

**MARKET DAY
REGULATIONS FOR STALLHOLDERS
2017**

TABLE OF CONTENTS:

1. COMPLIANCE WITH VICTORIAN FARMERS' MARKETS ASSOCIATION ACCREDITATION & MEMBERSHIP	3
2. PRODUCE	3-5
2.1 Allowable produce	
2.2 Product pricing	
3. CANCELLATION CONDITION	5
4. STALLHOLDER UNDERSTANDING & AGREEMENT	5
4.1 Code of Conduct	
4.2 Market trial period	
4.3 All other times	
4.4 Renewal	
5. STALL & PRODUCE PRESENTATION	6-7
5.1 Stall equipment & presentation	
5.2 Labelling of products	
5.3 Manning of stalls	
5.4 Music	
5.5 Code of dress	
5.6 Customer interaction	
5.7 Smoking	
6. MARKET SITE AND SET UP	7-8
6.1 Exhibition space	
6.2 Traffic management	
6.3 Ready to Trade/Late Arrival Procedure	
7. REGULATION COMPLIANCE	8-9
7.1 Food safety	
7.2 Liquor Licence	
7.3 Food tastings	
8. EQUIPMENT	8-9
8.1 Gas	
8.2 Electricity	
8.3 Measuring instruments	
8.4 Water & hand-washing facilities	
8.5 First aid	
8.6 Marquee Weights	
9. INCIDENT REPORTING	10
10. SECURITY	10
11. INSURANCE & INDEMNITY	10
12. STALLHOLDER FEES	10
13. MARKET INITIATIVES	10
14. MARKET DAY CANCELLATION	11
15. ENVIRONMENTAL CONSIDERATIONS	11
15.1 Strict NO PLASTIC policy	
15.2 Refuse responsibilities	
16. PRIVACY	11
17. COMPLAINTS	11-12

1. COMPLIANCE WITH VICTORIAN FARMERS' MARKETS ASSOCIATION ACCREDITATION & MEMBERSHIP

Melbourne Farmers' Markets (hereafter referred to as MFM) is a not for profit social enterprise. All farmers' markets operated by MFM are accredited with the Victorian Farmers' Markets Association (hereafter referred to as VFMA) and are therefore bound by the 2016 VFMA Membership and Accreditation Handbook. Metropolitan markets can have no more than 10% unaccredited stallholders; therefore priority will be given to stallholders who are VFMA accredited or in the process of applying for VFMA accreditation. MFM aims to have a minimum of 90% accredited stallholders attending each market.

Melbourne Farmers' Markets is a member of the VFMA, and we require that ALL stallholders are at minimum, a current associate member, if not already an accredited member of the VFMA. Any stallholders that are unable to gain accreditation but have an arrangement with MFM to attend our markets MUST be associate members of the VFMA. For more information about VFMA accreditation and membership for stallholders, see the [Accreditation page](#) on the VFMA website.

A membership levy will be collected from each stallholder as part of the stallholder site fee at each market day, and paid out to the VFMA on behalf of the stallholders.

Promotion of non-accredited farmers' markets is discouraged at MFM markets. Stallholders are welcome to promote other VFMA accredited farmers' markets or other events attended. Advertising material for non-accredited farmers' markets confuses the public and dilutes the strong message about the importance of an industry standard for the farmers' market sector.

2. PRODUCE

2.1 Allowable produce

Priority will be given to those producers based in Victoria or within a 100km range from the NSW/SA/TAS border. Stallholders must understand that if another producer with a similar product of the same or greater quality applies to attend the market and is located considerably closer to the market location, that new stallholder may also be accepted into the market, provided they meet all other requirements.

Accredited stallholders may only sell those products listed in their VFMA accreditation application. We carry out market day assessments at each of our markets throughout the year guided by the VFMA and will follow up with stallholders if any products are not on the list or have not been confirmed by the MFM office.

Non-accredited stallholders may only sell items listed on their MFM application form that have been approved by the MFM office prior to market day.

