indemnity
Products Liability Insurance Policy	10,000,000 Indemnity
- Stallholders should consider appropriate licences and carry necessary insurance for their own liabilities and with such policy specifically indemnifying Mid Coast Council from any claim arising.
- The market accepts no responsibility for accidents or injuries.
- Alternatively you can apply for an insured site at the market.

## **STALL APPLICATION AND PRODUCT CHANGES**

All new stall applications & product changes will be reviewed by the PPMC Inc. to maintain a variety of quality products in the market and ensure fairness between all stallholders.

## **NEW STALL APPLICATIONS**

The application process is as follows:

- A **stallholder application questionnaire form** needs to be completed along with photos of the products or information about the services you wish to apply for. The forms and photos can either be emailed or posted to the committee at the above address at least 2 weeks prior to the market you wish to attend.
- The committee will discuss the application at their following meeting.
- Preference is given to local people with handmade local products to support our local community.
- We also support products that are made in Australia.
- Fair Trade products that are handmade by local people in small villages overseas and support their local community networks are also considered.
- If accepted, all stalls are subject to a 3-month trial period, during which time the committee will assess the suitability of having that particular stall in attendance. Pacific Palms Market Committee reserves the right to deem a stall unsuitable at any point, particularly if there has been any deviation from the original application or subsequent 'new product applications'.

## **NEW PRODUCTS FOR EXISTING STALLHOLDERS**

- The committee must first approve product changes before displaying any new products at your stall.
- New product changes, which are in line with existing products on the stall will be considered and are encouraged.
- Products of a new nature that are totally different to what is already sold will be **considered as a new stall application**.
- Any stallholder who displays new products without prior approval will be asked to remove the products from their stall until the application process has been approved.

## **Communication with the Market Coordinator/Market Committee**

Stallholders can contact the market coordinator by phone, email or post. All correspondence for the committee is to be given to the coordinator and this will be discussed at the next meeting.

**PHONE** – The market phone will be answered during business hours from 9am – 5pm Monday to Friday and on the weekend of the market. Please leave a message if not answered and the coordinator will get back to you ASAP.

**EMAIL** – Stallholders can send an email during the month, which will be replied to within one week unless the coordinator is on holidays and it will then be replied to one week prior to the market.

**LETTER** – Stallholders can send a letter to the coordinator/committee during the month, which will be discussed at the next committee meeting or as necessary.

### Gazebo & Tables

- We ask that all stallholders provide their own gazebo and tables. Please ask the coordinator if you do not feel this is necessary for your stall for example; If you are selling plants you may not need a gazebo.
- Pacific Palms Markets is largely an outdoor market; we ask that stallholders make appropriate preparations for all weather conditions.
- A 3x3 m marquee and tables are available for hire. Please notify the co-ordinator prior to the market if you wish to hire these items

### Vehicles

- **PLEASE KEEP ALL ROADWAYS CLEAR AT ALL TIMES FOR EMERGENCY VEHICLES**
- In dry weather approximately 20 stallholders can park their vehicles behind the market area past the tennis courts on a vacant grass area. (The market staff will direct you at your first market.)
- In wet weather stallholders can park within the Recreation Club car park. \*Please note due to variable conditions of the grass area the market staff will advise on the morning of the market.
- No parking within the market area without prior permission from the Market Co-ordinator
- Please cooperate with the coordinator if you are asked to move your vehicle
- **No vehicle activity within the market area between 8:30am and 1:15pm to ensure the safety of all involved. You must have your hazard lights on and drive at walking pace when driving through the market area.**
- It is at the discretion of the market coordinator/staff on the market day to open the market to traffic as they see fit.

### Site Allocation

A single site is 3 x 3 meters and a double site is 3 metres wide x 6 metres long. We do not sell half sites. Prices differ according to site size and casual / permanent attendance. If you are unsure please clarify costs with co-ordinator prior to the market you wish to attend. Casual sites will be allocated once payment has been received.

### Attendance

- If you are unable to attend a market please advise the Market Co-ordinator by phone/email, (you can leave a message at any time) one week prior to the market so your place can be filled.
- In the case of non-attendance for two consecutive markets you will be contacted by the coordinator to confirm your status

### Food Stalls

- Food operators must comply with Mid Coast Council guidelines. The guidelines can be downloaded at [www.greatlakes.nsw.gov.au](http://www.greatlakes.nsw.gov.au) or contact:  
Environmental Health Officer  
Phone: 02 6591 7380  
Fax: 02 6591 7242  
Email: [council@greatlakes.nsw.gov.au](mailto:council@greatlakes.nsw.gov.au)
- Cleanliness and hygiene are of paramount importance
- Random checks by Mid Coast Council can be expected

- Take away food containers must be made of a compostable or reusable material eg. Corn starch. Please contact market coordinator for further details.
- All food stalls are expected to wear gloves, hat and apron.
- Your insurance must cover food product liability to \$10 million.

