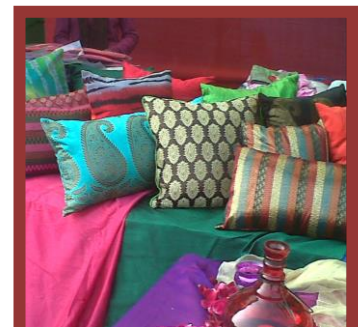


Traditional Markets



Trader's Guide to trading on markets in Cromer and Sheringham



1) The Markets

North Norfolk District Council currently operates three traditional markets in two of the district's towns. Details of each market are given below. We welcome visitors and new traders at all times, with rents payable for pitches from one day to annual lets.

The Saturday Market at Sheringham is the largest and most popular, but all the markets are sited close to the town centres so enabling good pedestrian, parking and public transport access.

There are also markets at **North Walsham** and **Fakenham** which are run by the respective Town Councils (see contact details on last page).

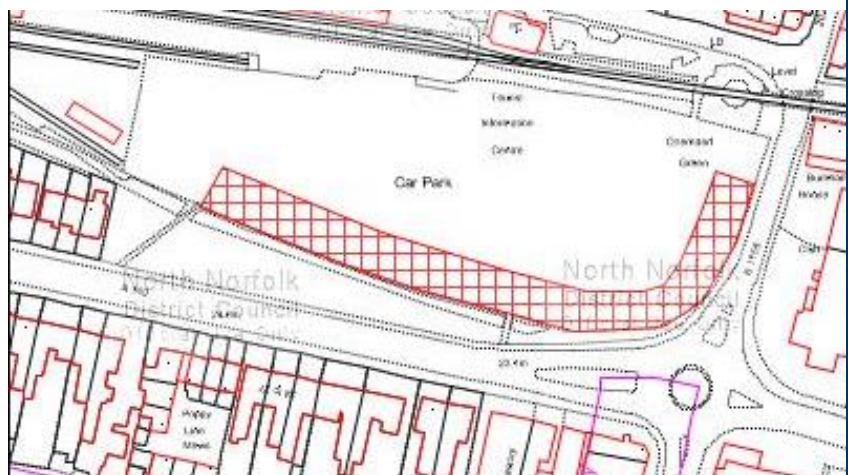
Cromer

Day: Friday
Period: All year
Place: Meadows Car Park, Cromer
Times: from 8.00am
Max no. of pitches: 50



Sheringham

Day: Saturday and Wednesday
Period: All year (Sat)
April to October (Wed)
Place: Station Approach Car Park, Sheringham
Times: from 8.00am
Max no. pitches: 80



Stalham Market is currently dormant. If you are interested in trading at Stalham please contact the Markets Manager for further information.

2) Applications and Issue of Licences

Every Market Trader will be required to complete an application form which requests details of;

- the markets to attend
- products offered for sale
- public liability insurance details
- vehicle details
- Insurance details

Each application form is assessed and if deemed acceptable the Trader will be sent a Market Traders Licence for signing and returning. A Traders Permit is issued once the relevant insurance /vehicle documentation is verified – usually on the first day of trading and having agreed to the conditions in the Market Traders Licence. TRADERS MUST ENSURE ALL INSURANCE DOCUMENTS ARE AVAILABLE FOR INSPECTION UPON REQUEST BY THE MARKET MANAGER OR SUPERVISOR. TRADERS ARE RESPONSIBLE FOR ENSURING THEIR PUBLIC LIABILITY INSURANCE IS KEPT UP TO DATE AND VALID DURING ALL TIMES OF TRADING ON THE MARKETS. Traders unable to provide insurance details will not be permitted to trade.

New Traders will need to complete an application form for approval. Regular **Permanent and Casual Traders** are issued Licences each year (prior to 1 April) based on the assumption that no changes are to be made. If changes are required then a new application form needs to be submitted for approval. A trader's current trading approvals remain in situ whilst new requests are assessed and determined.

If an application form is returned and is not completed correctly or contains amended/new items then clarification may be sought before approval to trade is given.

