



QUEEN VICTORIA MARKET COVIDSAFE PLAN

Last updated: 25 March 2021

The safety of our customers and traders is our priority.

Queen Vic Market is OPEN for fresh produce, specialty shopping and great eats.

Come and rediscover Queen Victoria Market, shop locally and support our city's small, family-run businesses. All areas of the Market are open but please note that specialty stalls are now located between J-M Sheds and String Bean Alley due to the current heritage restoration of C-D Sheds.



Trading Hours

The Market is open from 6am on Tuesday, Thursday, Friday and Saturday. On Sundays, the Market is open from 9am. View our trading hours [here](#).

Our Visitor Hub is open Fridays from 10am-3pm, Saturdays and Sundays from 10am-4pm.

COVID SAFE CONTROLS (effective 27 March 2021)

The following COVID Safe controls are in place at Queen Victoria Market:

- Social distancing – compliance with 2 square metres per person.
- Daily customer counts in the morning and afternoon.
- Signage including 1.5 metre floor markings to assist customers and signage throughout market on hygiene practises.
- Queueing system for Dairy Produce Hall and Meat & Fish Hall on high-demand days and times.
- Ongoing communications to traders about their requirements to maintain a safe and hygienic environment.
- All QVM contractors must sign in and provide details to relevant Manager. Security contractors to continue to sign in daily.
- All businesses operating onsite must have their own COVID Safe Plan with regular updates reported to QVM Management.
- Hand sanitiser stations throughout all communal areas of the Market.
- Additional cleaning focused on high-use touch points - employing both proactive and reactive measures to ensure that high traffic surfaces such as door handles, bench tops, ATM machines, handrails and bathrooms remain clean to minimise the spread of germs.
- All stallholders have adopted an increased vigilance with regard to food safety compliance. This is in addition to already existing requirements for traders to maintain high levels of sanitation for themselves and their stalls.
- We encourage customers to make use of contactless card payments where possible and pack their own reusable bags.

TOURS

We are happy to announce the return of our popular tours program.

Please note that the health and safety of our guests is paramount. With this in mind, we have modified our tours to provide the safest and most enjoyable tour possible.

Tour safety measures:

Below are the measures we are taking to maintain a high standard of health and hygiene for all our guests and staff. These measures are in line with current advice from authorities.

- Maximum tour numbers have been reduced to allow for social distancing among tour guides and guests.
- In accordance with current government advice at the time of the tour, masks may be mandatory for tour guides and guests in some areas of the Market but may be taken off for tastings.
- All tasting experiences have been modified to ensure adequate spacing, cleanliness and hygiene.
- All tour guides are trained in COVID safe protocols and procedures.
- Hand sanitiser will be available at regular stations throughout the tour.
- Any guests showing signs of illness will be requested to not join the group and a full refund will be given.
- Our cancellation has been modified to enable guests to cancel any time before the tour if any of their group is unwell.