



Information Booklet

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Payment and Bookings:

We are sure you will appreciate that we have to schedule labour, transport and equipment in advance that cannot be altered at unreasonable short notice. Empty stalls also look unsightly and are costly. IF A STALL HAS NOT BEEN PAID FOR IT WILL NOT BE ERECTED. Full payment for the stall/s you have booked must be made in advance and is not refundable unless the market is cancelled by the operator. The Manager will offer you the opportunity to book for the following market. Cheques are acceptable up to 6 working days and are payable to "E.G. Skett & Co". We accept Credit and Debit card payments which can be made over the telephone to which a 3% or 50p charge applies respectively.

Your arrival:

All our venues are town/city centre locations and generally very easy to find. We provide post codes for satnav purposes. Trading times are as stated for the particular event you have booked. You should never arrive before 7am. Please report to the market manager with any booking details you have, who will then show you to your stall. Please do not set up on a stall without prior consent of the manager. In most cases you can get your vehicle in to unload your goods. Please do this as quickly as possible and remove your vehicle. For Health and Safety reasons all vehicles must be away from the trading area before the start of trading (usually 9am). If you have not arrived 30 minutes before trading time commences your stall can be relet by the operator to another trader. You will be given guidance where possible on available parking for your vehicle once you have unloaded.

The Stalls we provide:

Counter size; 1.22m x 3.05m (4 feet x 10 feet)
Canopy size; 2.56m x 3.05m (8 feet 4" x 10 feet)
Height floor to counter; 76cm (2feet 5")
Total maximum height; 2.56m (8feet 4")



These are constructed of heavy galvanised steel, wooden counter and top cover. Under no circumstances must any equipment be removed or tampered with as this will make insurance null and void. The manager will address any problems you have. The sale or subletting of stalls is prohibited. Stalls may not be "covered" by another trader without prior permission. Stalls may not be sub-let or sold.

What you need to do:

Generally the quality of your display will reflect on how successful your trading will be and could improve the location of your stall. It is imperative that our traders stall displays should be of high quality and attractive appearance. This will also achieve maximum sales for you. You will need your own covering for the counter. You are required to display a sign with your details and your exchange policy; we suggest a copy of the Shoppers Charter for this. All aisles in the trading area must be kept clear and not obstructed by merchandise or in any other way. I.e. paste tables and dress rails. Only merchandise which the trader has previously indicated and accepted by the operator/manager can be offered for sale. Permission for a change of trade should be sought from the manager or head office. The sale of counterfeit goods shall be reported to the police and local authority immediately.

Electricity

New regulations and exorbitant electrical costs ie PAT testing makes it impossible for Sketts to supply electricity. There is no point in having an exceptional display with poor or no lighting. Therefore we recommend the following options

1. Generator – only silent generators may be used. To maximize lighting use efficient low, energy saving light bulbs. You will be surprised how many you can run from a small generator. Fuel cans should be kept at a safe distance from the generator and they should not be refuelled whilst running or hot. Fire extinguisher should be present where any generator is used.
2. Battery driven lights – there are a number of options open. 12 volt lighting can be achieved from a car battery. These may well prove to be more expensive in the long term and less efficient.

Health and safety regulations require all of the above and do not permit naked flames and candles under any circumstances. If there is anything we can do to assist please contact us.

Refuse

You will be issued with a black refuse sack for your rubbish. All refuse must be taken away by yourself with any excess rubbish left being subject to a charge been made to you. Please keep litter contained at all times. Hefty fines can be implemented by local authorities and beware, culprits can be caught on CCTV!

Licensing

Street licence; You will not need any separate trading license when your booking is made with us, this is covered within your payment and booking.

Alcohol licence; You will need to apply for a Temporary Events Notice (TENS) with the local authority if you sell alcohol. Please contact the head office for further information.