Traders may not commence trading without having a signed licence and receiving the Trading Permit.

Application forms can be downloaded from www.north-norfolk.gov.uk, or by contacting either of the following

Markets Manager

Ricky Wright, email. ricky.wright@north-norfolk.gov.uk tel. 01263 516007.

Markets Administrator

Stuart Harber, email. stuart.harber@north-norfolk.gov.uk tel. 01263 516116.

All traders must, prior to trading;

- Obtain approval from the Market Manager to trade;

- Sign and return a copy of the Market Traders Licence ensuring they abide by the terms and conditions set within it;
- Take out, and provide evidence of, Public Liability Insurance cover for a minimum of £5 million;
- Clearly display the Market Traders Permit on the stall at all times
- **Read these guidelines**

2.1 Details of products for sale

The Councils database contains details of the products sold by each Trader. Depending on the product(s) and the market size, the Council **may** restrict the number of Traders selling particular items. Where it is deemed that there may be a demand for a variety of similar items we may allow some traders to sell similar items (ie shopping bags/hand bags) providing it is not the main sales items of any one trader.

If a Trader wishes to add items to those already approved they need to submit a **'Request to sell alternative or additional products'** form. These requests are considered monthly and the new/additional products are approved or rejected. If a product is 'rejected' because it is already sold on the market then it is entered onto a waiting list. If that product later becomes 'free' then the Trader will be contacted to discuss trading in that item.

The Council will undertake periodic review of goods sold against records. Where a request for new/change of goods has been approved, the goods must be actively sold on the pitch within 4 weeks of approval given. If the items are not sold regularly thereafter then the Council reserves the right to remove the item(s) from the Traders Licence and withdraw approval to trade in that item or offer the item to another trader on the product waiting list (see below).

2.2 Product and New Trader Waiting Lists

If the Council declines an application or sale of a product because of current trading the request is automatically logged and should a vacancy arise or a product item become free to sell, the Trader will be contacted to offer approval.

3) Traders

3.1 Permanent Traders

Permanent Traders are those who

- 1) pay a years pitch rent in advance¹ or
- 2) pay for a minimum of six months having previously traded on the same market (or other NNDC Market) for at least 3 consecutive months.

Permanent Traders benefit from;

- Permanent allocated pitch
- Reduced prices for larger stalls (2+ pitches)
- Cheaper annual rents than casual trader rents

Permanent Trader Pitch fees

Sheringham (Saturday)

PRICE/ PITCH/ TRADER		
	1 or 2 pitches	3 rd + pitches
April to September	£592	£449
October to March	£306	£230

Sheringham (Wed) and Cromer

PRICE/ PITCH/ TRADER		
	1 or 2 pitches	3 rd + pitches
April to September	£255	£204
October to March	£133	£102
Sheringham Wed October extension	£40	£35

Payment Conditions

Payment must be made in advance and in full either by cheque on a six month (due 1 April and 1 October) or annual basis (due 1 April) **OR**

Prior to trading, request six or twelve month Direct Debit mandate (equal monthly payments over six month period for year – see example below) to be in place to ensure payment is made within 3 weeks of first month of trading.

For Direct Debit example 1 pitch at Cromer Friday market:-

Total annual cost £388 (£255 + £133)

Direct Debit mandate 6 x monthly fee of £42.50 (April – Sept)

then 6 x monthly fee of £22.16 (Oct – Mar)

NB: Annual payments made in total, in advance will receive a 10% discount on above rates

3.2 Casual Traders

¹Or sets up a 12 months Direct Debit Mandate or pays six months in advance for Sheringham's Wednesday Seasonal Market

Casual Traders are

- a) New traders (who do not comply with Permanent Trader criteria) or
- b) Traders who choose to trade infrequently, intermittently or periodically throughout the year or
- c) Traders who chose to pay quarterly or weekly (regardless of how many weeks they attend or how long they have been trading).

