



SALAMANCA MARKET

OPERATIONAL REQUIREMENTS HANDBOOK

Salamanca Place, Hobart, Tasmania | 03 6238 2430

SALAMANCAMARKET.COM.AU



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City of **HOBART**



SALAMANCA MARKET

CONTENTS

Welcome to Salamanca Market	3	House keeping - Waste	10
Operational Handbook	3	Eliminating single use plastics	11
Administration team	3	Safety	11
Code of conduct	4	Safety - Animals in the market	11
Bullying and harrassment	4	Safety - Compliance auditing	12
Customer care	5	Safety - Dispute resolution procedure	12
Important things to know	5	Safety - Electrical equipment and connections	13
Directives	5	Power boards	13
Emergencies	5	Electrical leads	13
Evacuation plan	6	Safety - Fire safety	14
First aid	6	Medium risk	14
Information booth	6	High risk	14
Infringement notices	7	Safety - Gas	14
Parking	7	Safety - Permits and licences	15
Permitted product lines	7	Safety - Stall structures	15
Set-up and pack down	8	Fixing of structures	15
Smoking, drugs and alcohol	8	General - Accessibility	15
Stallholder attendance	8	General - Insurance	16
Traffic management	8	General - Promotions and marketing	16
Weather	9	General - Salamanca Market	
House keeping - Cleaning	9	Stallholder Association	16
House keeping - Grey Water	9	Website	16
House keeping - Presentation standards	10	General - Shuttle bus	17
Stallholder numbers	10		

Image credit:

Alistair Bett and City of Hobart.



REDLANDS DISTILLERY - SITE 292

WELCOME TO SALAMANCA MARKET

Salamanca Market is one of Australia's most vibrant outdoor markets and with over 300 stallholders it's an experience that's hard to beat. Salamanca Market appeals to a wide audience from all walks of life. It's Tasmania's most visited attraction and a celebration of Tasmania's unique culture, creative artisans and diverse producers. The City of Hobart, proud operator of Salamanca Market, is committed to preserving these qualities.

Salamanca Market runs every Saturday of the year from 8.30 am – 3 pm with the exception of Anzac and Christmas day if they fall on a Saturday. The market occupies the length of Salamanca Place between Davey and Runnymede Streets and enjoys an average visitation of 25,000 a day during the summer months and 15,000 a day during winter months.

OPERATIONAL HANDBOOK

This handbook should be read in conjunction with the Salamanca Market Stallholder Licence Agreement or Casual Stallholder Agreement.

Under the both agreements, stallholders are required to comply with this handbook. If there is a conflict between the either agreement and the handbook, the agreement prevails.

It is the stallholders' responsibility to ensure that they and any person working at their market stall have familiarised themselves and comply with the contents of this handbook.

Stallholders' must take the necessary steps and adhere to all relevant legislation, regulations and codes of practice, in particular regarding occupational health and safety, in order to provide a safe environment for everyone involved in the market, including the general public.

ADMINISTRATION TEAM

The Salamanca Market administration team operates during business hours Monday - Friday and can be contacted by phoning (03) 6238 2430 or email salamancamarket@hobartcity.com.au.



CYGNET WOODFIRED BAKEHOUSE - SITE 221

CODE OF CONDUCT

All stallholders, their employees and their representatives are required to adhere to the Salamanca Market Code of Stallholder Conduct. The Code of Stallholder Conduct aims to ensure that the positive reputation of the market is sustained and to:

- inspire community confidence in the market
- help maintain and raise the standard of our market relative to other markets
- encourage the pursuit of excellence
- promote Salamanca Market's positive reputation.

Salamanca Market stallholders uphold integrity, professionalism, community citizenship, safety, respect and courtesy.

- We act responsibly and ethically through fairness, consideration and honesty in all dealings with others.
- We conduct our business in line with fair competition.
- We act honestly in serving our business interests.
- We provide quality service.
- We accept responsibility for our actions.

- We cooperate with other stallholders, and the City to maintain the unique atmosphere and appeal of Salamanca Market.
- We refrain from knowingly injuring or maligning the good name or business reputation of another market stallholder.

Bullying and harassment

No one should have to put up with bullying. It can make people feel unsafe and afraid at work and miserable when they get home.

Bullying is when a person or a group of people use their power or influence, repeatedly and intentionally, to control or harm to another person or group of people who feel helpless to respond. Bullying behaviors happen more than once or have the potential to happen more than once.

