

CHATSWOOD MALL
Market
Stallholder Guide 2023

Chatswood Mall Market



Chatswood Mall Market is a beloved feature of the Chatswood Mall operating for over a decade. Each day 40,000 people walk through the Chatswood Mall with a total of 60,000 people travelling to Chatswood every day. The market aims to enrich and enliven the CBD by providing the highest quality arts, crafts, accessories, food and entertainment. The markets are managed by Willoughby City Council.

Many of our regular stallholders form a wonderful connection to our community, with some going on to start successful businesses in the area based on their success at the Chatswood Mall Market. The market has a mix of food stalls (eat now vendors) and retail vendors. Applications are encouraged from businesses selling:

- *Gourmet food items – bread, cheese, charcuterie, sauces, jams, teas, ice creams, prepared meals, coffees, chopping boards, honey, beeswax wraps, olives, keep cups, cook books
- *Gardening – plant stalls, herb stalls, seeds, pots, flowers
- *Nutrition & health – juices, supplements, powders, elixirs
- *Body
- *Accessories - jewellery, handbags, cufflinks
- *Clothing
- *Aromatherapy
- *Herbalists
- *Spiritual
- *Ceramics
- *Paintings
- *Sculpture
- *Photography
- *Textiles
- *Furniture
- *Homewares
- *Kids clothes & accessories
- *Musical instruments
- *Toys
- *Pet Products



How to Apply?

Complete the application form found on the [Chatswood Mall Market web page](#). Accepted stallholders will be contacted directly to provide further details.

Please ensure all information requested is included in your application.

Notification

Applicants will be notified by email and/or phone within two weeks of receiving their application.

Cost and stall type

The fee per market day are:

\$334.00 for food stalls – selling food to eat now

\$122.50 for retail stalls



Selection Criteria

Stallholders will be selected on the following criteria:

- Product quality
- Product uniqueness
- Attractive stall presentation

The market will be curated to offer a diverse range of food and products to add value to the local community.

We know from our regular stallholders that clientele take time to discover, engage and adore you. We know that the best chance of success for new retailers is a regular commitment



Quick Guide

| | |
|-------------------------|---|
| T&Cs | Chatswood Mall Market guidelines and conditions must be adhered to at all times. |
| WHS | The stallholder induction form must be signed and returned to council staff before trading for all first time stallholders. |
| TRADING | 9am to 9pm Thursday and Friday. Please note the CMM has a break during Christmas and New Year holiday period and does not operate on Public Holidays. |
| BUMP IN | Vehicles access from 7.30am to 9am from Victor St ONLY as shown on map on next page. Vehicles MUST be offsite by 9.30am. |
| BUMP OUT | Vehicle access from 9:00pm to 10pm or when deemed safe by Council Event staff. Vehicles MUST be offsite by 10:30pm. |
| ACCESS | All vehicles driving in the mall must be accompanied by a Council Event staff. |
| LOADING | Dropping / packing outside of the bump in or out hours are allowed if safe. Vehicles can drive into the mall and stop at the entrance to load and unload. |
| PARKING | Parking passes are valid for the 30 min and 2hr sections of the Chatswood Youth Centre Car Park only. It is located at 64 Albert Ave, Chatswood (entrance at Corner of Victor St and Albert Avenue). |
| OVERNIGHT STALLS | Stallholders trading two days can leave their weighted and secure 3m x 3m marque with non-valuables onsite over night at their own risk. There is no security over night. |
| EMERGENCY | Call triple zero (000) in the event of an emergency. Contact Events staff to inform of emergency. Evacuate to Endeavour St (parallel to Chatswood Mall) if required. |
| CONTACT | 0411 403 657 (during market hours) |



Quick Guide – You Supply Your Own Marquee

MARQUEE All stallholders must supply their own 3 x 3 metre marquee or structure.