Casual Traders will be allocated a pitch on the morning of the market (unless otherwise instructed the previous week) and must not move onto vacant pitches until 8.00 am (or may be earlier upon instruction from the Market Manager/Supervisor).

Casual Trader Pitch fees

Sheringham Saturday

PRICE PER PITCH	QUARTERLY CHARGE	WEEKLY CHARGE
APRIL	£306	£31
MAY		£31
JUNE		£31
JULY	£469	£41
AUG		£41
SEP		£41
OCT	£224	£41
NOV		£31
DEC		£31
JAN	£179	£22
FEB		£22
MAR		£22

Cromer and Sheringham Wednesday

PRICE PER PITCH PER MARKET	QUARTERLY CHARGE per market	WEEKLY CHARGE per market
APRIL	£138	£19
MAY		£19
JUNE		£19
JULY	£224	£28
AUG		£28
SEP		£28
OCT	£102	£19
NOV		£19
DEC		£19
JAN	£82	£15
FEB		£15
MAR		£15
Sheringham Wed October extension	£40 for OCT	£18

Payment Conditions

Weekly rents can pay cash or cheque in advance or on the morning of the market. POST DATED CHEQUES ARE NOT ACCEPTED.

Quarterly rents must be paid by cheque in advance. Fees can be paid quarterly (due 1 April, 1 July, 1 October and 1 January), six monthly (due 1 April and 1 October). *NB: For rentals of 6 months, monthly payments can be made by Direct Debit as per schedule below. Please request a Direct Debit Mandate at least 3 weeks in advance of trading.*

Direct Debit example: 1 pitch at Sheringham Saturday market:-

Qtr 1 £306 = 3 x monthly payments of £102.00 (April – June)	}
Qtr 2 £469 = 3 x monthly payments of £156.33 (July – Sept)	
Qtr 3 £224 = 3 x monthly payments of £74.66 (Oct – Dec)	
Qtr 4 £179 = 3 x monthly payments of £59.66 (Jan – Mar)	

NB Exact no of weeks per quarter will vary but the quarterly payments are based on whole calendar months.

3.3 General Payment conditions



Traders must have paid the pitch fee PRIOR to or on the day of trading at the latest. **NO FEE - NO TRADING.**

For those wanting to pay by direct debit requests to do so should be made **at least three weeks before trading.** If this is not the case the Council reserves the right to request weekly pitch fee until such time as the direct debit is in place.

If a trader wishes to cancel a direct debit or standing order then we need to be informed and appropriate alternative arrangements need to be made. If we are required to reinstate the direct debit or change the payment plan on the Traders request, **there will be a £15 admin fee charged.**

For traders joining the market mid-term a pro-rata rate will only be agreed when payment is made in advance and includes the next quarterly or 6 monthly payment in order to 'fall in line' with our set payment dates (see example below) otherwise the following applies;

Casual Traders

- 1) pay weekly fee until next quarterly payment due; or
- 2) pay quarterly payment losing missed weeks (may be cheaper)

Permanent Traders

- 1) if paying six monthly within 4 weeks of start dates then a pro rata rate will be calculated – if not then casual trader status must be taken paying as above until 6 month term starts again
- 2) if paying annual fee (min 10 months) then pro rata calculation will be provided – if less than 10 months terms above apply.

Example of pro-rata payments:

*Trader commences trading on 13 May but wishes to pay on a 3 or 6 month basis. **The following payment is due on commencement of trading;** £138 ÷ 13 (total number of weeks) x 7 (no weeks remaining in the quarter) = £74.34 plus £224 for Jul/Aug/Sep*

Making payments to the Council

Traders who wish to pay in instalments (over 6 or 12 months only) may do so by prior agreement. An invoice showing the instalment plan will be issued prior to payments being requested. The easiest way to pay by

instalments is by direct debit. NNDC will issue a form requesting bank details and permission to withdraw pitch fees.

Traders can pay an instalment plan in other ways including by credit/debit card but Traders are solely responsible for making payments on time and to the required amount. Failure to make payments breaches licence terms and may result in the loss of a pitch and/or trading status.