Bullying is unwanted behaviour and includes actions such as making threats, spreading rumors, attacking someone physically or verbally, or harassing someone based on their race, sex, religion, gender or a disability.

Verbal bullying is saying or writing mean things:

- teasing
- name-calling
- inappropriate sexual comments
- taunting
- threatening to cause harm.



INFORMATION BOOTH

Social bullying involves hurting someone's reputation or relationships:

- leaving someone out on purpose
- spreading rumors about someone
- embarrassing someone in public.

Physical bullying involves hurting a person's body or possessions:

- tripping/pushing
- taking or breaking someone's things
- making rude hand gestures.

Everyone has a right to feel safe and to be treated fairly and respectfully.

CUSTOMER CARE - RETURNS AND REFUNDS

Good customer service results in a satisfied customer and the potential for word-of-mouth testimonials. One important aspect of customer service is explaining your return or exchange policy. Salamanca Market administration takes no responsibility for the returns policies of stallholders and will redirect a customer complaint or query to the stallholder. If you are unsure about consumer rights, visit the Tasmanian Government website at cbos.tas.gov.au.

IMPORTANT THINGS TO KNOW

Directives

Any instruction given by the Market Supervisor or authorised person at the market must be followed. This is a requirement of the stallholder licence agreement and following a directive is not optional. The Market Supervisor gives instructions and makes decisions about the Saturday operation of the market such as where and when vehicles can park, how to keep stallholders or the public safe and the casual allocation of stalls.

A stallholder may be instructed to stop trade or an activity that breaches either the Stallholder Licence Agreement or the Casual Stallholder Agreement, if that activity poses a threat to the safety of any person, the environment or the market's reputation. A decision of the Market Supervisor stands until a subsequent business day when further action can be taken if required.

Emergencies

In the case of an emergency, the Market Supervisor will provide instructions to market crew and may also give instructions to stallholders. The Market Supervisor and crew are trained to handle emergency situations and you must cooperate and follow their instructions. Market crew are identified by their high-visibility vests and carry two-way radios.

If an evacuation or part evacuation of the market becomes necessary, it will be controlled by the Market Supervisor until emergency services arrive. Assembly Areas are pre-determined locations where market crew, stallholders and patrons can assemble with relative safety from any threat, fire or explosion. Look out for market crew who will guide you and patrons to these sites if required or refer to 'Evacuation Plan' for more information.

If you become aware of an event that poses a risk of harm to individuals or property, please follow this procedure.

Evacuation Plan

The Market Supervisor may direct an evacuation of part or all of the market in an emergency. If this happens, please remain calm and move quickly to your nearest safe assembly point:

- St David's Park
- Parliament House Lawns
- Salamanca Square
- Princes Wharf No 1 forecourt
- Princes Park.

Do not pack up or take your possessions when evacuating the market unless instructed to do so.

Please exercise due caution when crossing roads in the course of an evacuation.

Members of the public may disperse and do not need to stay at the emergency assembly areas.

First Aid

St John Ambulance is on site every Saturday to help with medical situations. If a stallholder or patron requires first aid or medical assistance, help can be sought from the St John Ambulance station or by calling the Market Supervisor on 0419 482 675. If it is a medical emergency, please ring 000 and then alert the Market Supervisor. All market crew hold first aid qualifications.

Information booth

The Salamanca Market information booth is open from 8.30 am to 3 pm and is located on the corner of Salamanca Place and Montpelier Retreat. It is operated by Tasmanian Travel and Information Centre employees who provide an information service and support for the market, and who can assist tourists with tour and accommodation bookings. Stallholders can ask questions, report accidents or lost and found property, and find market crew at the information booth. The information booth also acts as the control centre in the case of an emergency.



Above: Evacuation plan



SUNSHINE DESIGNS - SITE 37

Infringement notices

Under the Salamanca Market By-Law the City of Hobart has the ability to issue infringement notices. The Market Supervisor has the authority to issue an infringement notice to stallholders and the public.

Parking

Parking restrictions apply in the streets surrounding the market, including Saturdays. There is a number of car parking options in close proximity to the market, including the CSIRO, which is a free car park with 98 spaces located at 4 Castray Esplanade, a short walk from the market. Stallholders choosing to park in the Salamanca Square underground car park may purchase two (2) four hour tickets for all day parking.

Stallholders and their employees must not park in any area reserved as accessible parking unless they are an authorised holder of an Accessible Persons Parking Permit. Accessible parking areas have a two-hour parking limit.

