

Australia Zoo Group

Australia Zoo Markets 2026



Stallholders Code of Conduct

All stallholders are required to uphold the Code of Conduct when participating in the Australia Zoo Markets.

Stall Placement

- Stall placement and overall Australia Zoo Markets layout is at the discretion of the Event Manager.
- Australia Zoo and Wildlife Warriors Management reserve the right to relocate a stallholder to another stall within the Australia Zoo Markets.
- We ask that all stallholders remain flexible and accept changes to the site layout at any time.

Operational Requests

- Australia Zoo and Wildlife Warriors Management reserve the right to request that a stallholder undertake any reasonable measure, which in the opinion of the manager, will improve the safety of the stall or raise the level of presentation of the stall and its products.

Product

- Australia Zoo and Wildlife Warriors Management reserve the right, at any time, to refuse or request the removal of a product that is unsuitable or has not been approved.
- A stallholder may only offer for sale approved products as outlined on the stallholder's original application form.
 - To add new products, permission must be sought from Australia Zoo and Wildlife Warriors Management. Stallholders may be asked to provide pictures of their intended product. Products cannot be added to a stall unless approval is given by Management.
- It is the responsibility of the stallholder to ensure they conform to any safety and compliance standards about their product.

Late Arrivals and Cancellations

- Please phone or email the Event Manager/Coordinator to cancel your stall (please refer to Cancellation Policy in Stallholder Trading Guidelines document for details about costs incurred for cancelling your stall).
- Please phone the Event Manager/Coordinator and advise if you are running late on trading day.

Stallholders Responsibilities

Management advises that any breach of these rules **may result in instant closure of the stall**.

Stallholders must ensure that they:

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- Comply with all instructions issued by Australia Zoo and Wildlife Warriors Management in relation to health, safety & animal welfare.
- Exercise reasonable care for themselves and others and not place themselves or others at risk.
- Ensure all plant and equipment is maintained and in a safe/serviceable condition.
- Cooperate in the identification, assessment and control of hazards or risks.
- Report identified unsafe work practices, conditions or equipment, as well as any incidents that occur during the event.
 - Full co-operation into the incident investigation by all parties is required.

Behaviour and Conduct

All Stallholders are expected to:

- Ensure they arrive on site in a fit state to carry out work at the organised time.
- Advise their Australia Zoo Group contact if they feel they are being unfairly treated at any time.
- Ensure they are polite and respectful to staff and guests at all times.
- Do not enter "Restricted/Staff Only" areas without an Australia Zoo Group escort.
- Do not bring or consume illicit drugs or alcohol on site.
- Do not smoke (inclusive of e-cigarettes and vaporisers) anywhere except the designated smoking area.

As is expected with all guests on Australia Zoo Group properties, all stallholders must ensure they:

- Don't chase, harass or throw objects at any animals within Australia Zoo Group properties, anyone doing so may be asked to leave.
- Don't leave children or animals in vehicles in the car park **AT ANY TIME.**
- Use Australia Zoo Group property as prearranged and approved by the designated Australia Zoo Group contact.
- Ensure their equipment/machinery/tools are tested and tagged, serviced prior to bringing them onto the site.

Unacceptable Behaviour

- We ask that stallholders consider their neighbours, Australia Zoo and Wildlife Warriors staff, and all others with respect, and as they would like to be treated in all their dealings in the Australia Zoo Markets.
- Verbal abuse (swearing) at Australia Zoo and Wildlife Warriors staff and security, visitors or other stallholders is not acceptable behaviour.
- Physical abuse under any circumstances is not acceptable behaviour.
- If you are found in breach of either of the above conditions your participation at the Australia Zoo Markets will be terminated immediately.
- We have a zero tolerance for conflict.
 - Conflict will not be tolerated between any parties; we seek to maintain a harmonious, friendly and enjoyable environment for all.

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