

CONDITIONS OF ENTRY

Terms and Conditions

By entering our store, you agree to the following Conditions of Entry

The safety and wellbeing of our staff, volunteers and customers is our top priority. We do our best to create a respectful and welcoming store. *Verbal abuse, yelling or aggressive behaviour will not be accepted.*

Bag Check

This store complies with the National Retail Association's bag check Code of Practice. It is a condition of entry that, if requested by our staff/volunteers, you present any bags, parcels, containers or prams for inspection before leaving the store.

CCTV

CCTV is operating in our store.

Smoking

Smoking, vaping and use of e-cigarettes is not permitted in-store or on the Citipointe Campus.

Pets

We welcome registered assistance animals only. Thank you for supplying your registration certificate for your animal on request. Pets in general are not allowed in our store.

Refunds

We do not refund items if you have simply changed your mind. We will refund you on items that are faulty.

Emergency Food Hampers

Emergency Food Hampers are reserved for individuals and families who have encountered a financial crisis and are normally considered a 'one-off' response. A Food Hamper consists of a standard weeks' groceries. The contents of this hamper are at the discretion of the Marketplace Director according to the availability of food products. Those in such need are asked to complete a short form to assess eligibility.

Ongoing Provision of Free and Low Cost Food

Food Hamper recipients are welcome to return to our Marketplace store which is open seven days a week and offers a limited number of free grocery items that change from time to time. You can also access other low-cost products to offset your needs and help you recover. Marketplace is not the manufacturer of any grocery products supplied and is not responsible for any contamination or lack of quality of any products supplied.

From your friendly team at Marketplace - 27th October 2023