



## RULES AND REGULATIONS FOR VENDORS

Welcome to Mello's Market! As a valued member of our vendor community, you are an essential part of the market's success. We expect all vendors to adhere to the following rules and regulations to ensure the smooth operation of the event. Please note that these rules are non-negotiable, and failure to comply may result in removal from the market and forfeiture of stall fees.

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### Event Details

**Date:** 3 May 2025

**Time:** 11:00 AM – 10:00 PM

**Venue:** Akasia Forum Building, Karenpark

Traders are required to be fully set up and ready for trade by 10:30 AM. If you are not ready by this time, a fine of R250 will be applied, unless the delay is due to stock delivery.

The market will officially close at 10:00 PM, and any vendor not adhering to this schedule will face a fine.

### Market Cancellation Due to Weather:

If the market is cancelled due to adverse weather conditions, no fees will be forfeited.

Instead, the payment will be carried over to the next market day or 70% will be returned



back to the stall vendor . In the event the market opens and you fail to show up, you will forfeit your stall fee. The success of the market depends on all vendors' participation.

### **FOOD & ALCOHOL VENDORS**

As a food or alcohol vendor, you have a critical responsibility to ensure the safety and satisfaction of your customers. Your adherence to hygiene standards is vital to the overall success and reputation of Mello's Market. The following requirements are non-negotiable:

- **Licensing:** Ensure that you hold a valid food and alcohol trading license.
- **Setup Time:** Be set up and ready to trade by 10:00 AM, before market opening. If you anticipate any delays, please contact us at **084 097 6950** or **stallmanagermellosmarket@yahoo.com** immediately.
- **Cancellation Policy:** If you cannot attend, you must notify us at least 7 days before the event. Any cancellations within 7 days will result in forfeiture of your stall fee.
- **Food Handling & Hygiene:**
  - Always use clean, new equipment and utensils.
  - Wear a clean apron and maintain a neat appearance (clean hair, nails, clothing).
  - Use plastic gloves when handling food and avoid handling both money and food with the same hands.
  - Provide biodegradable napkins and utensils.
  - Display food on clean, ironed tablecloths.
  - Use only fresh, seasonal, high-quality ingredients.



- **Power Requirements:** Do not use outdated or faulty equipment, as it may overload the market's electrical system. Ensure you bring your own extension cords or double plugs, as we cannot provide extras.
- Every stall vendor is required to have a fire extinguisher on the day of the market to ensure safety in case of emergencies.

## STALL DISPLAY

Your stall is an extension of your brand and should be presented professionally to attract customers. Please observe the following:

- **Table Setup:** We provide tables, but additional tables or chairs must be brought by you.
- **Appearance:** Ensure your staff are presentable with clean aprons, standing behind your table, and smiling.
- **Tablecloths:** Iron your tablecloths and ensure they cover the entire table down to the ground to hide unsightly items underneath.
- **Display:**
  - Use creative display items such as wooden boxes, shelving, or height elements to add dimension.
  - Ensure your signage is clear, visible, and legible.
  - Display menus in a manner that is easy for customers to read.
  - During warmer months, take steps to reduce flies by using citronella candles, glass domes, or nets.



- **Packing Up:** Do not pack up before the market closes at 10:00 PM unless you have prior approval from management. If you sell out of stock early, you are welcome to engage with customers, but packing up early is not permitted.

#### GENERAL STALL REQUIREMENTS

- **Customer Interaction:** Always engage with customers and provide knowledgeable information about your products. Reading or using your cellphone during trading hours creates a negative impression and is prohibited.
- **Stock Levels:** Maintain a high stock level and replenish your goods regularly to sustain customer interest.
- **Change & Payments:** Ensure you have sufficient change available at all times.
- **Cleanliness:** Leave your stall area neat and clean when you depart.
- **Packing Up:** Do not pack up before the event concludes unless previously agreed with market management.
- Every stall vendor is required to have a fire extinguisher on the day of the market to ensure safety in case of emergencies.

#### GENERAL CONDUCT

All vendors are expected to maintain a positive attitude and professional conduct throughout the event. Gossip, hostility, or any form of negative behavior towards fellow vendors is strictly prohibited. Disrespect or spreading negativity may result in immediate dismissal from the market.



If you have any concerns, please submit them via email by the following Monday, and we will address your query accordingly.

#### **CONTACT INFORMATION**

For any inquiries or further clarification, please do not hesitate to reach out to us:

**Phone:** 084 097 6950

**Email:** [stallmanagemellosmarket@yahoo.com](mailto:stallmanagemellosmarket@yahoo.com)

We look forward to a successful event and appreciate your cooperation in making Mello's Market a vibrant and enjoyable experience for all!