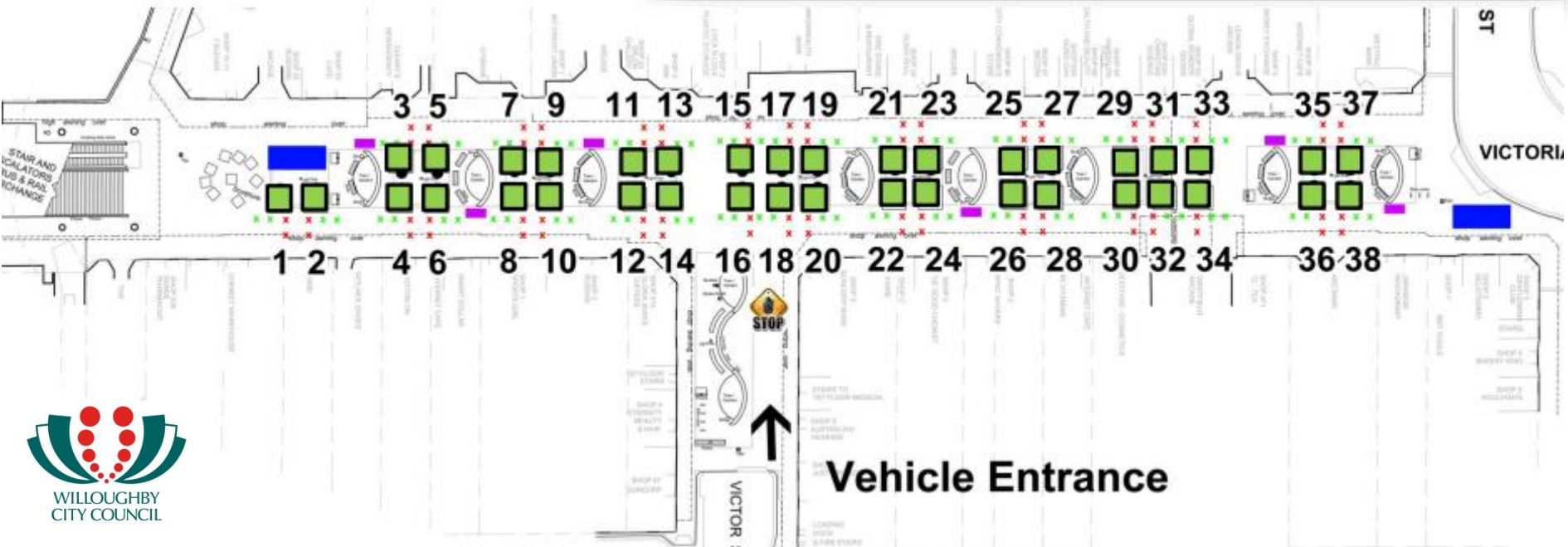


POWER All stalls will share a 10amp circuit. Please make sure your equipment does not need more than 5amps. An electrician is onsite during morning setup to install power for you. You will get an extension cord to your marquee. You will need to supply your own power board for your equipment. All of your electrical items must be tagged and tested by an electrician.

LIGHTING You will need to supply your own lighting for your stall.

Driving into Chatswood Mall

- Enter via **Victor St ONLY**.
- Stop at the check point outside NRMA.
- 5km/h speed limit.
- All moving vehicles must have their hazard lights on.
- Vehicles are escorted **in and out** by council staff member.
- Loading/unloading outside of bump in and out hours allowed at mall entrance marked on map.





- Toilets can be found at major shopping centres.
- Call triple zero (000) in the event of an emergency. Contact Events staff on 0411 403 657 to inform of emergency.
- Evacuate to Endeavour St (parallel to Chatswood Mall) if required.

ARTISTS IMPRESSION – MINIMUM STANDARDS FOR THE OPERATION OF A TEMPORARY FOOD STALL



Ensure a minimum distance of 10 metres separates food operations and any areas that are accessed by animals

Display of current Certificate of Food Licence for Temporary Food Stall (if applicable)

Food display, Food protection, Taste Testing - see over

Refuse Bin with lid and liner supplied

All food prepared inside stall. No food stored directly on ground. Overall clean condition.

Enclosed stall (Roof & three sides)

Please Note: Roofing may not be required where:

- Adequate roofing is provided when located within an existing structure; OR
- All food product is prepackaged (no taste testing)

Cooking equipment located to protect food from contamination & ensure public safety

