

MARKET DAY POLICY & PROCEDURE

Policy number	NA	Version	
Drafted by	BCSA	Approved by Board on	02/09/2025
Responsible person	Market Manager	Scheduled review date	01/12/2027

INTRODUCTION

Broome Community Stallholders Association - BCSA values community spirit, fairness and respect for all. In line with the bylaws the BCSA are committed to operating the market day running smoothly and enjoyable for everyone, we have set out clear guidelines for stallholders, committee, visitors and staff.

PURPOSE

The purpose of this policy is to create clear expectations and procedures that support

- BCSA bylaws by ensuring that stallholders are compliant
- Fair and safe trading practices for all stallholders and staff
- A welcoming and enjoyable experience for visitors
- Efficient and smooth running of market operations on the day
- Protection and respect for our community, environment and shared market space

POLICY

To achieve the above purpose. Bylaws are to be followed for the setup and pack down, cleanliness, waste, respect, conduct, product standards, compliance, safety and communication.

PROCEDURE

Procedure to follow on market day to ensure a smooth and fair environment as per the BCSA bylaws

Stallholder Set-Up & Pack-Down

- Stallholders must arrive within the designated bump-in time.
- All vehicles must be removed from the market area by a set time.
- Stalls must remain open for the full market hours.
- Pack-down can only begin once the market officially ends.

Stall Allocation & Positioning

- Stallholders must set up in their allocated position (no self-selecting or moving without approval).
- Stall boundaries must be respected.
- Any disputes over positions are to be directed to the Market Coordinator, not other stallholders.

Product & Stall Presentation

- Stalls must be neat, safe, and professional in appearance.
- All products must have the correct BCSA approval.
- No counterfeit, unsafe, or prohibited goods allowed.
- All cords, equipment, and displays must meet safety standards.
- Food vendors and casual stallholders are responsible for their own insurance.

Safety

- Secure all stall structures, including marquees and displays, with **weights** (no pegging at Town Beach or Courthouse).
- Do not display offensive goods or signage.
- Any threatening, discriminatory, or dishonest behaviour will not be tolerated and will incur an **immediate 1-month trading ban**.
- Violence and aggression will be treated under **zero tolerance**, in line with *Violence and Aggression at Work: Code of Practice – WorkSafe – LGIRS*.

Cleanliness

- Keep your stall clean and tidy at all times.
- Remove all personal rubbish, packaging, and recyclable materials from the market site.

Behaviour

- Do not be verbally or physically abusive, dangerous, or disruptive.
- Respectful and professional conduct is required at all times.

Respect for Rules

- Follow all directions from market staff.
- Comply with vehicle unloading procedures.
- Do not pack up before the official closing time (**no cars before 1pm**).

Licences and Permits

- Obtain any necessary licenses and permits for your products, especially for food.

Food Safety

- If selling food, you must comply with the Australian Food Standards Code.
- This includes temperature control, cleanliness, handwashing, and labelling requirements.

Product Verification

- If you make claims about your products (e.g., *organic*), you must display the relevant certification.

Bump-in and Bump-out

- Adhere strictly to the allocated bump-in and bump-out times.
- Vehicles must be unloaded and moved to designated parking before stall setup.

Waste Management

- Designated waste bins are for customers only.
- Stallholders must provide their own waste bins for stall rubbish.

Parking

- Park your vehicle in the designated stallholder parking area after unloading.
- Drive slowly and with caution when entering or exiting the market area.

Communication & Information

- Official updates will be provided by the Market Coordinator or committee only.
- Stallholders must not spread misinformation or make public statements on behalf of the market.
- Any concerns must be directed through the proper channels (not via social media or during trading hours).

Financial & Attendance Requirements

- Stall fees must be paid prior to the market.
- Attendance will be monitored as part of tiered membership.
- Cancellations must be communicated within the required timeframe.

Problem Resolution

- Any incidents, disputes, or complaints must be reported directly to the Market Coordinator and/or emailed via the correct procedure.
- Issues will be logged, addressed after-market hours, and followed up in line with the Dispute Resolution and/or Communication Policy.

AUTHORISATION

BCSA

Broome Community Stallholders Association

03/09/2026