Failing to comply with directions by market crew may result in vehicles being banned from the market area during set-up and pack-down times.

Permitted product lines and activities

The Stallholder Licence Agreement and Casual Stallholder Agreement outline the activities permitted at the market and include a description of the products or services approved to sell at each stall. Stallholders must only sell the products that are listed within the Approved Product Line of their current agreement. Trading products or services outside those listed is a breach of the agreement and could result in a suspension from trading or the termination of the agreement.

Onsite product line audits are undertaken on a regular basis.

If a licensed stallholder wishes to change their product line they may apply to do so by completing a Change of Product Line application form. The application form is available on the Salamanca Market website at salamancamarket.com.au. Important information on product lines is in the sections 29 to 35 of the current Stallholder Licence Agreement.

Casual Stallholders are not permitted to change their approved product line.



MEMORIES OF TASMANIA - SITE 313

Set-up and pack-down

Set-up of the market takes place from 5.30 am to 8 am and pack-down occurs between 3 pm and 6 pm, however stallholders are required to have completed pack-down by 5.30 pm at the latest. During these times all people working on the market site are required to wear high visibility vests or clothes that comply with Australian Standards - AS/NZS 4602:1:2011 while outside of a vehicle to ensure the safety of everyone onsite. In addition, appropriate set-up and pack-down clothing and equipment is advised depending on the season, such as warm wet weather gear and head torches in winter.

During bump-in stallholders need to unpack in a safe, efficient manner, in an order that has been agreed to with your stallholder neighbours. Always ensure to leave clear access for other vehicles, where possible. Vehicles should not remain in the market for more than 30 minutes during set-up (unload your product, remove your car from the market and then come back to setup) and pack-down (pack-down your stall and then bring your car into the market). If you are running early or late, it is expected that you will phone your stallholder neighbour to renegotiate a new arrival time for that week.

During set-up and pack-down stallholders are required to not exceed 5 km/h when driving vehicles onsite.

Smoking, drugs and alcohol

Salamanca Market is a non-smoking environment during market hours and people wishing to smoke must do so outside the market boundary.

Stallholders and staff are not to be under the influence of alcohol or drugs at any time whilst onsite.

Stallholder attendance

Licensed stallholders are required to trade every market day throughout the year, however, licensed stallholders may take up to eight (8) approved absences per calendar year. These absences are refundable by means of a credit note providing the mandatory ten days notice requesting an absence is received in writing by market administration. Absent licensed stallholder sites are allocated to casual stallholders. If you are a licensed stallholder and arrive to trade on a day when you have requested an absence, the site will not be available.

It is a requirement that casual stallholders trade or attempt to trade at least once every six weeks.

If, due to unforeseen circumstances you are unable to attend on the day of the market, or have been unavoidably held up, call or text on 0419 482 675.

You must be on site at the market before 8 am otherwise your space may be reallocated.



PACHA MAMA - SITE 168

Traffic management

On any given market day there may be up to 300 stallholder cars traversing the market. Safety on site is of paramount concern and stallholders must abide by the instructions of the market crew regarding vehicle movement and parking at the market, on public roads and in areas within the immediate vicinity of the market, including all signage.

No stallholder is permitted to begin set-up or have their vehicle stopped in the street outside of a designated car park before 5.30 am on Saturday mornings. In addition, stallholders must not bring vehicles into the market area or use vehicles in the market area between 8.15 am and 3 pm.

All stallholders are allowed one vehicle at a time in the market area during set-up and pack-down. Long-term stallholders often have an informal agreement with their stallholder neighbours for getting their vehicles in and out in an orderly manner.

Occasionally, members of the public leave their cars in Salamanca Place overnight and these cars need to be moved before stallholders can start setting up. These vehicles cannot be towed prior to 5.30 am. Please exercise patience if a vehicle is left on your site.

With the increase in festivals and events in Hobart there have been more road closures in and around Castray Esplanade. At these times vehicle movement for set-up and pack-down may be different and vary from event to event. Information will be emailed out to all stallholders ahead of market day.

Weather

When the administration team becomes aware of extreme weather conditions, warning emails and texts highlighting the best ways to prepare against the forecasted weather will be sent out to stallholders. In exceptional and rare circumstances a 'wet market' may be called and the market will not go ahead. It is therefore very important that the administration team has current email and mobile phone details.

In some circumstances, due to the adverse weather conditions, the market may start late or finish early on advice of the Market Supervisor. When this happens, stallholders will be advised of appropriate actions by market crew members.