#### **Incident reporting process-**

- Any incident causing concern will be documented. If the incident results in injury, accident, illness, or any other serious outcome, witness statements may be required.
- If you witness anything of concern (eg, any person or animal displaying concerning or antisocial behaviour, please let the coordinator know ASAP or by phoning 0401 968 516.
- In case of emergency, call 000.

#### **Wet Weather Policy**

- We are an all - weather market
- The onus is on each stallholder to provide their own wet weather tarps & equipment to protect their products.

#### **HOWEVER**

- In the event of a predicted major storm or bad weather event, at the discretion of the coordinator **the market will be cancelled**
- A credit of 50% of the stall fee will be offered for the next month's market
- If you have any queries contact the coordinator the day before the market.
- An email or text message will be sent out to stallholders the day before the markets in the event of a cancellation.
- Food stall holders will be given extra notice.
- At the discretion of the market coordinator, your site may be changed on the morning if the area where your normal site is too wet.
- In wet weather once the market has started stallholders must stay until the advertised closing time of 1pm.
- Permanent or casual stallholders can choose not to attend a wet market but must notify the coordinator prior to the market and no fees will be refunded.

#### **Stallholder Grievances**

The Pacific Palms Committee & the Market Coordinator are open to any suggestions, feedback, constructive criticism and grievances. If you have any comments at all we would appreciate this in writing to:

Pacific Palms Market  
PO BOX 157  
Pacific Palms  
NSW, 2428

\*Please note that all grievances need to be discussed by the committee at their following committee meeting. The Market Coordinator will give you a form to fill out on the day of the market if you have any problems. If you do have any complaints please follow the above procedure & do not single out the Market Coordinator on the day of the market as all complaints are handled by the committee.

### **Inappropriate behaviour**

- Anyone displaying any type of inappropriate behaviour, towards the Market Coordinator, Volunteer Committee, Market Volunteers or other Stall Holders will be issued with a warning.

## **ADVERTISING & PROMOTION**

### **PRINTED MEDIA**

**Palms Market date flyers** – 10,000 date flyers are printed and distributed throughout the local area and the Greater Mid Coast by a brochure distribution company.

**The Advocate** – (Great Lakes weekly newspaper) the week prior to the market under the “What’s Happening”, about page 2.

**‘Great Lakes Local Markets’ calendar** - distributed to all Pacific Palms residents annually, which have all the markets in this area. This was an initiative of Pacific Palms Market funded by Great Lakes Tourism. Copies are available at the Pacific Palms Market and Tourist Information Centres.

**Market banners** – Large yellow banners advertising the markets are put up around the Great Lakes the week prior to the market.

**Community Radio – Great Lakes FM 101.5**

### **WEBSITES**

- **Markets on line** – [www.marketsonline.com.au](http://www.marketsonline.com.au)
- **Great Lakes Tourism website** - [www.greatlakes.org.au](http://www.greatlakes.org.au)
- **MARKET GUIDE** - [www.marketguide.com.au](http://www.marketguide.com.au)
- **THE GREEN DIRECTORY** – [www.thegreendirectory.com.au](http://www.thegreendirectory.com.au)
- **A website promoting sustainable living**
- **TOTAL TRAVEL** – [www.totaltravel.com.au](http://www.totaltravel.com.au)

### **General Guidelines**

- All stallholders are responsible for leaving their area clean
- All rubbish must be deposited in the skip bin provided or as appropriate in the recycling bins provided.
- Pets-. all dogs to be on leads when in public.
- Please observe all notices regarding smoking

By paying for a site at the Pacific Palms Market you agree to the terms and conditions in this document.

Pacific Palms Market Committee reserves the right to refuse entry to stallholders not adhering to the terms within the Policy and Procedure document..

PACIFIC PALMS MARKET COMMITTEE INC (PPMC Inc):

Jenny Doyle – Co-ordinator and President

Paula Fisher – Vice President

Judy Donnelly – Secretary & Food stallholder representative

Sonya Leigh - Treasurer

John Ling– Stallholder representative

Naomi Patton - Stallholder representative

This document is regularly updated by the Pacific Palms Market Committee.