Traders should also be aware that, whilst making payments by means other than an agreed direct debit is perfectly acceptable, payments made close to a designated direct debit date may result in two payments being taken. Therefore, Traders wishing to make card or cash payments instead of a usual direct debit payment must ensure they do so at least 5 days prior to the direct debit due date (as per the instalment plan) in order to stop the monies being taken from their bank account.

3.4 New Traders

New Traders are always welcome at our markets. For those wanting to 'try out' market trading we will offer a **25%** discount on the **weekly pitch price** for **eight consecutive weeks**. This offer is for new applicants and new trade stands only and can only be taken once per trader and applies only to those who have not traded on an NNDC market in the past three years.

In addition – to get you started - you can rent a covered gazebo and table from NNDC for a max of six weeks at a cost of £10 per week (3m x 3m gazebo) or £15 per week for (3m x 4m gazebo). You will need to indicate on your application form, or make a request for further information from the market manager/supervisor, if you wish to take up this offer.

3.5 Public Information, Education, Recruitment, Event Advertising displays

These are entirely at the discretion of the Council and are considered on an ad-hoc basis. These include promotional displays and vehicles as well as 'A' frame advertising.

Applications must include full details of the organisation. The purpose or reason for wanting a pitch, including target audience and methods employed (i.e. leaflet distribution, market research, information boards)

must be submitted with the application. Charges are also discretionary but fees will be stated at the time of confirmation.

3.6 Non-pitch based traders

This relates to those wishing to sell goods from small mobile units (i.e. bicycle ice cream vendor or street entertainers).

Application must be made in advance and are subject to the same terms and conditions of all other traders.

3.7 Leaflet distribution

Distribution of leaflets, flyers or advertising material is not generally permitted on any of the Council's markets. However, in certain circumstances permission may be forthcoming if for some charitable or public information service purposes. Written permission must be obtained from NNDC in advance. Please write to the Market Manager / Market Administration giving full details including copies of the material you wish to distribute.

3.8 Charity Stalls

Charity Stalls must also complete an application form.

Only Registered Charities can apply for a charity pitch and registered charity number must be given on the application form. The Market Manager/Supervisor reserves the right to refuse charities that may not be deemed suitable for the overall good of the market.

The organiser is required to supply the registered charity address to enable to Council to ensure the legitimacy of fund raisers. A statement of hire will be sent to the registered charity on an annual basis.

Charity stalls are not permitted to undertake, as the **sole** method of fundraising, any activity which may be in breach of gambling legislation (ie tombola) although are permitted to do this as part of a wider fund raising effort. For further advice and guidance please contact the Market Manager.

Charity Stalls must comply with all other rules set out for other Traders.

Each Market has two allocated charity pitches which must be booked in advance. Charity Pitch fee is £5 per pitch.

Maximum number of charity pitches any one charity can book in any 12 month period is 12 weeks, after which the Charity will be deemed a 'casual trader' and consequently pay the casual trader pitch fees.

A charity can request the use of a 3m x3m gazebo at a cost of £10 per week (pre-booking only and subject to availability).

3.9 Charitable collections

Under the Charitable Collections (Transitional Provisions) Order 1974 a licence is required by promoters of charitable collections in a street or public place. North Norfolk District Council are responsible for issuing licences to the following parishes:

- Cromer , Holt, Hoveton, Mundesley, Runton (East & West), Sheringham, Stalham, Wells-Next-The-Sea



Under the EU Services Directive there is no restriction to how many charities can collect in one town/parish on any given day. The timescale for the Licencing Department to determine an application is 7 days from the receipt of an acceptable and complete application by this Authority.

Following approval to undertake cash collections, approval must also be sought from the Markets Manager to undertake collections at any Council market during trading hours.

Visit www.northnorfolk.org (Street collections) for further information.

4) Pitches

Pitches need to be booked in advance. Further details on availability are available from the Markets Manager 01263 516007 or Market Administration 01263 516277

The size of a trader's pitch is 4m x 5m. Traders can rent multiple pitches and, if circumstances permit, half pitches can be rented.

