



# Murwillumbah Showground Markets

## STALLHOLDER RULES

### MURWILLUMBAH SHOWGROUND MARKET TIMES

- Markets are held by Tweed River Agricultural Society Ltd (TRAS) on the 4<sup>th</sup> Sunday of every month excluding December.
- Gates open from 5.00am for stallholder setup.
- Market trading hours from 7.00am.

### MURWILLUMBAH SHOWGROUND MARKET SITE FEES *inclusive of GST*

- |               |                  |               |                  |
|---------------|------------------|---------------|------------------|
| • Single Site | \$25.00 per site | • Double Site | \$35.00 per site |
| • Food Stalls | \$45.00 per site | • Electricity | \$10.00 per site |

Site charges are for ground space only. Shades, partitions, etc. are not included. All stall structures, shades and displays are to be located within the boundaries of the site.

### MURWILLUMBAH SHOWGROUND MARKET BOOKINGS

**In accordance with recommendations for safe operation of events under COVID-19 regulations, Tweed River Agricultural Society Ltd (TRAS) now provides an online booking platform on our website:**

[www.murwillumbahshow.com](http://www.murwillumbahshow.com)

**TRAS recommends all stallholders book via this platform as manual options for booking and payment will soon be phased out. If you would like assistance to use our online booking platform, please phone the TRAS Market Co-ordinator, Cynthia Hanger on 0422 565 168 and she will be happy to help you.**

For a limited time, stallholders may continue to book direct via the TRAS Market Co-ordinator, Cynthia Hanger:

**M| 0422 565 168**

**E| [markets@murwillumbahshow.com](mailto:markets@murwillumbahshow.com)**

All fees must be paid before Market setup. Options for payment are:

1. on the morning of the Market when booking in. Payment can be made in cash or by card; or
2. by direct deposit into the following bank account by no later than Tuesday of the preceding week of the markets. Confirmation of payment must be forwarded immediately to [markets@murwillumbahshow.com](mailto:markets@murwillumbahshow.com).

Account Name: TWEED RIVER AGRICULTURAL SOCIETY LTD  
Bank: WESTPAC BANKING CORPORATION  
BSB No: 032-584  
Account No: 258369  
**Quote Ref: *M-your name (e.g. M-SmithJ)***

### REFUND POLICY

If a Market Day is cancelled by TRAS because of weather or other unforeseen circumstance a full refund of all fees paid will be made to the stallholder.

If a stallholder books a site but does not attend that Market, TRAS has a 'No Refund' policy.

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## **PERMANENT STALLHOLDERS**

Permanent Stallholders must notify the market coordinator if they are not attending a scheduled market. They may lose their permanent booking/site if they fail to do so. Stallholders are not permitted to sublet their site.

## **SITE ALLOCATION**

Market sites are numbered. If you have booked a site but fail to arrive or notify the Market Co-ordinator of any change by 6:00am on Market Day, your site may be reallocated.

## **LOCATION OF STALLS**

No part of any stallholder's stall or display is to enter on to the roadway or impede pedestrian traffic.

## **STALLHOLDERS CONDUCT AT MARKETS**

- No touting is permitted
- No alterations are to be made to any buildings, fixtures or fittings.
- Stallholders and community groups must stay within their allocated site and not intrude on other stallholder's areas whilst conducting businesses.
- Any grievances between individual stallholders must be settled off site.
- Violent or aggressive behaviour such as verbal, physical, or emotional abuse or threats to persons or property will not be tolerated.
- Inappropriate or offensive language will not be tolerated.
- Police will be notified if necessary.

## **RUBBISH REMOVAL**

- Rubbish bins are provided for the convenience of market patrons only.
- Stallholders are responsible for the removal of their own rubbish (i.e. boxes, plastic, etc.) from the Showground.
- Stallholders will be fined to recover the cost of rubbish removal if they do not comply with rubbish removal rules.

Non-compliance with any of the above rules may lead to expulsion from the markets and/or cancellation of stallholder registration.

