



South Melbourne Market A Foodie Affair Passport 2026 Terms and Conditions

Bookings and payment

Payment is required in full at the time of booking.

Each tasting experience is sold individually and must be selected and purchased in advance. Ticket holders may purchase as many experiences as they wish, subject to availability.

Bookings close 48 hours before the relevant event date, unless sold out earlier.

Booking confirmation

A booking confirmation will be sent to the email address provided during purchase.

Ticket holders must present their booking confirmation at event check-in. The booking confirmation may be presented digitally or as a printed copy.

The booking confirmation is proof of purchase and is separate from the themed boarding pass issued at event check-in.

Event inclusions

Each ticket holder will receive the following when they check in:

- A Foodie Affair Passport, pre-stamped with their booked trader stops
- A Foodie Affair Boarding Pass
- A Foodie Affair Market Map
- A South Melbourne Market shopping bag

The passport will include only the experiences selected and purchased during booking.

Event check-in

Ticket holders must check in at the South Melbourne Market Office in Centre Aisle on their booked event date.

Check-in is available between 11am and 1.30pm. Ticket holders must present their booking confirmation to collect their event materials.

Ticket holders should allow approximately two to three hours to visit their booked traders and redeem their experiences.

Tasting and product redemption

Each passport will be pre-stamped by event staff to identify the trader stops included in the ticket holder's booking.

To redeem an experience, the ticket holder must present the relevant page of their passport to the participating trader.

Once the food, drink or product has been collected, the trader will add a second stamp to the passport to confirm that the experience has been redeemed.

Each booked experience may be redeemed once only and must be redeemed:

- on the event date selected during booking
- from the trader specified in the passport
- during that trader's applicable trading hours

Booked experiences cannot be redeemed on another date unless otherwise agreed by the event organiser.

Event route and trader hours

A Foodie Affair: Passport is a self-guided experience. There is no prescribed route, and ticket holders may visit their booked traders in the order of their choice.

Participating traders operate independently, and their opening and closing times may vary. Ticket holders are responsible for allowing sufficient time to redeem their booked experiences before the relevant traders close.

Failure to redeem an experience before a trader closes will be treated as an unused booking unless the trader's closure was unexpected or the experience could not be supplied for reasons attributable to the event organiser or participating trader.

Unused experiences

Unused experiences cannot be exchanged for cash, credit or alternative products, except where required by the Australian Consumer Law.

No refund will be provided where a ticket holder changes their mind, fails to attend or does not redeem an available experience during the applicable redemption period, subject to the cancellation terms below and the ticket holder's rights under the Australian Consumer Law.

Participating traders and availability

Participating traders, menu items and experiences are subject to availability.

Where a selected experience becomes unavailable, South Melbourne Market may offer a suitable replacement experience or another remedy appropriate to the circumstances. Ticket holders will be contacted where a material substitution or change is required.

Cancellation by the ticket holder

Ticket holders may cancel a booking up to seven days before their booked event date and receive a full refund.

Cancellations received fewer than seven days before the booked event date are non-refundable, except where required by the Australian Consumer Law.

To request a cancellation, the ticket holder must contact the event organiser and provide their booking name, booking reference and event date.

Transfers and booking changes

Bookings and individual tasting experiences may not be transferred to another event date or exchanged for another experience within seven days of the booked event date, except at the discretion of the event organiser or where required by law.

Dietary requirements and allergens

Dietary information is provided as a guide based on information supplied by participating traders.

Products may be prepared, stored or served in commercial environments where allergens are present. While reasonable care is taken, South Melbourne Market and participating traders cannot guarantee that any product is free from traces of allergens or cross-contamination.

Ticket holders with allergies or specific dietary requirements should review the information provided during booking and speak directly with the participating trader before consuming a product.

Where a ticket holder has a severe allergy, they should consider whether the relevant experience is suitable before booking.

Alcohol experiences

Alcohol tasting experiences are available only to ticket holders aged 18 years or over.

Valid proof of age may be required at the point of redemption. Alcohol will be served in accordance with applicable Victorian liquor licensing and responsible service of alcohol requirements.

Participating traders reserve the right to refuse alcohol service to a person who:

- is under 18
- cannot provide acceptable proof of age when requested
- appears intoxicated
- is otherwise required to be refused service under applicable liquor licensing requirements

A refund will not be provided where alcohol service is lawfully refused because a ticket holder is underage, cannot provide valid identification or is intoxicated.

No-shows

No refunds will be issued to ticket holders who fail to attend on their booked event date, except where required by law.

Event cancellation, rescheduling or significant changes

If the event organiser cancels the event, ticket holders will be notified using the contact details supplied during booking and will be provided with a refund or other remedy in accordance with the Australian Consumer Law.

If an event date is rescheduled or the event undergoes a significant change, affected ticket holders will be notified and advised of their available options.

Events outside the organiser's control

Where the event is prevented, postponed or materially affected by circumstances beyond the reasonable control of the event organiser, ticket holders will be notified as soon as reasonably practicable.

Available refunds, credits, rescheduling options or other remedies will be determined in accordance with the Australian Consumer Law and any other applicable laws.

Health and safety

Ticket holders must follow all reasonable health, safety and operational instructions provided by South Melbourne Market, participating traders and event staff.

The event organiser may refuse participation or require a ticket holder to leave where their behaviour presents a safety risk, disrupts the event or unreasonably affects traders, staff or other visitors.

Children and supervision

Children must be supervised by a responsible adult while participating in the event.
Alcohol tasting experiences must not be purchased for or supplied to anyone under 18.

Photography and filming

Photography and filming may take place during the event for South Melbourne Market promotional and communications purposes.

Ticket holders who do not wish to be photographed or filmed should notify event staff at check-in. Event staff will make reasonable efforts to accommodate the request.

Personal belongings

Ticket holders are responsible for their own belongings while attending the event. South Melbourne Market is not responsible for lost, stolen or damaged personal property, except to the extent that liability cannot lawfully be excluded.

Liability and consumer rights

Ticket holders are responsible for assessing whether an experience is suitable for their individual dietary requirements, allergies and circumstances.

To the maximum extent permitted by law, South Melbourne Market is not liable for loss or damage that is not caused by its negligence, breach of contract or breach of a statutory obligation.

Further information

For further information, booking changes or cancellation requests, please contact:

South Melbourne Market

Email: smm@portphillip.vic.gov.au

Phone: (03) 9209 6295

Website: southmelbournemarket.com.au/