Traders whose stalls extend beyond 4x5m (because ground space allows) must negotiate extension of pitch size on a pro-rata basis. Extension of any

pitch site is at the discretion of the Council and confirmation of any agreement will be made in writing. The Council reserves the right to not permit pitch extension requests where it deems them to be inappropriate.

The current cost of a pitch can be found in Section 2 of this document or please check the North Norfolk Website www.northnorfolk.org for up to date fees. The pitch price is reviewed annually and is non-negotiable.

Traders are responsible for supplying, erecting, dismantling and upkeep of their own stalls. The traders name and current permit must be displayed at all times.

Pitches must not, under any circumstances, be sub-let.

The Trading Licence is personal to the Trader named upon it and cannot be transferred. Traders wishing to retire from trading cannot sell or transfer the pitch or licence as part of a business sale/exchange.

Proof of Public Liability insurance cover must be provided. Where applicable a food hygiene certificate, National Insurance No, proof of identity and right to work may also be requested.

Traders may only sell goods agreed with the Market Manager / Supervisor. Failure to do so will be deemed a breach of Terms and Conditions.

Traders must ensure that during trading hours, pitches are presentable and in keeping with the market.

With the exception of stalls selling electrical goods, CDs and records, the use of amplified sound is prohibited. Special permission may be obtained in writing from the Market Manager/Supervisor for one-off circumstances.

Casual traders will be required to trade for a probationary period (3 months with no more than 4 weeks absence) before a permanent pitch is assigned.

Traders must inform the Market Manager/Supervisor of periods of absence. A minimum of 24hrs notice should be given by telephone or text message to the mobile numbers given at the end of these guidelines. North Norfolk District Council reserves the right to re-designate pitches through illness or other circumstances. Please also see Section 12.

Traders who consistently fail to inform the Market Manager or Supervisor of their intention to not attend the market may be moved to a less prominent pitch, in such circumstances no refund will be due.

North Norfolk District Council reserves the right, and without prior notice, through the Market Manager / Supervisor, to move traders to a different pitch if the trader does not attend the market 6 or more times during a 3 month period.

Pitches not in use are to be kept clear from obstruction and not used as storage or ad-hoc trading areas.

When a 'prime' pitch becomes available, any request for pitch transfer (from one pitch to another) should be made in writing and will be examined on an individual basis and will be considered on the basis of length of service, line of trading, fee payment, promptness, trading record as well as overall market provision and layout.

North Norfolk District Council reserves the right, through the Market Manager / Supervisor to request removal of goods from sale that have been identified by Trading Standards as not fit for sale.

5) Trading Hours

Core trading hours are 8.00 am to 3.30pm (summer May-October) 8.30 am to 2.00pm (winter) – although markets are encouraged to remain in situ until 4.00pm and this may be extended during busy peak periods. **Traders must not leave the market site before this time** unless the Markets Manager / Supervisor expressly permits it and/or when circumstances (i.e. bad weather) necessitate the early ceasing of trade.



If Traders need to leave early they must seek agreement from the Market Manager/Supervisor. Unauthorised early departures will be deemed a breach of terms and conditions. Consistently leaving early may result in the relocation of your market pitch. **The Council reserves the right to move persistent offenders to less prominent pitch sites.** See further details in Section 14) Enforcement and Appeals.

Our Markets are situated in RESIDENTIAL AREAS and Traders **should not commence setting up prior to 6.00am and must clear the site, no later than 18.00pm.** PLEASE BE CONSIDERATE and take steps to eliminate disturbance at all times.

The Council reserves the right to cancel a market where circumstances are such that opening the market would be deemed to be hazardous to the health and safety of traders or customers or for whatever reason access to

the site is impossible, including such circumstances where weather conditions prevent the safe access and trading on the site. In such circumstances as much notice as possible will be given to traders and where ever possible, when bad weather is likely to disrupt trade, the Council will endeavour to gain a consensus from Traders before the decision is made to cancel the market. It is therefore essential that Market Traders keep the Council up to date with contact details.