All stallholders must advise the MFM office in writing if they wish to introduce new products at the market, which are not listed on their original application or renewal form. Stallholders must also apply through the VFMA for any new products to be added to their existing accredited range of products, this is to be completed independently of MFM.

Primary produce

As MFM is a platform for Victorian farmers to sell direct to their customers, it is MFM's priority to ensure that primary produce makes up the majority of goods for sale. This is farm based produce grown or reared by the stallholder selling it. Value added products such as cheese and preserves are also considered primary produce if the main ingredient is produced on the manufacturer's own land, by the manufacturer. No re-sellers/agents are permitted.

Secondary / Artisanal/ Value Added Produce

MFM also allow a certain number of manufacturers who hand make their product to attend the market, provided their product is 1/ a 'staple' (e.g. bread), 2/ particularly unique and unavailable elsewhere, 3/ ingredients are sourced direct from other stallholders or specifically local 4/ supporting a local community group. Products must be made at a registered premise by the stallholder and utilise Victorian or Australian primary ingredients. Products that are bought-in and re-packaged cannot be sold at the market.

Product compliance

All food items on sale must avoid the use of GMO's, monosodium glutamate, hydrogenated fat, trans-fats and aspartame. Any E numbers must be declared. All fertilisers to be used should be bio-degradable and should not bio-accumulate. Meat must be reared without growth hormones and nil antibiotics unless essential for humane animal husbandry.

Organic/Biodynamic produce

All organic/biodynamic producers must display a certificate from one of the recognised governing bodies at each market day. MFM does not permit the use of the words, 'organic' or 'biodynamic' on stall displays or labelling without certification from a recognised governing body. The use of terms such as 'chemical free' or 'pesticide free' require proof of claim.

All stallholders must only sell items that qualify as 'allowable products' (defined below);

Allowable produce:

Vegetables	must be grown in Victoria, no fresh produce from genetically modified plant varieties is allowed
Fruit	must be grown in Victoria; no fresh produce from genetically modified plant varieties is allowed
Meat	animals must be free range, reared and processed in Victoria
Dairy	must be produced from Victorian milk and processed by a wholly-owned Australian company
Seafood	must be caught or farmed in Victoria or in its coastal waters
Poultry	animals must be free range, reared and processed in Victoria
Eggs	must be certified free range and produced in Victoria
Preserves	must be predominantly made from primary produce grown in Victoria - exceptions may apply
Honey	must be a business based in Victoria and primarily produced in Victoria
Herbs	must be grown in Victoria, no fresh produce from genetically modified plant varieties is allowed
Cut flowers	must be grown in Victoria
Nursery stock	must be grown in Victoria
Food plants	must be grown in Victoria, no fresh produce from genetically modified plant varieties is allowed
Juices	must be made in Victoria from Victorian grown fruit and vegetables
Coffee	fair trade, direct trade, local or organic preferred, must be roasted in Victoria
Tea	fair trade, direct trade, local or certified organic preferred, herbal components should be sourced from other stallholders or Victorian farmers where possible
Savoury & Sweet baked goods	must be made in Victoria using predominantly Victorian produce & additions such as cheese, olives, dried/preserved fruits etc must be Victorian grown and preferably sourced direct from the grower.

Bread	must be made from grain grown and milled in Victoria where possible & additions such as olives, dried fruits etc must be Victorian grown and preferably sourced direct from the grower.
Organic compost	must be produced in Victoria
Worm farms & worms	made and/or grown in Victoria
Seeds	must be vegetable, herb & flowers seeds for the home gardener, open pollinated. Seeds without chemical treatment preferred. No GM varieties.
Wine & other beverages	must be produced in Victoria predominantly from fruit and grain grown in Victoria
Nuts, grains & pulses	must be grown in Victorian
Vegetable, nuts & seed oils	must be grown in Victoria

2.2 Product pricing

MFM aims to educate consumers about the true value of the cost of food production. Stallholders will offer all produce at fair, market driven prices that reflect the quality and/or specialty nature of the goods sold and which achieve profitable outcomes, Overcharging and/or advantageous pricing is discouraged.