A refund will not be payable on site fees if operating hours change due to inclement weather conditions.



HOUSE KEEPING - CLEANING

It is the stallholder's responsibility to ensure their stall and adjacent areas are kept clean and tidy at all times, with any spillages addressed immediately. This includes boxes of stock behind stalls and rubbish.

Grey water, ice and any other substances must not be poured onto grass or trees as this has the potential to seriously affect the health of plants. Any stallholder found doing so will be issued with an infringement notice.

For any cleaning issues within the common areas of the market, stallholders are directed to contact the market crew via the information booth.

HOUSE KEEPING - GREY WATER

There are two grease trap drains for the safe disposal of grey water.

Deep fryer oil, coffee waste, fats and food waste need to be removed from the market site by stallholders. Any stallholder found inappropriately disposing of these materials will be issued with an infringement notice.

When disposing of grey water all vegetable matter and other debris must be cleaned from the top grate on the grease trap and placed in a red general waste bin. Under no circumstances may any poisonous, noxious or polluting matter or any solid waste matter enter the stormwater drainage system.

HOUSE KEEPING - PRESENTATION STANDARDS

Props, flags, banners can be used to create an exciting and engaging display, however, all display stock, signage and props must stay within stall boundaries. Props must be secured appropriately and not pose any safety risks. All pedestrian access points and walkways between stalls must be kept clear and open at all times.

Tent awnings need to remain down until trade begins at 8.30 am in order to keep aisles clear for safe set-up and vehicle movements.

Stallholder number

Every stallholder is provided with a market specific stallholder number sign designed to be displayed at the stall. The Salamanca Market stall number helps patrons navigate the market, particularly if they have referred to the Salamanca Market printed map or website and they are looking for a particular stall. We recommend placing your stall number above head height so it is clearly visible. To replace a stall number sign, please contact the Salamanca Market Stallholder Coordinator onsite or contact the administration team.



SALAMANCA SKINCARE - CASUAL STALLHOLDER

HOUSE KEEPING - WASTE

The City of Hobart has a waste management strategy that aims to achieve zero waste to the Hobart landfill by 2030. The City is committed to implementing waste reduction actions such as more recycling as well as encouraging businesses to reduce their reliance on single use plastic packaging.

Salamanca Market has three waste streams: comingled recycling in the yellow bins, general waste in the red bins and cardboard collection in the blue bins. Recycling and general waste bins are placed throughout the market on the footpaths behind stalls.

The blue cardboard collection bins are designed to assist stallholders with their cardboard rubbish onsite. Stallholders using these bins should flatten any uncontaminated cardboard before placing it in the bin. Cardboard should not be left behind stalls. Wax-coated boxes cannot be placed into the cardboard collection bins at this stage. Cardboard bins are located at the Salamanca entrance to Parliament Lawns, the accessible car park between the Salamanca lawns and at the silo end of Salamanca Lawns.

Blue bin - Uncontaminated flattened non-waxed cardboard.

Yellow bin - Plastic bottles, glass jars, steel and aluminium cans and milk and juice containers.

Red bin - Everything else.

Eliminating single use plastics

Recognising that the City of Hobart, through its own activities, contributes a significant portion of waste to landfill, it is a requirement for all City managed or funded events to provide recycling and waste diversion programs. This includes Salamanca Market.

From 1 January 2019, Salamanca Market shall be free of non-compostable food packaging and all single-use plastic bags. This means that food-service packaging such as hot and cold cups and straws, takeaway containers, plates bowls and trays, cutlery and napkins, as well as carry bags should be compostable, able to completely biodegrade. Producing single use food service packaging from plastic is unsustainable and plastics in the environment break down into smaller and smaller pieces that could be ingested by animals and enter the food chain.

The City of Hobart also has a policy not to allow the use of balloons at events.

SAFETY

The Workplace Health and Safety Act 2012 states that employers must take every reasonable action and work proactively to ensure the health and safety of all staff in all business activities. This includes small businesses like the stallholders at Salamanca Market.

The City of Hobart is committed to a safe and healthy work environment and safe systems of work to prevent injury and illness. The City's corporate work health and safety goal is a 'no harm workplace'. We expect everyone at Salamanca Market to take care, slow down, show respect, follow procedures and instructions, report problems and go home safely.

SAFETY - ANIMALS IN THE MARKET

The market is a pet-free area and only assistance animals, such as guide dogs, are permitted to accompany people into the market site. This rule applies equally to stallholders and the public.