Insurance

You will need to supply your own public liability insurance. If you do not have this, cover can be easily obtained with the NMTF on Tel; 01226 749021 or www.nmtf.co.uk, who offer competitive full annual cover.

Selling Food / Catering

All working surfaces should be of laminated plastic or preferable stainless steel construction that may be easily cleaned.

All meat products (not stored in sealed cans or vacuum packed) should be maintained at a temperature below 5 degrees C, or above 70 degrees C. prior to sale. The core temperature of cooked food must be checked to ensure it has reached above 75 degrees C for 30 seconds before the head source is removed.

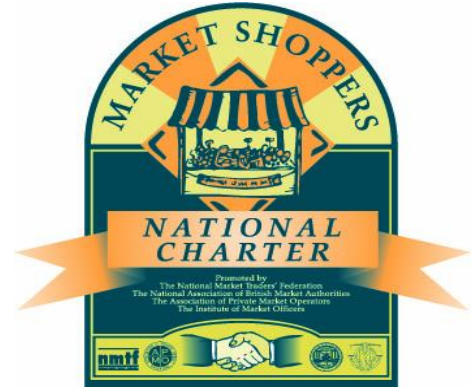
All cooking equipment should be maintained in a clean and hygienic condition, and if gas fired, should be provided with a suitable shut-off between the gas distribution pipe work and each appliance. This tap must be sited so as to enable easy access to it for isolation of the appliance in case of emergency.

A stainless steel sink of suitable size must be provided for the washing of utensils and equipment only. A supply of hot and cold water provided over the sink. Cold water is acceptable where the sink is used solely in connection with the sale of fish, fruit and vegetables. Waste water must be collected from washing facilities into sealed containers outside the trailer.

A first aid kit must be available at all times.

Criteria for Farmers Markets

- All produce must be locally grown and produced. Local is within 30 miles of the market location
- Producers outside 30 miles but within 50 miles may be considered if they offer the most local supply of a particular produce i.e. flour, eggs
- Stalls must be staffed by the producer, their family or an employee who is directly involved with the growing or producing of the product on sale.
- Added value products i.e. bread, pies, must contain at least one local raw ingredient
- All producers must comply with current trading standards and Environmental Health requirements.
- Producers must maintain all necessary insurances.
- Producers have a sound knowledge of their produce and can advise on cooking methods, storage etc.
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MARKET SHOPPERS NATIONAL CHARTER ON SKETTS MARKETS

Thank you for shopping and supporting this market. Sketts and their market traders wish to ensure that you enjoy the experience of market shopping. We hope that you will find the stallholders courteous and helpful and that the wide choice and variety of goods and services on offer represent good value.

It is our intention that you will not have any problems with your purchases, but should any problem arise the law entitles you to certain protection when shopping at this Market.

- Goods sold as new must not be faulty and must work satisfactorily.
- Goods must be safe and fit for the purpose for which they were purchased.
- Goods must be as described either verbally or on the label or packaging or otherwise.
- Services must be as described and carried out in a proper manner with the provider using reasonable skill and care and carried out within a reasonable time and at a reasonable price.

However, you are not legally entitled to compensation or redress if:-

- You have simply changed your mind over the colour, style, size etc of the article, seen a cheaper product elsewhere or have no further use for the goods.
- The goods contained defects which were made known to you at the time of purchase or as described by a notice.
- The goods have been mistreated or used for a purpose for which they were not intended.

If you are not satisfied with the goods or services you have received from any trader whilst shopping at this Market, you should follow these procedures:-

1: Approach the stallholder concerned, taking with you any receipts and explain the problem quietly and calmly. In most instances the problem is usually satisfactorily resolved at this stage.

2: If you cannot remember the stall location or cannot reach an agreement with the stallholder please contact the Markets Manger or our head office where we will be pleased to assist you.

If you do not wish to follow this advice, you may of course seek your own independent professional advice. However, free advice on any consumer related matter is available from the local Trading Standards Office.

TRADERS DETAILS;