



# StallKeepers Manual

## 1. ABOUT LATIN BAZAR MARKETS

This event was brought to you by a non-profit organisation. A strong sense of community and a wide commitment and drive for sustainable living along with a multi-cultural community make for a unique social fabric.

We want to promote Latino culture and entrepreneurship in a public space as a free event for the entire Brisbane community.

## 2. CONTACT NUMBERS

The Market Director's mobile phone number is **0470254432**. This number is only in use on Market Day. At all other times email the office on [brisbane@latinbazaar.com.au](mailto:brisbane@latinbazaar.com.au)

## 3. VENUE

Located in Brisbane CBD

## 4. SITE PLAN

See map attached.

## 5. TRADING ENQUIRIES

To register your interest in trading at the Market, please go to our website: [www.latinbazaar.com.au](http://www.latinbazaar.com.au)

## 6. TRADING HOURS

Open from 10am – 4pm on the days of each Market.

## 7. FEES AND PAYMENT METHOD

Stall fees currently charged vary greatly from Stallkeeper to Stallkeeper and space to space. Fees for all new stalls are calculated using the following formula:

- 3x3m stall -\$200 (Include 2 power point)
- Table stall (no tent) -\$80 -\$100
- Powered stall –extra \$10 per power point used
- Bin –extra \$10 per Bin

## 8. STALLKEEPER SPACE

Latin House staff will be located at the Entry Point at Ann St and along the Market. They will confirm your arrival and direct you to your Stall. A map will be provided if required to assist you in finding your stall.

## 9. PRICING AND QUALITY

Stallkeepers may set prices as they see appropriate for the event. The Market has a wide range of visitors, some are looking for cheap Latin groceries or products while others are looking for a Latin gourmet product they cannot get at other places. Quality of produce and other products contributes greatly to the Market overall.

## **10. FOOD PACKAGING**

Latin House has an environmentally responsible food packaging policy; this involves the use of compostable and recycled materials. Stallkeepers should contact Latin House for more information regarding food packaging.

### **10.1. PRODUCT LABELLING**

Packaged goods must be labelled as the current *Food Standards Australia & New Zealand* (FSANZ) code. Audits of product labels are carried out on a regular basis. Sellers of whole produce must put a sign whole produce if it is imported stating '*product of xxx*'. All food vendors should be prepared for an audit on the Market day.

### **10.2. REFRIGERATED/HEATED DISPLAY CABINETS**

Stalls with refrigerated/heated display cabinets must have a food safety program in place which involves temperature checks of the display. These temperature checks must prove that food is being stored outside of the Danger Zone of 5-60°C (i.e. refrigerated products must be below 5°C and hot food must be kept above 60°C. These temperature checks must be completed on a regular basis (i.e. hourly), records need to be taken and the thermometer used must be calibrated and sterilised.

### **10.3. SAMPLING**

Stalls which give cooked samples of food must have a Temporary Food Stall Licence. Sample giving needs to be controlled, single serve utensils such as a toothpick and a bin clearly marked 'used sticks only' must be available for use by the public. If a sauce or the like is being tested a sign stating 'one serve only, no double dipping' needs to be placed alongside the item.

### **10.4. WEIGHTS AND MEASURES**

Instruments/scales used for measurement of goods sold on a mass basis must be certified as being appropriate for commercial use. Scales must not be used for any application other than what they are certified to be used for. Fines of \$2000 may be handed to those who fail to adhere to trade weights and measures legislation.

### **10.5. WATER**

Potable water is available from 2 taps on site; there is no direct link to water available for any stall.

## **11. ELECTRICITY ACCESS**

Powered sites are charged \$10 extra per point used, the need for power must be made known to the Director during the booking processes as only a very limited number of stalls have access to power. All electrical equipment being used in stalls must be checked by a qualified electrician and tagged to confirm that the equipment is safe to use.

## **12. ADVERTISING**

Advertising material is permissible so long as it does not impede pedestrian flows through the Market, display any offensive material or cause an OH&S concern, these will be audited by the Director on a weekly basis.

### **12.1. SIGNAGE**

Latin House staff erect signs to toilets and '*more stalls*' signs to direct people towards certain areas of the Market. Stallkeepers are encouraged to provide feedback to Latin House where they think extra signage or changes to signage may improve the operation of the Market.

### **12.2. STALL FURNITURE**

Stall furniture must not encroach on the pathway through the Market/interrupt pedestrian flows through the Market. Sharp edges are to be covered and food stalls, when not using a commercial style steel table must use a table covering which are easily cleanable.

## **13. RUBBISH/WASTE**

Garbage bins are provided by the Market for waste generated by the public. Bins are available to stallkeepers for fee of \$10; one bin per stall may be picked up by the stallkeeper from a storage area behind the food court. These bins will be collected by Latin House staff at the end of trading.

## **14. TRANSPORT- PARKING**

Paid parking is available on King George Square Car Park for \$5/day - Note: Council parking officers patrol this area frequently on Saturday's and financial penalties do apply for offenders.

### **14.1. PARKING AND POWER FOR REFRIGERATED AUTOMOBILE**

There are limited appropriate spaces for automobile to be parked within the Market. Latin House will notify applicants (potential Stallkeepers) if there is room for their automobile. Once an application is approved a Market staff member will be on site to guide the Stallkeeper exactly where their vehicle may be parked/set up and where the nearest power source is to connect to.