RSPCA Tasmania provides a 'puppy parking' service on Salamanca Lawns, outside the market. Owners can leave their dogs under the supervision of RSPCA volunteers for a maximum of two hours for the cost of a donation that goes directly to the RSPCA.

SAFETY - COMPLIANCE AUDITING

To ensure a safe environment for the public and stallholders, the City of Hobart conducts regular checks of equipment used at the market. This includes structures, electrical and gas appliances and firefighting equipment.

All stallholders will be subject to checks whenever they change their structures, infrastructure or equipment and at least once every year. Checks for gas, electrical and fire will incur a fee as charged by the relevant contractor.

As a result of these inspections, stallholders may be issued with a direction which requires them to take action before they next trade to make their stall safe. Stalls that do not comply with conditions of operation, or directions, will not be able to use infrastructure that does not comply and may be required to leave the market.

SAFETY - DISPUTE RESOLUTION PROCEDURE

In the first instance, any disputes on market day are resolved by the Market Supervisor. The decision of the Market Supervisor stands on that day. For complex issues an investigation may be undertaken to establish the facts of the matter in order to enable the appropriate response or resolution. Where stallholders believe that a decision taken was incorrect, they may take the dispute to the Manager Tourism. If the dispute is still not resolved to the satisfaction of all parties it may be referred to mediation and subsequently arbitration.

At no time is it appropriate to ring the Lord Mayor or General Manager to settle disputes when an active investigation or dispute resolution process is underway.

Please refer to the section 54 of the Licence Agreement for the full dispute resolution procedure.

SAFETY - ELECTRICAL EQUIPMENT AND CONNECTION

Electrical installations must comply with Australian Standard AS/NZS3002 - Shows and Carnivals. All electrical items should be in good working order, with no frayed or defective cords, leads or plugs. Double adaptors must not be used.

Equipment that draws a load of more than 10 A or 2400 W and up to 15 A/3600 W should be connected via a dedicated 15 A extension lead directly to a City of Hobart power outlet.

Individual loads that are more than 15 A must be approved by the City before connection. These appliances are subject to limitations on where and how they are connected.

Power boards

Power boards may be used at the end of an extension lead to connect appliances and must:

- comply with Australian Standards
- be fitted with an overload protection device
- only supply equipment within one stall
- not be connected to another power board.

Electrical leads

Single leads must be used between the City of Hobart power boxes and a stall. All leads must:

- Be tagged and tested every six months by an authorised person and maintained in good condition.
- Be either heavy duty or extra heavy duty rated at a minimum 15 amp (15 A) capacity depending on the load to be connected.
- Be fully supported by a catenary wire and installed so it does not obstruct people walking near it.
- Be attached to the City of Hobart tie bar or supported in a way to prevent strain on cables and plugs.
- Not be used while coiled or reeled.
- When set up over a road, only be installed following the road closure and removed before the road reopens to public.



Above: Catenary installation



SMITTEN MERINO - SITE SUMMER 209 / WINTER 224

SAFETY - FIRE SAFETY

For fire safety purposes, at a minimum, any stallholder using gas or electricity is required to keep firefighting equipment.

Medium Fire Risk Sites

Stalls in this category do not cook with fats or oils and satisfy any of the following:

- Use a van, caravan, trailer with awnings or tented structure.
- Have an umbrella of diameter 2.4 m or larger.
- Use electrical power or gas (LPG).

This category typically includes stalls such as coffee vendors without cooking facilities, stalls using power for lighting purposes or stalls using LPG for non-cooking purposes such as heating and are required to have a minimum of one 2 kg class 2A:40B(E) dry chemical powder fire extinguisher on site at all times. This must be regularly serviced and tagged in accordance with AS 1851:2012. It is recommended that at least one person from a medium risk stall has training in the use of fire extinguishers.

High Fire Risk Sites

Stalls in this category cook on site (e.g. deep frying, shallow frying and barbecuing).

These sites are required to have a minimum of one 2 kg class 20B(E) dry chemical powder fire extinguisher and one approved 900 mm x 900 mm fire blanket in their stall at all times. These must be regularly serviced and tagged in accordance with AS 1851:2012. At least one person from each high risk stall must have appropriate training in the use of fire extinguishers.

SAFETY - GAS

Storage and installation for LPG must be in accordance with the manufacturer's instructions.

Installations are required to comply with the Storage and Handling of LP Gas - Minor Storage and Usage - AS/NSZ1596, this can be obtained from the Workplace Standards Tasmania advisory service by telephoning 1300 366 322.