Food Handler – see over

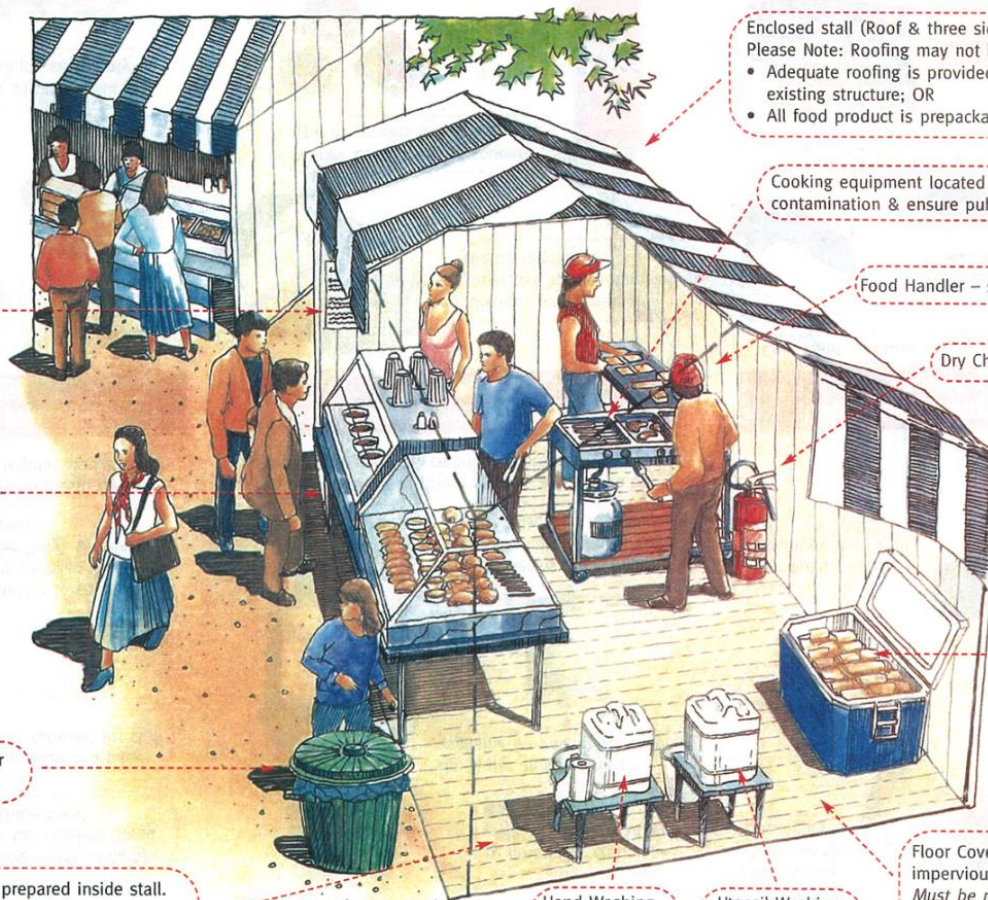
Dry Chemical Fire Extinguisher

Temperature Control for potentially hazardous and perishable foods - see over

Hand Washing Facility - see over

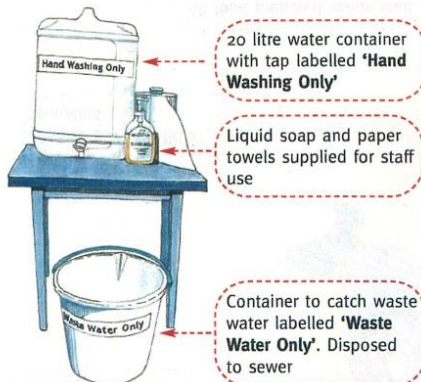
Utensil Washing Facility - see over

Floor Covering – easy to clean, impervious material. **Please Note:** Must be provided if located on unsealed ground.



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Minimum hand washing facilities



20 litre water container with tap labelled 'Hand Washing Only'

Liquid soap and paper towels supplied for staff use

Container to catch waste water labelled 'Waste Water Only'. Disposed to sewer

Sinks and basins draining directly to waste water containers may be required for regular market stalls

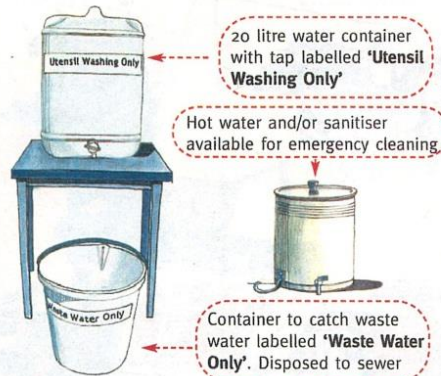
Food display, food protection, taste testing



Provide appropriate sneeze barrier

Signage must be provided to all taste testing stating 'No double dipping, single serve only'