3. CANCELLATION CONDITION

Once an agreement is made on your attendance, it is the expectation of MFM that the stallholder will notify MFM of any changes to attendance, at the earliest convenience.

We understand that there are special circumstances under emergency and last minute situations, and these will always be considered, but we encourage you to set in place contingencies for such events and make sure MFM contact details are with you to improve communications.

If a stallholder does not notify cancellation of attendance 48 hours prior to the commencement of a market or in accordance with the MFM Attendance & Online Booking Policy, they will be issued with a warning. If lack of notification occurs on more than 3 occasions, MFM will review the stallholder's participation at all MFM markets that the stallholder attends with possible cancellation of the agreement.

If you are unable to attend, please email info@mfm.com.au, call the office on 03 9419 0826, or text/call the MFM mobile on 0429 146 627 on market day or during out of office hours.

Always state your TRADING NAME and regarding MARKET and your message will be directed to the relevant market manager.

4. STALLHOLDER UNDERSTANDING & AGREEMENT

4.1 Code of Conduct

Melbourne Farmers Markets welcomes stallholders' input and is open to fair and direct feedback, however we will not tolerate confrontational or aggressive behaviour towards any staff, volunteers or shoppers. Inappropriate behaviour will result in warnings and potential removal from the market.

Similarly, those stallholders who ignore the rules of accreditation, labelling or agreements made regarding goods for sale will jeopardize their position at our farmers' markets.

If you have concerns on a market day about operations, your site or another stallholder, please tell the market manager in a reasonable manner. If this situation cannot be resolved during the market, and you wish to pursue it further, your complaint must be formalised with written submission to the MFM office within seven days.

If a stallholder is found to be in breach of our regulations or code of conduct, MFM will review their participation at all our farmers' markets and suspend further attendance if deemed appropriate.

4.2 Market trial period

To establish stallholder suitability, the first three months of market operations will be considered the market trial period. The three-market trial period is for three reasons:

1. For the stallholder to test out the market over an extended period of time, as it's hard to gain a real feel for how the market will work after just one market: shoppers may take a few markets to adjust their buying habits to include new stallholder. Three markets is, in MFM's experience, enough time for both stallholder and shopper to get to know one another better and by the third market for a stallholder to have a feeling for potential sales, returning customers, feedback etc.
2. To test out how the new stall offering fits into the market mix more generally. MFM work hard to ensure that new stallholders complement the market mix rather than have a negative impact on existing stallholders' trade, and we can get a feel for this after three markets.
3. It allows MFM and new stallholders a 'get to know you' period to ensure it will be the start of a positive partnership.

During this trial period, if a stallholder's product is found to conflict with the existing market mix or their conduct found to be unsatisfactory, MFM reserves the right to dismiss the stallholder at any point without prior notice.

If for any reason the market is not suitable to you, you can discontinue at the end of the three-market trial and/or go back onto our waiting list for any other market opportunities that may pop up in the future.

Once the 3-month trial period has concluded, stallholders will be accepted and their market attendance will be reviewed on an annual basis, or as necessary.

Stallholder acceptance of attendance at our markets is on our consideration of existing stallholders and seasonality. MFM endeavour to make every effort to get the market balance right, but if this is imbalanced by adding new stallholders, we operate on a last on - first off basis.

4.3 All other times

After the initial market trial period, MFM reserve the right to dismiss any stallholder with a minimum of one month's notice. However, if it is found that a stallholder has acted in a way that is detrimental to the reputation or the interests of the market, or not in accordance with the MFM Market Day Regulations for Stallholder Regulations or the rules of the partnering organisation, MFM has the right to dismiss that stallholder without prior notice.

MFM makes every effort to get the market balance of product mix and seasonality right, but if this is imbalanced by adding new stallholders, we generally operate on a 'last in - first out' basis. By accepting to attend our markets, you are acknowledging this management consideration.