All gas equipment will be audited on a yearly basis. Non-compliance could result in cease of trade until the non-compliance is rectified.

Stalls with cooking and food equipment, like deep fryers or barbecues that use gas, oils or fats, all need to be equipped with appropriate spill kits.



COBURG AND CO - SITE 179

SAFETY - PERMITS AND LICENCES

When food items are to be sold, the stallholder must obtain a food permit from the local government council where the equipment is stored and food prepared. This may be more than one council. Food products must also carry appropriate labelling and nutritional content advice in accordance with local government, state and federal government requirements.

To find out more you can visit foodstandards.gov.au. Stalls selling alcohol must have a Special Permit – Salamanca Market issued by the Department of Treasury and Finance. To apply for a special permit, visit Department of Treasury and Finance - Liquor and Gaming at treasury.tas.gov.au.

SAFETY - STALL STRUCTURES

Stall structures must be adequately secured to prevent injury to members of the public and other stallholders. This applies regardless of weather conditions.

Clothes racks, tables and stock, must be within site boundaries, and are not to protrude into footways or public areas.

Stallholders must not erect a tented structure exceeding 3.5 m x 3.5 m without the prior approval of market administration team. All stall structures are checked on a regular basis.

Fixing of structures

It is crucial to make sure all stalls are safe in strong winds and all weather conditions. Salamanca Place often records wind gusts of over 100 km/h.

Anchor points are drilled into the pavers at most stall sites to attach the feet of tents with screw-in eye bolts. Eye bolts, 12 mm in diameter eye, can be purchased from hardware stores or the information booth.

Each anchor point has a grub screw that is undone with a 6 mm Allen key. Grub screws must be replaced at the end of each market to keep the anchor points free from grit. If grub screws are missing please speak to a member of the market crew.

For sites located on asphalt there are no anchor points. At these sites, tents must have enough weight on each leg of all structures to withstand strong gusts of wind.

GENERAL - ACCESSIBILITY

An accessible parking drop off / pick up point is located close to the market on Castray Esplanade and free wheelchair hire is available from the information booth from 8.30 am – 3 pm every market day. An MLAK key to unlock the Salamanca Place accessible toilets is also available from the information booth.



SMALLEST PANCAKES - SITE 223

GENERAL - INSURANCE

Each financial year the City of Hobart obtains public and products liability insurance on behalf of all Salamanca Market stallholders. The policy covers stallholders in the event they become legally liable to pay compensation for personal injury and/or to pay compensation for personal injury and/or property damage arising from products sold or supplied at the market or as a result of the business activities onsite. This insurance coverage applies to activities and sales from Salamanca Market and excludes liability arising out of, or in connection with:

- the sale of any second hand electrical products
- the sale of any gas products
- personal injury or property damage in connection with any common areas.

If you become aware of a public or products liability issue, it is your responsibility to advise the Salamanca Market Operations Coordinator by calling 6238 2430 or email salamancamarket@hobartcity.com.au.

GENERAL - SALAMANCA MARKET STALLHOLDER ASSOCIATION

The SMSA is a member based association representing Salamanca Market stallholders. Its role is to advocate on behalf of stallholders and communicate with the market administration team based in the City of Hobart. To join the SMSA, visit smsainc.org.au.

GENERAL - PROMOTIONS AND MARKETING

The City of Hobart has a wide-reaching marketing strategy for Salamanca Market including:

- promotional brochures distributed throughout the state at key locations
- [website](#)
- social media including [Facebook](#) and [Instagram](#)
- regular advertising in local media
- tourism awards
- tourist publications
- promotional videos.

Stallholders give their permission to have their involvement in the market promoted when they sign their stallholder agreements, including the use of photos and video of staff and their stall in marketing activities.

Website

The Salamanca Market website (salamancamarket.com.au) lists every stallholder and is a key marketing tool. It also provides useful information about the market for the public.



SHUTTLE BUS

GENERAL - SHUTTLE BUS

The Salamanca Market Shuttle Bus is a free shuttle service run by the City of Hobart every Saturday from 9 am to 2 pm, linking car parks around the city centre to the market.

The two branded shuttle buses operate in a continuous loop. For further information visit the Salamanca Market [website](#) where you will find a map of the route. Printed brochures are also available for market patrons and you can collect a supply from, or direct patrons to the market information booth.

Salamanca Market
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E salamancamarket@hobartcity.com.au



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