***Tweed River Agricultural Society Ltd reserves the right to refuse or cancel the registration of any stallholder at any time.***

## **COVID-19 MANDATORY STALLHOLDER REQUIREMENTS**

### **STALLHOLDERS, INCLUDING OWNERS, OPERATORS, AND STAFF MUST:**

1. agree to abide by COVID-19 Safe Requirements for Markets and COVID-19 Safe Directions by Market management, Council, Police or NSW Health Officer.
2. not attend the Market if they are unwell (fever, cough, or sore throat) and if they become unwell on the day must inform Market management and return home immediately.
3. have hand sanitiser openly available on their stall for customer and staff use.
4. have disinfectant and disinfectant wipes to clean products and surfaces where required.
5. limit the number of people (customers and staff) allowed in their business area, ensuring everyone is 1.5m apart (unless they are family members who can be together). The business area includes:



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- the front of the stall (in effect the walkway directly in front of their stall) where customers can stand to examine the business and products (the stallholder is responsible to manage the 1.5m rule in this area);
  - their stall/marquee area (standard size 3x3m);
  - behind their stall, if this is usable space (eg standing/sitting area, storage, change room, product display).
6. have ground markers to indicate queuing distances at 1.5m apart wherever patrons have to queue, especially in food areas. Where possible queues must not block the walkway. Stallholders are responsible for monitoring this practice. Stallholders are to provide a safe zone for customers waiting on orders, where possible.
7. clearly display appropriate COVID-19 signage for customers to see. Signage may be made yourself, professionally sourced or downloaded from <https://www.australia.gov.au/covidsaferesources> and include a minimum of:
- Maintain 1.5m distance.
  - Please queue 1.5m apart (if required).
  - Sanitise your hands.
  - Do not handle goods, please ask for assistance.
8. Remove access to 'Help Yourself' product samples and 'Help Yourself' taste testing from all stalls.

**Food and drink stallholders** are required to (this applies to stallholders selling food in any form or variety):

- Complete their own **COVID-19 Safety Plan** <https://www.nsw.gov.au/covid-19/covid-safe/hospitality> AND keep a copy displayed in their stall AND provide a copy to the Market Co-ordinator when paying site fees or by emailing a copy to **markets@murwillumbahshow.com** prior to market day;
- Have a splash guard for displayed food that is not covered;
- Use takeaway containers only, no reusable plates, cups or cutlery;
- Have menus that are laminated and cleaned between use or displayed or single use.

**The following stallholders** must complete a **COVID-19 Safety Plan** <https://www.nsw.gov.au/covid-19/covid-safe/beauty-and-other-services> AND keep a copy displayed in their stall AND provide a copy to the Market Co-ordinator when paying site fees or by emailing a copy to **markets@murwillumbahshow.com** prior to Market Day, **PLUS** keep an electronic record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method.

- Beauticians
- Therapists
- Massage
- Tattoo (henna)
- Hairdresser
- Face Painting

**All other stallholders** (non-food market vendors including artisan, clothing, craft, bric-a-brac) must complete a **COVID-19 Safety Plan** <https://www.nsw.gov.au/covid-19/covid-safe/general-safety-plan> AND keep a copy displayed in their stall AND provide a copy to the Market Co-ordinator when paying site fees or by emailing a copy to **markets@murwillumbahshow.com** prior to market day.

## **STALLHOLDER BEST PRACTICE RECOMMENDATIONS**

1. Staff to sanitise their hands regularly.
2. If possible, create separate entry and exits points in the stall, with signage to indicate directions.
3. Consider using side walls or product placement to distance staff and customers from the stalls next door (1.5m rule).
4. Utilise barriers to distance staff from customers during interactions. This may be by incorporating an extra table, rope or clear floor marking indicating where patrons are to stand.
5. Remove or replace difficult to clean surfaces or product (eg. replace fabric tablecloths with wipeable ones).
6. Regularly clean any surfaces or products frequently touched by staff or customers, using detergent, disinfectant solution or disinfectant wipes.
7. Promote customer visual inspection of products where practical. Stallholders are required to have hand sanitiser available on their stand for customers to use before and after handling objects. Disinfectant and wipes must be available for staff to clean handled objects regularly, where practical.
8. Change-rooms are to be disinfected after each customer use or do not use them.
9. Encourage and promote cashless payment options like Square, Shop&Go, Tap&Go, EFTPOS systems, to limit cash transactions with customers.
10. Encourage and promote contactless transactions with customers (do not handle goods, please ask for assistance).
11. Maintain social distancing and limit interactions with staff and other stallholders, where reasonably practical.
12. All stallholders and staff are recommended to be trained (<https://www.nsw.gov.au/covid-19/covid-safe>) in sanitising, social distancing and cross contamination:
  - Symptoms of infection e.g. fever, cough, sore throat, shortness of breath
  - When to get tested
  - Social distancing of 1.5m
  - Cleaning & disinfecting work areas
  - Correct handwashing & sanitising
  - Proper use of PPE (personal protective equipment) including gloves & masks, if required.
13. Consider downloading the COVIDSafe App recommended by the Australian Health Department.

*Tweed River Agricultural Society Limited would like to thank you all for your compliance in these matters.*