4.4 Renewal

Specialty Makers may be asked to renew their application every 12 months. Failure to do so risks tenure at the market for the following year.

5. STALL & PRODUCE PRESENTATION

5.1 Stall equipment & presentation

Stallholders need to provide their own tables, shade or weatherproof covering. Marquees must be adequately weighted including leg weights available to use on either hard or grassed surfaces. Refer to section 8.6 for specific requirements and procedures regarding marquee weights.

Your **Trading Name** must be clearly visible to customers at ALL times.

All goods for sale should be presented neatly and have prices clearly marked for customer viewing, using signage or label if it is a packaged product.

VFMA accredited stallholders must also display their accreditation sign, *'I'm part of the local food revolution'*, in clear view for customers.

Please refrain from placing any food items or produce directly onto the ground or pavement. MFM markets are dog on lead-friendly environments, all produce must be presented at a height which will avoid animal contamination.

5.2 Labelling of products

All produce sold at the market must comply with the labeling requirements in the *Australia New Zealand Food Standards Code*. See the [FSANZ website](#) for more information.

At bare minimum, MFM expects to see the following information on packaged items:

- Name of food
- List of ingredients
- 'Use by' or 'best before' date as appropriate
- Net weight or liquid volume
- Special storage requirements if applicable
- Instructions for use if applicable
- Name and address of producer
- Allergen or Warning Statements
- Declaration of alcohol by volume (if alcohol present)

Signage must be used to name and price all unpackaged items.

5.3 Manning of stalls

The person manning the stall must be either the principal producer, a family member or farm/ business based employee, all of whom must be directly involved with growing, rearing, catching or making of the product. In the case of value added products, stallholders must be involved in the production process and have thorough relevant product knowledge.

Stallholders must avoid leaving their stall unattended for any length of time during market operating hours unless they reach 'SOLD OUT' status. In this circumstance signage must be left on the stall stating that they are 'SOLD OUT' along with the time that status was reached. At all other times, if a stallholder must leave their stall for a time we suggest they ask a neighbouring stallholder to serve customers in their absence.

No stallholder is eligible to leave the market prior to 1pm except for in the case of severe weather conditions. Should this be the case, the Market Manager will advise you that it is time to depart.

5.4 Music

Stallholders who wish to play music must seek approval from the Market Manager first.

5.5 Code of dress

It is recommended that stallholders selling food items wear aprons or appropriate clothing. Stallholder name badges are encouraged.

5.6 Customer interaction

Stallholders and assistants are required to maintain the highest standards of stall/product presentation, customer service and relations. Stallholders should refrain from sitting, reading and mobile phone use while the market is open to the public. Loud and intrusive selling techniques will not be permitted. Stallholders are not to use any public-address system or other practices, which may cause annoyance to other stallholders and customers.

5.7 Smoking

Please note that there is NO smoking permitted at all on the premises of the Collingwood Children's Farm and any primary schools (applicable to our markets at Carlton, Fairfield and Coburg). While manning the stalls, a 'No Smoking' policy must be strictly adhered to. Smoking will not be permitted within a 10 metre radius of any food vendor. To maintain good hygiene practices, hands should be washed prior to returning to your stall.

6. MARKET SITE AND SET UP

6.1 Exhibition space

The size of the market site will vary according to venue. The dimensions of the stall sites are 3 metres x 3 metres. Additional space may be possible on a case-by-case basis and this must be arranged with MFM at least one week prior to market day and may also incur additional fees. We will try hard but cannot guarantee space for your vehicle.

The Market Manager has complete and unfettered right to allocate each stallholder site as they see fit. The market sites pose a number of challenges during set up, therefore stallholder cooperation is essential to prevent any disruptions to the set-up procedure.

It is important that stallholders listen and abide by any traffic or movement instructions within the market area. Stallholders should unload their vehicles as quickly as possible to avoid inconveniencing others also trying to set up.