Refunds will only be issued when two or more consecutive markets on the same site are cancelled or the Council deems circumstances are such that a partial refund of trading fees is appropriate.

6) Goods & Produce

Traders must not duplicate goods being sold elsewhere on the market without express prior permission of the Market Manager/Supervisor.

All traders must ensure they are compliant with Trading Standards regulations. See Norfolk County Council Trading Standards website for more information. If the Market Manager/Supervisor deems any goods on display are, or are suspected of being, in breach of the regulations they will request their permanent removal and refuse permission for future sale of the item(s).



No counterfeit, replica guns/weapons, drug related, pornographic or adult entertainment goods to be displayed or sold.

6.1 Selling food

Traders selling food items then must comply with all appropriate legislation which varies depending on the type of food sold.

Generally, Traders are asked to comply with the following requirements but traders should contact the Council's Commercial Team to obtain specific advice and guidance.

- 1) All food businesses must be registered with the Local Authority in whose district they reside.
- 2) It is a legal requirement for certain food business operators to have a written food safety management system that details all the checks needed to ensure the food they sell is safe.

- 3) It is the responsibility of traders to make sure all their staff are trained in food hygiene to a level appropriate to their job.
- 4) Any processed foods sold (hot and cold) must display allergen information in line with current legislation

The Council's website offers lots of information regarding food preparation and sale including details of the Council's "Scores on the Doors" food hygiene rating scheme.

A 'Better for Business' information pack has also been produced to help you run your business. The information contained in the pack is also available online. In addition to this, the Council provides training courses to help businesses comply with legislation and guidelines.



Further information regarding requirements for selling food can be found on www.northnorfolk.org (Food Safety & Hygiene) or by contacting the Commercial Team on (01263) 516008.

7) Traders Vehicles

No charge will be made for trader's vehicles parked within the 4 x 5m pitch.

Vehicles wholly or partially parked outside the allocated pitch (including 'dead space' caused by the market layout) must comply with the car park's charging regime or, if compliant, apply for a Market Trader Parking permit.

The Council reserves the right to request and hold information regarding vehicles including due dates for MOT and insurance to ensure all vehicles parked on the car park during the period of the market are legally compliant.

Traders not complying with the Car Parks parking and charging procedures are vulnerable to receiving a Penalty Charge Notice.

7.1 Market Trader Parking

Traders who have taken a **six or twelve month pitch rent** and are unable to contain their vehicle **within their 5x4m pitch** can apply for a licence to park. Licences are;

1. for use in one vehicle only and must be displayed at all times *(NB: you may have up to 2 registration numbers per licence or apply for additional licences)*
2. available for six and twelve month periods only



3. to permit parking from 8.00am to 18.00pm
4. not available on a pro-rata basis

No licence will be issued that extends beyond the pitch licence period (ie 31 March)

Licence issued for:	Period	£
To cover 1 Day trading per week	Apr - Oct	£25
To cover 1 Day trading per week	Apr - Mar	£40
To cover 2 Days trading per week	Apr - Mar	£50
To cover 3 (or more) Days trading per week	Apr - Mar	£60

The Licence permissions will reflect the markets requested on the Traders Licence Agreement.

Casual traders who need to park outside of their pitch will need to pay the usual car park charges.

8) Events & Promotions

From time to time NNDC will seek to promote the markets or offer promotions to encourage additional traders/custom.

Whilst the NNDC will endeavour to reduce the impact on pitches /traders during these events or promotions, Traders are expected to be flexible in accommodating any necessary changes in order to undertake the activity. Advance notice will be given to minimise disruption.

Often the towns will have several seasonal events which the market traders may wish to partake in and we are always open to ideas or suggestions to work with Traders in order to facilitate such a promotion or activity.



9) Health & Safety

All traders must keep the pitch and the area immediately around it clean and free from litter at all times both during and at the end of the day's trading.

It is the responsibility of the Trader to remove and dispose of any refuse/waste in a safe and responsible manner.

