



Vendor Rules and Regulations 2023

General Requirements for all Product Categories

- My Cape Town Ridgeworth Market management reserves the right to deny a vendor's application, to prohibit anyone from selling at the market, or to prohibit any product from being sold at the market
- All vendors must complete and sign a My Cape Town Ridgeworth Market Vendor application.
- Vendors are required to submit a complete list of all products they wish to sell with their applications and receive preapproval from market manager before selling any product. If a vendor wishes to add product to their original list, they must submit additions to the market manager in writing for approval a minimum of one week before they wish to sell the product.
- All prepared food vendors must provide My Cape Town Ridgeworth Market management with copies of all relevant documents i.e. Certificate of Acceptability and Certificate of Compliance (COC applicable to those with external generators) as well as a gas certificate according to the Health and Safety Regulations.
- Copies are to be available in vendor stands. Vendors must be aware of what licenses and certificates are required for their product.
- Vendors may not loan, give, or sublease space(s) assigned to them.
- Vendors are required to be open for the entire duration of the My Cape Town Ridgeworth Market operating hours. As such, all vendors must open on time for the entire duration of the event.

Specific Product Rules

Meat and Dairy Products:

- Vendors must keep their Certificate of Acceptability at their stand at all times.

Product Listing:

- List all products to be sold at the market on the application.

Introduction of New Products:

- If a vendor would like to introduce a new product into his or her mix, she/he must have the new product vetted by market management a minimum of one week before selling it at the market.

Hot Food Concessions:

- A limited number of hot food concessions, value added food vendors and locally produced body products will be allowed.

Sustainable Packaging:

- Vendors are encouraged to use environmentally responsible and sustainable methods of production and packaging.

Waste:

- Vendors must provide trash receptacles at their stands for samples and must inform their customers of how to dispose of waste properly in order to promote environmental sustainability.

Product Information:

- Vendors should provide clear information about production methods.
- This information must be available to any consumer who requests it.

Load-in and Load-out:

- Vendors should off-load their packaged products and supplies in their space, park their vehicles, and then return to unpack their products and set the stand space. The reverse should be done for load out.
- This will reduce traffic jams in the market area.
- Specific Vendor Rules

Compliance with health, safety, and related laws:

- Vendors and their employees are responsible for familiarising themselves about and complying with local health and safety regulations and licensing requirements governing the production, display, distribution, sampling, and sale of their products.

Permits and licenses:

- Vendors shall provide My Cape Town Market Ridgeworth Management with copies of any permits and licenses applicable to the sale of their products.

Vendor identification:

- Each booth space must prominently display a sign clearly identifying the business by name. All descriptions of products must be accurate and truthful.

Conduct and courtesy:

- While at the market, vendors are expected to behave courteously to customers, other vendors, market staff, and volunteers, and to conduct themselves professionally at all times. Vendors may not publicly disparage other vendors, products, or markets.
- If vendors have a complaint about another vendor they must submit their complaint in writing.

Booth equipment:

- Vendors must supply their own stands and tables. Stands and tables must not be a hazard to the public or other vendors.

Gazebo

- Vendors with on premise prepared foods and baked goods are required to have a full canopy covering their stand. An umbrella is satisfactory if it is sufficiently weighted and covers the entire table area.

Prices:

- All items for sale must be clearly marketed with their retail price. Prices may be posted on the product with an individual sign or posted as a list of prices on a large sign or board.

Clean and safe:

- Vendors are responsible for keeping their space clean and attractive during market hours and must clean up their space after the market closes.
- Long tablecloths are recommended so that vendors can store their extra product under the tables and cannot be seen by the public, therefore keeps a tidy appearance.

Space assignment:

- The market manager assigns stall spaces to vendors prior to the start of the market.

Operations guidelines:

- Vendors are responsible for informing themselves and their staff, and expected to comply with market guidelines.

Approval of Selling Privileges:

- The Market's approval of selling privileges for a vendor is always for a specified period and never exceeds one market season.

Overlap:

- Vendors whose products or practices place them in more than one category are subject to all the requirement of both categories.
- The market does not offer exclusive rights to any one vendor to sell any one product. Market customers generally benefit from having a choice. However, if My Cape Town Ridgeworth Market management believes the number of vendors offering the same of similar products is excessive, duplicate products may be denied entry.