Further logistical briefing will take place prior to stallholder commencement at the market.

To allow for smooth traffic flow, no produce can be placed in front of your stall earlier than half an hour before commencement of the market. Thereafter, stallholders must not place any goods beyond one metre distance from the front of their stall without prior consent from the Market Manager nor cause obstruction to other stallholders or the general public.

6.2 Traffic management

Strict **5km** per hour speed limit within the market area during set-up and pack down. No traffic movement within the market area from 15 minutes prior to market opening time and close of trade (with the exception of emergency vehicles). Vehicles are to activate hazard lights during all vehicle movements onsite.

6.3 Ready to Trade / Late Arrival Procedure

Stallholders must be onsite and ready to trade 15 minutes prior to the opening of the market.

If a stallholder will be late arriving at a market, notification must be made to the MFM market mobile (0429 146 627). If a stallholder is consistently late, further action will be taken by MFM. Late arrivals become a serious OH & S compliance issue and traffic management must be adhered to. When arriving, the stallholder must seek out the Market Manager for safety instructions prior to entering the site.

7. REGULATION COMPLIANCE

7.1 Food safety

All stallholders must meet food safety requirements as determined by the food safety risks associated with their food handling activities, therefore you **must hold a Food Act registration or notification certificate** for your class 2, 3 or 4 activities. When applying for the registration or notification, your principal council will advise what food safety requirements you must meet and whether you need a food safety program, according to your activities.

It is expected that you will follow safe food handling practices at the market.

State-wide recognition

In 2012, [Streatrader](#), the state-wide registration and notification scheme for temporary and mobile food premises was introduced. This means your *Food Act registration or notification* with your principal council will be recognised by all councils state-wide so you can trade in different districts.

Please read *Victoria's Food Act – food vans and stalls* to ensure you understand the new scheme and what is required of you. Also see www.health.vic.gov.au/foodsafety for more information or speak to the Health Unit of the council in which your business is based.

As part of the new state-wide registration and notification scheme, market stallholders must submit a *Statement of Trade* to every council in whose district they wish to trade. Contact your principal council or register via: https://streatrader.health.vic.gov.au/public_site

All stallholders must submit a *Statement of Trade (SoT)* to the appropriate local council for each market they trade at and provide a copy with their SoT to MFM.

PrimeSafe

All stallholders transporting meat, poultry or seafood must hold a *PrimeSafe Meat Transport Vehicle Licence* to ensure they are transporting produce to the market in a vehicle that complies with food safety regulations. Visit the [PrimeSafe website](#) for more information.

DairySafe

Under the Dairy Act 2000, anyone wishing to produce milk for sale or be involved in its production, transport, manufacture or distribution, must hold a licence from Dairy Food Safety Victoria (DFS). Milk includes but is

not limited to milk from cows, sheep, goats and buffalo. For more information visit the [Dairy Safe website](#) or call 03 9810 5900.

7.2 Liquor Licence

Any stallholder selling alcohol is responsible for arranging their own liquor licence with the appropriate local council.

7.3 Food tastings

Any stallholder wishing to offer tasting samples to customers should notify the Market Manager and the council where the market is held accordingly.

8. EQUIPMENT

8.1 Gas

Gas appliances used on site must be approved by MFM prior to stallholder market day start.

It is the responsibility of the stallholder to:

- Regularly check all gas bottles and equipment attached to gas bottles to ensure gas hoses and attachments are not faulty and that bottles are date compliant.
- Provide an appropriate working fire extinguisher for any stall where gas burners are used and to ensure they know how the extinguisher is operated.
- Ensure their gas appliance is compliant with gas safety standards.
- Ensure that any gas appliance used for cooking is clean and satisfies food safety regulations. All fat and oil must be disposed of safely and must not leak or drip near naked flames.
- Ensure the area around the cooking appliance is left as they found it, no dripping of fat etc. onto asphalt.

8.2 Electricity

Powered stall sites are limited and can only be provided to meet health regulations.