Traders must ensure that all public/ environmental, health and safety regulations must be observed at all times. Any accident caused through failure to observe statutory requirements or negligence is the responsibility of the licenced trader.

All traders must ensure there is adequate provision to fight fire within their units. Where food is being cooked or heated for selling, a fire blanket must also be available. Traders must insure all fire extinguishers are inspected annually by a competent person and a record kept.

Where traders use generators, they must be positioned so as to not cause an obstruction. No fuel for equipment must be brought to the stall other than already contained within the equipment. Traders who use generators which use combustible fuels must ensure they have adequate, appropriate fire extinguishing provision on their pitch.

Excepting for catering stalls where heat is required for the cooking and selling of hot food, gas cylinders and tools/implements with naked flames are not permitted.

Traders are required to comply with all reasonable improvements to safety where directed by the Market Manager/Supervisor or NNDC.

10) Refuse & Cleansing

There is no longer a waste collection service offered on the markets. It is the responsibility of each trader to ensure that all refuse generated by or collected upon his or her pitch, is taken away with them for disposal.

Under no circumstances may traders clear rubbish or goods through the lighting of fires or use domestic or commercial products to clean the pitch or stall without prior permission of the Market Manager/Supervisor.



It is the responsibility of each trader to sweep their pitch clean after each market.

10.1 Business and Commercial Waste

You must deal responsibly with any waste your business produces. This is known as your 'duty of care'. Business waste includes any waste that comes from any commercial activity - including any you run from your home.

Your duty of care lasts from the moment the waste is produced to when it's received by a business that is authorised to deal with it. For example, a registered waste carrier or waste-transfer station.

As of 1st January 2014 it was a requirement for all business that transport their own waste on a regular basis to have a waste carrier's licence.

If you require any further information please see the Environment Agency website or contact the Environmental Protection Team on 01263 516085.

TRADERS MUST NOT DISPOSE OF TRADE WASTE IN THE PUBLIC LITTER BINS

11) Behaviour

Responsibility for adherence to the rules and for behaviour of any person employed or manning a stall still remains with the person to whom the licence/permit is allocated.

Stall holders must ensure that they, or any person working for them, does nothing which, in the opinion of the Market Manager/Supervisor is a nuisance or annoyance to a member of the public or detrimental to the efficient operation of the market.

The following codes of conduct are to be adhered to at all times by licence holders and their employees;

- No swearing
- No arguing or fighting
- No drugs or alcohol
- No children (unless prior arrangement is made on each occasion of attendance with the Market Manager/Supervisor, please note the safety and welfare of children will be the sole responsibility of the Trader)

Failure to comply with the above may result in disciplinary action.

Traders are expected to present a positive, professional image at the market and dress and behave accordingly.

Traders are expected to treat customers, fellow traders and others with courtesy at all times.

12) Holidays and sickness

In cases of absence, responsibility for adherence to the rules and for the behaviour of any person temporarily manning a stall remains with the person to whom the licence was allocated.

All market traders are required to give 14 days notice of any period of known absence from the market. In the case of illness every attempt should be made to call or text the Market Manager/Supervisor the morning of the market.

Market traders are permitted 8 weeks absence annually from their pitch without losing permanent trader status. (No refunds will be given during this absence unless the Council exercises its discretion)



The Council reserves the right to offer discretionary refunds of pitch fees on production of valid doctor's certificate providing the period of sickness exceeds 4 consecutive weeks or 8 weeks in any year. The trader will not lose their permanent trader status during times of sickness although written clarification may be sought by the Council upon pitch fee renewals.

However, if a trader does not attend for any pre-notified reason the Market Manager/Supervisor reserves the right to allocate his/her pitch to a casual trader. **If a trader is absent for more than 4 weeks the Markets Manager reserves the right to permanently reallocate the traders pitch to another trader.** Under the Market Manager/Supervisors discretion an alternative pitch will be supplied upon the traders return.

13) Trading Regulations

It is the responsibility for all traders to acquaint themselves with the trading regulation regarding their own specialist area and abide by it.

