

# **NNDC Themed Market 2025 Terms & Conditions**

## **INSURANCE AND FSA**

- Each stallholder is responsible for the insurance of their own property and must have current Public and Products Liability Insurance. We recommend that this is no less than £2m non-consumables / £5m consumables trade.
- NNDC cannot be held responsible for any loss, damage, theft or destruction of any goods, property, vehicles, display, or equipment.
- Each stallholder selling food MUST be registered with their local authority.
- Stallholders selling food are expected to possess a Food Hygiene Certificate.
- Stallholders included in the FSA food hygiene rating system must have a 4 STAR rating or above. If your inspection rating falls below this, you are required to inform the market manager immediately by email to [markets@north-norfolk.gov.uk](mailto:markets@north-norfolk.gov.uk).
- Stallholders must comply with food hygiene regulations for the preparation/storage/packaging and transportation of produce.
- Our markets may be inspected on the day by environmental health teams and trading standards officers (or any other relevant official body) so we ask that on any occasion stallholders are able to show:
  - Your food hygiene rating.
  - Your food hygiene certificates.
  - Your Public Liability Insurance.
  - Suitable handwash equipment if you are selling food that is not packaged.
  - Gas safety cert / PAT test if relevant.
- If you use LPG cylinders you are required to provide your own barriers and fire extinguisher/s and have carried out a Health & Safety Risk Assessment

## **CANCELLATIONS**

- We require payment of market pitches at least 10days before the market date.
- If a stall rent remains unpaid after this time period before the market we reserve the right to cancel the application and offer the space to another trader.
- If you are unable to attend the market please EMAIL [markets@north-norfolk.gov.uk](mailto:markets@north-norfolk.gov.uk) or phone the market manager asap on 01263 516007.
- DO NOT text or send a message via social media as it may not always be picked up.
- Pitches are not transferable – please DO NOT under any circumstance offer your pitch to another trader if you are unable to attend a market/event.
- In the event that NNDC have to cancel the market due to extreme weather forecasts or other circumstances, a pitch refund will be made to traders.

## **TRADING**

- Stallholders must be on site before 8:00am.
- The market area must be clear of all traders' vehicles by 8:00am (this is for safety reasons, there are no exceptions).
- Stallholders must be set up and ready to trade by 8:00am.
- If you arrive late for any reason, please DO NOT attempt to drive onto the market area, park up somewhere safe and find the market manager.
- The name of your business must be visible on your stall.
- Only products agreed by NNDC is allowed to be sold on your stall. If you want to extend your range to introduce different products please put the details in an EMAIL to [markets@north-norfolk.gov.uk](mailto:markets@north-norfolk.gov.uk). Each request will be dealt with individually and with impartiality.
- Our intention is to provide customers with a varied range of products on the market and to avoid too much duplication of one type of product.
- Please note an early finish doesn't entitle you to a discount or refund on your pitch fee.
- Stallholders are asked to remain on their stall until 3:00pm or when the market manager closes the market.
- Please DO NOT pack away your stall until you've spoken to the market manager.
- Please keep your stall tidy at all times and take your rubbish with you when you leave. Do not leave rubbish at the site.
- We ask that stallholders remain behind their stall - we do not allow stallholders to tout for business from the front of their stall.

- Do not place advertising boards or blackboards in front of stalls in the walkway as they are a trip hazard. If there is space, they can be placed up against or at the side of your stall.
- If you receive a customer complaint, we expect it to be dealt with swiftly, professionally, and to a satisfactory outcome.
- We are a local government organisation so please do not display political slogans or political paraphernalia on your stall (or on your vehicle if that vehicle is parked behind the stall).

## **ISSUES**

- Any questions, suggestions, or issues you may have regarding trading with NNDC should be sent via email to [markets@north-norfolk.gov.uk](mailto:markets@north-norfolk.gov.uk).
- We ask that you **do not** do anything that risks bringing NNDC into disrepute. This includes (but is not limited to any of the following):
  - Disparaging social media posts about NNDC or any person or business involved with NNDC.
  - Trading while uninsured.
  - Trading of counterfeit goods
  - Trading if your hygiene rating is below 4 Star.
- Any action that the market management team believe brings NNDC into disrepute may result in you being removed from the market and no longer being offered a pitch on future NNDC markets.
- Decisions and conclusions on this made by the NNDC market management team are final.

## **SALE OF ALCOHOL**

- NNDC will have in place a TEN (Temporary Event Notice) licence to cover the market for traders of food and alcohol for the day of the market.
- Where alcohol is being sold we expect stallholders to follow all 'Challenge 25' rules.
- NNDC submits a TEN for the event and any traders wishing to sell alcohol must have the prior consent of the licence holder.

## **PITCH FEES**

- You are required to pay the pitch fee in advance of the market to NNDC customer services.
- Your stall is only confirmed once we have received your payment.
- If we haven't received your payment by 10 days before the market, we will assume you are not attending if we haven't received written guidance otherwise. We will cancel the reserved pitch and offer the space to another trader.
- Once payment has been made refunds will not be given.
- Please do not ask for a discount as a refusal often offends.

## **PROMOTION OF THE MARKETS**

- NNDC uses social media to promote its themed/seasonal and weekly markets. Stallholders are asked to support that promotion on their social media profiles helping support the local market industry.
- Any negative, political or disparaging comments about NNDC or any person or business involved with NNDC will result in removal from the market and no refund being given.
- The NNDC comms team will be taking photos/videos of the Christmas market for promotional use. Should you wish to not be photographed/included in such coverage, please let us know.
- Regarding GDPR, your business details will be kept on file. These will not be distributed under any circumstances. They will only be used by us, for market trader purposes to contact you about future themed markets to see if they are of interest to you. If you wish for your details to be removed off our system following the Christmas market, please let us know by contacting us on the [markets@north-norfolk.gov.uk](mailto:markets@north-norfolk.gov.uk) email.

*NB: We reserve the right to revise these terms of use at any time by amending this page. You are expected to check this page from time to time to take notice of any changes.*