A maximum of 10 amps is available per powered site unless otherwise negotiated with MFM prior to commencement of the market.

All electrical equipment must be tagged & tested before use at the farmers' market. If equipment is not tagged and tested, stallholders will not be permitted to use it, and may be charged if a technician has to attend on market day. Equipment must be tagged & tested every 12 months.

Stallholders must supply their own extension cables to run from the power outlet to their stall. A minimum of 30 metres is recommended.

Stallholders must ensure that all plugs of extension cables are elevated where possible and not on the ground. Stallholders must bring waterproof covers to be used when joining leads.

Market management will make all precautions necessary to ensure the safety of the electrical area. Please avoid walking through the electrical area and please deter market shoppers from entering the powered area.

No power supply will be available for cash registers or weighing machines. We therefore ask that stallholders to make alternative arrangements.

8.3 Measuring instruments

Stallholders using measuring instruments must ensure they comply with the Trade Measurement Regulations 2009. For more information, read the *Guide for Market Stallholders and Roadside Traders* and visit www.measurement.gov.au.

Measuring instruments such as scales must be approved with an NMI (National Measurement Institute) or NSC (National Standards Commission) number and verified by a servicing licensee or inspector before they can be used at the market.

8.4 Water & hand-washing facilities

There will be hand-washing facilities at the market site's amenities block. Some stallholders will need to supply their own dedicated hand-washing facility, depending on their food handling activities (**refer to 7.1 Food Safety**). It is the responsibility of the stallholder to know what is required of them.

ALL stallholders must have hand sanitiser easily accessible.

8.5 First aid

Stallholders should provide their own clearly labelled first aid kit with a supply of blue waterproof dressings.

8.6 Marquee Weights

Stallholders must bring minimum 4 marquee weights to every market. The marquee weights must be put in place as soon as the marquee is erected and for the entirety of the market trading hours.

MFM is not liable for any damage incurred by a stallholder's marquee, equipment or vehicle to other property/persons or product on market sites.

MFM reserves the right to action safety procedures if a stallholder's set up is deemed unsafe, this may include pack down of a stallholder's site during market trading hours. If a stallholder is required to leave/pack down due to insufficient marquee weights or safe site set up, a stall fee refund will not be issued.

9. INCIDENT REPORTING

All first aid and Occupation Health and Safety matters need to be reported immediately to the Market Manager. If you identify a potential hazard or 'near miss', please notify the Market Manager immediately and steps will be taken to prevent injury or damage to property. OH&S is the responsibility of all stallholders, market staff and volunteers.

10. SECURITY

MFM strongly recommend that stallholders keep money in a money belt, zipped pockets or in a secure location at all times. MFM cannot be held responsible for any loss of stallholder money. ATM facilities are available in the local area and provided at a number of markets operated by MFM.

11. INSURANCE & INDEMNITY

All stallholders must have a current public and product liability insurance for the sale of goods produced by their business, whilst operating at MFM markets. Stallholders must ensure their policy covers a minimum of \$10 million dollars and remains current whilst trading at MFM markets. PL Insurance policy documentation and/or Certificate of Currency is to be lodged with MFM prior to commencing at markets & a copy to be available at all markets.

MFM accepts no responsibility for any damage incurred whilst on site.

The stallholder must indemnify to the extent permitted by law, the MFM and the site management from any damage, expenses or liability incurred from any injury or damages to any person or property resulting from or arising out of the occupancy of the stall site or anything connected with such occupancy. MFM is not responsible for any damage incurred by another stallholder's equipment to property/person or product.

12. STALLHOLDER FEES

MFM is a not for profit social enterprise and the stall fees collected at Carlton, Coburg, Fairfield and Uni Melb Farmers' Markets go directly back into the operations, market initiatives & opportunities and standards that are important in establishing a professional organisation within our sector.