The resale of pitches is prohibited.

When it is required, the market trader must ensure that all staff are properly trained to meet the necessary standards and regulations. Certificates of proof must be available to the Markets Manager on request.

Market traders must ensure that they comply with all relevant legislation with regard to the employment of minors. Further information and guidance can be obtained from Norfolk County Council's Children's Services. Tel:01603 307747

Market traders must cooperate with the Market Manager/Supervisor with regard to risk assessments of the market, as a whole, and individual stalls.

Market traders must acquaint themselves with the Equal Opportunities Policy of the Council and conduct their business in accordance with the policy.

No counterfeit, replica guns, drug related or adult entertainment goods to be displayed or sold.

14) Enforcement and Appeal

Breaches and/or non-compliance with the terms and conditions contained within the Market Trader Licence and/or these Guidelines will be subject to Enforcement Action.

A breach of the Terms and Conditions contained within the Licence will result in a verbal warning given by the Market Manager/Supervisor in the first instance.

A second breach of the Terms and Conditions will result in the licence holder being issued with a 'Non-compliance' notice.

If the Trader does not resolve the matter and the breach continues, or should a 3rd breach occur, a written warning will be issued also requiring compliance (no sooner than within 5 days of the first breach and no later than 2 months).

Failure to adhere to the requirements of a written warning will result in an automatic suspension for a period of 2 weeks.

Should any trader breach or fail to comply with the terms and conditions of their Licence further to the above warnings having been given, the Council may terminate the Licence with immediate effect by notifying the holder in

writing. Should a Licence be terminated through this process no refund will be due.

Possible Enforcement Action may include, but is not restricted to:-

- Relocating the traders pitch to a less prominent position on the market.
- Permanently reallocating the traders pitch to another trader.
- Suspension from the market (If the trader wishes to return after this period, all rent arrears must be paid).

Incidents which are considered to constitute a serious breach of regulations including Public Order, Health and Safety or Trading Regulations (Section 11 and 13) will result in the following actions being taken:

First offence – Automatic suspension from the market for two weeks. If the trader wishes to return following this period, all rent arrears must be paid.

Second offence – Automatic expulsion from the market.

14.1 Appeal

A Market Trader has a right to appeal against any enforcement implemented but must do so IN WRITING within 21 days of the alleged incident. Please send your correspondence to; Leisure and Locality Manager, NNDC, Holt Road, Cromer NR27 9EN.

14.2 Complaints procedure

Market Traders with a grievance can use the Council's Complaints Procedure should they wish to register a complaint against the service provided by the Council. Further details and forms are available on the Council's website or contact customer services on 01263 513811

<https://www.northnorfolk.org/council/5091.asp>

15) Authority

North Norfolk District Council manages the markets and employs a Market Manager and Market Supervisors to carry out this role. The traders must

respond to the representative on the day regarding any immediate issues or requests. NNDC holds the right to change/amend and enforce policies when necessary.

16) Contacts

In the case of reporting illness or vehicle breakdown prior to the market being held please call or text one of the following:

Market Manager – Ricky Wright	07748641751
Market Supervisor – Russell Tanner	07584620318
Market Admin/Supervisor – Stuart Harber	01263 516116

Should you wish, or are required under the Terms and Conditions, to notify the Council of a matter in writing please write to:-

FAO Markets Manager, North Norfolk District Council, Council Offices, Holt Road, Cromer, NR27 9EN or
via email leisureandlocality@north-norfolk.gov.uk

In the case of other query (during office hours) please call 01263 516007 or 01263 516116

Further information may be found on the Council's website:
www.north-norfolk.gov.uk

17) Useful contacts/websites

North Norfolk' Farmers Markets:	0845 45 88 420	www.farmersmarkets.net/ .
North Walsham Town Council:	01692 404114	www.northwalsham-town.co.uk/
Fakenham Town Council:	01328 853653	http://fakenhamtowncouncil.org.uk/
National Market Traders Federation:	01226 749021	www.nmtf.co.uk/