### **14.2. PUBLIC TRANSPORT**

Buses service the area and are a good way to avoid driving and parking.

## **15. UNLOADING AND LOADING “BUMP IN” & “BUMP OUT”**

### **15.1. BUMP IN TIMES: 8:00 AM – 9:30 AM. (VEHICLES MUST EXIT THE MARKET BY 9:30AM)**

- Drive into Market via Ann St
- Unload (No Setting Up!)
- Drive out of Market

- Set Up your Stall

### **15.2. BUMP OUT TIMES: 4:00 PM – 6:00 PM.**

- Pack Up your Stall
- Drive into Market via Ann St
- Load Up
- Drive out of Market

Unloading and loading should take place quickly so as not to hold up traffic, where possible vehicles should pull off the road to unload/load. Before loading, stallkeepers should get all of their belongings together and ready to go, then get the vehicle and load up quickly. Stallkeepers should not try to lift objects which are too heavy for them; bring a trolley or a helper, alternatively ask someone for help.

### **15.3. VEHICLE ACCESS**

Vehicles may enter the Market area and, in most circumstances, be able to unload their stock directly into the Stall. **Cars, Trucks, Vans & Utes** may enter the Market via the Entry Point at Ann St. Access to the Market area is open until no later than 9:00am. Stallkeepers utilising this area must be very aware of other users on the path and give way to pedestrians and cyclists at all times, abuse of this privilege will result in a written warning and may result in exclusion from the Market.

### **15.4. VEHICLE SAFETY - IMPORTANT!**

When *UNLOADING*, it is absolutely essential that you unload your vehicle and take the car out of the market area before you set up your stall.

All vehicles must be parked or off site by 9:30am.

Vehicles to drive at 5kph at all times.

Vehicles always give way to pedestrians.

### **16. STALL / PERSONAL SECURITY**

Security is primarily the responsibility of stallkeepers. Having displays which do not allow easy access to valuable items, keeping displays neat so you can see where people are in your stall and keeping cash secure or on your person are all good tactics. Whether a theft does occur stallkeepers should contact the Director who will contact and co-ordinate with local police.

### **17. STALLKEEPER'S DRESS AND CONDUCT**

There is no dress code for stallkeepers at the Market. Stallkeepers are expected to act professionally at all times; offensive comments or behaviour will not be tolerated by Latin House, stallkeepers acting in such a way will be warned in person and in writing by Director, further indiscretions may result in exclusion from the Market.

### **18. LOST AND FOUND**

Stallkeepers are usually the ones contacted by members of the public when they have found an item, in such cases stallkeepers should get in touch with the Latin House staff members or the Director. The Director will take the item to a secure place on site. Stallkeepers should also

put members of the public who have lost items in touch with the Latin House staff. Lost property will be kept by Latin House until the next business day when it will be handed over to Brisbane City Council lost and found to process.

## **19. LOST/FOUND CHILDREN**

Any stallkeeper made aware of a lost child should contact the Director immediately. The Director and Latin House staff will canvass stallkeepers and make them aware a child has been lost or found and let them know the location of the Director, whether a Stallkeeper notices a parent looking for a child or a child fitting the description they were given he/she should contact the Director.

Latin House will always take action concurrent with the safety of the child. A Latin House staff member will be present to ensure that all necessary measures are taken. In some circumstances the police may be called to help with the situation.

## **20. SMOKING**

While smoking is not illegal at the Market it is not permissible for food Stallkeepers to smoke in their premises. Stallkeepers are welcome to make their stalls non-smoking for visitors while others may not see it as a problem. If any stallkeeper is affected by smoking in an adjacent stall they are encouraged to take it up with the Director who will attempt to resolve the problem.

## **21. TOILETS**

Public toilets are located at the main bend of the Market. Whether there is a problem with toilets, please contact the Director.

## **22. WINE VENDORS**

Wine vendors are required to have a liquor licence from Brisbane City Council allowing them to sell wine at the Market before they will be successful with an application to trade at the Market.

## **23. WEATHER**

No credits or refunds are issued in the case of bad weather over the weekend. The Market will trade in all weather conditions. Please do not apply for a stall unless you are prepared to take the risk on weather.

## **24. WEBSITE LINKS**

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

[www.bcc.qld.gov.au](http://www.bcc.qld.gov.au)

## **25. INTERPRETATION**

This MANUAL STALLKEEPER, STALLKEEPER INFORMATION and MARKET REGULATIONS must be interpreted together. Any regulatory void in this MANUAL STALLKEEPER must be replaced with the STALLKEEPER INFORMATION and/or MARKET REGULATIONS.

The MARKET REGULATIONS will take precedence in the event of any contradiction between This MANUAL STALLKEEPER, STALLKEEPER INFORMATION and MARKET REGULATIONS.  
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## **26. PENALTY**

Failure to comply with any of the Stallkeeper responsibilities under this MANUAL STALLKEEPER, STALLKEEPER INFORMATION and MARKET REGULATIONS (included their future amendments) will result in a written warning and may result in exclusion from the Market.

Latin House is not responsible for any penalty or fine that may be imposed by any Authority over any Stallkeeper for the breach of any legal obligation any time before, during and after of the Market.

## **27.ACCEPTANCE**

With the acceptance of the Stallkeeper's application by the Director, the Stallkeeper accepts all the terms contained in this MANUAL STALLKEEPER, STALLKEEPER INFORMATION and MARKET REGULATIONS, included their amendments time from time.