The standard stallholder site fee charged for a weekend market day is \$90 incl. GST for non-powered sites with an additional \$10 fee for powered sites. This stall fee is inclusive of the VFMA market day levy which is additional to the annual VFMA \$50 membership fee.

The Uni Melb Farmers' Market has a tiered fee structure based on the category of product offering and can be provided upon request.

MFM operates an online booking system through TryBooking for online payment of stall fees at Carlton, Coburg, Fairfield & Uni Melb Farmers' Markets.

*NB: MFM is not responsible for the stall fees at Collingwood Children's Farm, Gasworks and Slow Food Melbourne. These partner organisations have their own individual payment methods of stall fees. The stall fees are retained by the partner organisations.

Please refer to **3. Cancellation Condition** for information on how to contact MFM if you need to cancel a booking or attendance at an MFM market.

13. MARKET INITIATIVES

MFM may introduce initiatives to engage the local community, add value to the market and encourage shopper spending. Stallholder cooperation will be necessary for these initiatives to be successful. This may

involve offering a discount to loyal shoppers or supporting educational activities for children. You will be provided with more information when these initiatives are developed.

14. MARKET DAY CANCELLATION

In the case of cancellation of a market, MFM will not be liable for any loss of sales by the stallholder.

15. ENVIRONMENTAL CONSIDERATIONS

MFM considers itself an example of responsible practice and minimal waste. Packaging must be code 1, 2 or 3 plastic, if at all possible. Alternatives in tasting cups, coffee cups, juice glasses etc. such as reusable glass or ceramics, PET and corn-starch are actively encouraged.

15.1 Strict NO PLASTIC policy

MFM markets are plastic bag free. Stallholders will not be permitted to supply new plastic (or bio-degradable) bags to the public. In the case of plastic being required for health standards or product longevity, please discuss with the Market Manager prior to attending the market.

15.2 Refuse responsibilities

At the end of the market, stallholders are responsible for ensuring that all rubbish is bagged up and taken away with them. Rubbish bins provided by Council or market management are STRICTLY for public use only. Please speak with the Market Manager regarding on-site dumpsters & if they are accessible to stallholders.

Stallholders are responsible for leaving their stall site and surrounding area clean and tidy. Waste water from a stall must not be disposed of in Council or site drains. Ice is not to be disposed of on garden beds.

16. PRIVACY

Photographic and filming rights

MFM has the right to use any image or footage of the market or particular stall to promote the market generally, whether by printed material, through its website or other means.

17. COMPLAINTS

Customer Complaints

Customer complaints on market day should be made in writing and given to the Market Manager, or following market day, made in writing via mail or email to MFM.

Should a customer complaint be relating to unsatisfactory produce or goods, MFM will refer the complaint directly to the stallholder from whom the product was purchased. Should the customer request anonymity MFM will appropriately deal with the complaint.

Stallholder Complaints

Complaints raised by stallholders must be made in writing via mail or email to the MFM office. The stallholder details will be kept confidential.

If a complaint is made about a stallholder by an MFM staff member, a market partner or other stallholder, the stallholder in question will be provided with written notice detailing the claim/s and given an opportunity to respond in writing or in person at a subsequent confirmed meeting with MFM and/or applicable working groups.

Should the stallholder in question decide not to respond to the claim/s and/or should it be found by MFM that the stallholder has acted in a way that is adversary to the MFM Market Regulations, code of conduct, reputation or interests of the market, MFM has the right to dismiss the stallholder from the market without prior notice, as per **section 4. Stallholder Understanding & Agreement section, 4.3 All other times.**

Management Complaints

Complaints relating to the Market Manager must be made in writing to the MFM office and will be handled by a dispute resolution procedure, and as per VFMA rules.

Complaints raised by the Market Manager must be made in writing to MFM and will be dealt with accordingly.

Thank you for reading and abiding by these market regulations, and as always we welcome stallholder feedback.

The team at Melbourne Farmers Markets

03 9419 0826

info@mfm.com.au

18 St Heliers Street, Abbotsford 3067

www.mfm.com.au