

# KIEWA STREET MARKET

## Market News

Welcome to 2019 and our Summer edition of Market News. We hope you managed to have a break over the busy Christmas and New Year period! The markets leading up to Christmas were really busy, such a fabulous vibe. Thank you to all those stallholders who embraced the festive spirit and helped make the Christmas markets such a success.

2018 saw the market move to our current site, thank you for your patience as we negotiated the 'teething' problems not the least being our power issues! The move has proved successful with over 67,000 adults coming through the gates. Over the past year we have raised in excess of \$200K of which a large proportion has been invested in various Rotary projects in our local area.

We look forward to an equally successful 2019!

### Social media

The Kiewa Street Market (KSM) facebook page is growing! Over the December and early January period our posts reached 2.9K up 33% on the previous month, 2.0K engaged with our posts (up 54%) and we had 35 new page likes (up 66%) in total 958 people like our page. Social media works so if you haven't already please like and share our KSM facebook page [www.facebook.com/kiewastreetmarket/](http://www.facebook.com/kiewastreetmarket/).

### Respect

We want our market to be a positive experience for all concerned: stallholders, volunteer Rotarians and the public.

There have been a couple of occasions recently where Rotarians have made a request to a stallholder only to be met with unwarranted abuse.

Please refer to the following extracts from "Market Rules and Regulations":

*Stallholders Acknowledge they and patrons must comply with requests and directions of the Kiewa Street Market, Market Supervisors and any by-law, regulation, act or statute as enacted by Local, State, or Federal Governments. Any stallholder who refuses to comply with the above may be ejected or caused to be ejected from the site and/or may be refused a site in the future.*

Our Rotarians attend the market each week on a voluntary basis and it is expected that Stallholders give them the respect they deserve.

## **Survey feedback**

As many of you would be aware we ran a customer survey in November last year. We received 110 completed surveys and the results were resoundingly positive.

Our customers had many positive things to say about the market, so well done to each of you!

Word of mouth is without doubt the most common way that people hear about our market, so providing a positive customer experience is essential.

## **Stallholder Parking**

A reminder that Stallholders should park on the upper levels of the carpark. Oversized vehicles are able to park at the back of the market at the direction of Rotarians on duty. Please ensure you comply with this request. The area at the back of the undercover market area is allocated market sites as well as a thoroughfare for customers. The restriction on parking is needed to ensure customer safety. We will continue to place notices under windscreens over the next few weeks. However, people who continue to park there may be required to pay for the 'site'!

## **Cancelling your site booking**

A reminder to make sure you cancel your booking if you won't be attending. Stallholder who do not show up and have not cancelled their booking WILL NOT be rebooked and risk losing their preferred site permanently.

**Cancellations** must be received **by 5.00 pm the Thursday** prior to the market, so that we are able to book another stallholder on the site. This will ensure the market sites are fully booked. In the case of illness or an emergency please let us know via a phone call, SMS message.

## **Easy ways to pay your site fee**

Credit card and PayPal are now options for you to pay your site fees. To pay via credit card or PayPal you will need to contact Bev on the market mobile 0417 565 443 or email [bookings@kiewastreetmarket.com](mailto:bookings@kiewastreetmarket.com) prior to the market. Payments need to be made prior to the market day.