Minimum utensil washing facilities



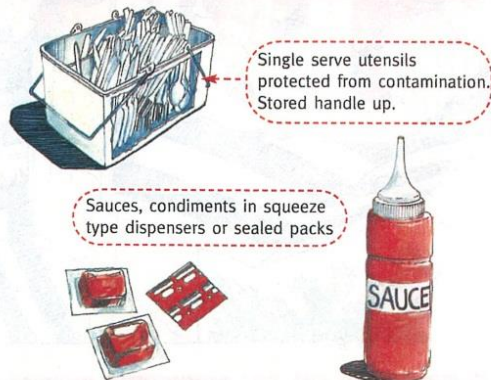
20 litre water container with tap labelled 'Utensil Washing Only'

Hot water and/or sanitiser available for emergency cleaning

Container to catch waste water labelled 'Waste Water Only'. Disposed to sewer

Two containers of sufficient capacity are to also be provided for adequate cleaning of utensils

Sauces, condiments and single serve utensils

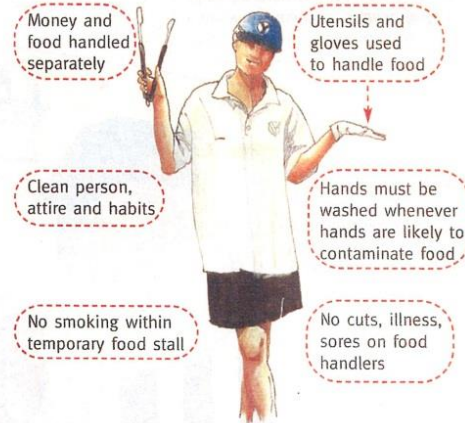


Single serve utensils protected from contamination. Stored handle up.

Sauces, condiments in squeeze type dispensers or sealed packs

For further information on this topic, please contact Council

Food Handlers



Money and food handled separately

Utensils and gloves used to handle food

Clean person, attire and habits

Hands must be washed whenever hands are likely to contaminate food

No smoking within temporary food stall

No cuts, illness, sores on food handlers

Temperature control of potentially hazardous food



Cold Food – ensure 5°C or below

Hot Food – ensure 60°C or above

Thermometer in use

Four Hour/Two Hour Guide
(potentially hazardous foods)

| | |
|---------------|--------------------------------------|
| under 2 hours | use immediately or refrigerate |
| 2-4 hours | use immediately - do not refrigerate |
| over 4 hours | throw away! |

Food Stalls with LPG Cylinders

- Safety Checklist by Fire and Rescue NSW <https://www.fire.nsw.gov.au/page.php?id=716>

Fact

Liquid Petroleum Gas (LPG) is an excellent fuel for heating, cooking and for automotive use. LPG cylinders are safe if used correctly. However, if stored or used incorrectly, LPG can be extremely dangerous.

Usage

- Cylinders used for household purposes must not be filled with automotive LPG (Autogas).
- Never use LPG indoors or in a confined space.
- Do not connect or disconnect cylinders in the vicinity of a naked flame.
- Do not use LPG in windy conditions ie more than 10km per hour.
- Do not use undue force to open or close the main cylinder valve. If in doubt, consult the supplier.
- Shut off the cylinder valve before disconnecting the bottle from the BBQ.
- Always keep cool and away from flames, sparks and heat.
- When operating your gas bottle, always read the manufacturer's operating instructions.

Storage

- Cylinders should be stored outside in a well ventilated area, be carried and stored upright at all times.
- Do not store or use petrol, flammable liquids or aerosols near LPG cylinders.
- Ensure valves are turned off firmly when not in use.
- Pressure relief valves should face away from dwellings and combustible materials where possible.

Transport

- When transporting cylinders in the car the total capacity must not exceed 9kg. The cylinders should be transported in an upright position, secured, preferably in the boot. Do not leave LPG bottles in a vehicle unnecessarily.
- No more than two cylinders should be carried in a car at any one time.

Maintenance

- Your gas cylinder is required to be re-tested and stamped every 10 years.
- Never use a naked flame to detect a leak. To check for gas leakage, spray soapy water on any suspect connection or hose and watch for bubbles. If in doubt, turn off the gas and have a licensed gas fitter attend to the hose or connection.
- Do not attempt to refill dented or corroded cylinders. They must be returned to a test station for re-certification.
- Never tamper with the safety valve or other gas bottle fittings.

Remember, be safe not sorry. If you detect a strong smell of gas, call Triple Zero (000) and ask for the fire service.

