

ROYSTON MARKET

NEW TRADER INFORMATION PACK



Welcome

Thank you for expressing your interest in trading at Royston Market. We are always looking for new traders to increase and enhance the existing range of products on offer.

Please read through this carefully and contact the Market Manager (see contact details below) if you have any further questions.

This pack includes:

- Quality standards for traders
- General rules and regulations
- The market charter
- Traders application form

Quality Standards for traders:

Royston Town Council want customers to enjoy their shopping experience and to this end traders are expected to be engaging, courteous and helpful.

Listed below are the minimum standards we would like traders in Royston to demonstrate:

- During trading hours market traders must ensure that their stalls and gazebos are presentable and in keeping with the market
- Fixtures and fittings must be of good quality and comply with H&S requirements
- Gazebos and fixtures and fittings should be clean and in good repair
- Traders should display goods as attractively as possible
- Traders must be polite, friendly and helpful
- Traders must be clean, tidy and presentable
- Stock should regularly be replenished to ensure stalls are aesthetically pleasing to customers

And finally and very importantly, look at your stall from a customer's perspective and ask yourself 'would I buy from here?'

Royston Charter Market – Information for traders

Royston Charter Market has been operated by Royston Town Council since 01/08/08. It is our policy to welcome new traders to our market. However, there are certain rules and criteria we apply:

All stalls or pitches on Royston market must be booked with the Market Manager. Applications are considered on the basis of size of pitch required and commodities to be offered.

We operate a system of control on commodities in order to achieve a balance between consumer choice, avoidance of duplication and discouragement of monopolies. Any decision regarding new applications will rest with the Market Manager.

Any new operator on the markets will have the designation of 'Casual Trader'. As such, you will be entitled to book or not book as you please. However, each booking will be subject to availability of pitches. The location of the pitch will be decided at the time of booking.

If a Casual Trader fails to attend the market for more than 6 consecutive weeks they will need to once again express their interest in trading to the Market Manager. This will need to be done in writing. This allows for the planning of pitches on market days and casual traders, while afforded a little more flexibility, cannot just arrive on a market day after a period of absence and expect a pitch to be available.

After a minimum of four weeks of bookings, a Casual Trader may, at the discretion of the Market Manager, be invited to become a 'Licensed Trader'. As a Licensed Trader you would be entitled to a guaranteed pitch, discounted fees and up to 4 holidays per year (pro rata) during which only 25% of stall charges will be required as a retainer.

Traders are offered the option to bring their own stalls or to hire one or more custom built stalls from Royston Town Council. In either eventuality, Traders are required to build and dismantle their own stalls. Stall hire can be arranged through the Market Manager.

All traders will be issued with and will be bound by the Royston Town Council General Regulations and Conditions for letting of stalls or pitches. Licensed traders will additionally be required to sign a Royston Town Council Market trader License.

Scale of Charges

Stalls/pitches are charged according to the width of trading frontage (a standard stall/pitch width is considered 3metres). The maximum allowable depth for a single stall/pitch is also 3 metres (additional charges may, at the discretion of the Market Manager, be levied for excessive depth of stall). Current charges are as follows:

- Wednesday Licensed £15 per 3 metre frontage
- Wednesday Casual £15 per 3 metre frontage plus £5 for stall hire
- Saturday Licensed £15 per 3 metre frontage
- Saturday Casual £20 per 3 metre frontage plus £5 for stall hire
- Multiple pitches: On a Wednesday, any additional pitch, regardless of whether the trader is casual or licenced, will incur an additional charge of £5.
- On a Saturday, any additional pitch, regardless of whether the trader is casual or licenced, will incur an additional charge of £7.50.

- Charges for hire of stalls to be agreed with Market Manager
- Promotional Charges for new casual traders £10 for 6 weeks
- Charity Stalls £5

**ROYSTON TOWN COUNCIL
GENERAL REGULATIONS AND CONDITIONS
FOR LETTING OF STALLS OR PITCHES**

1. Definitions

1.1 In these regulations:

- a) 'The Council' means the Royston Town Council.
- b) 'The Market Manager' means the person appointed by the council to exercise general supervision, management and control of the Markets.
- c) 'Market Officer' means the Market Manager or their duly authorised representative.
- d) 'The Markets' means the open markets at Royston and any other Place designated as an open market by the Council from time to time.
- e) 'Market Hours' means the hours prescribed by the Council for the holding of a market.
- f) 'Trader' means any person authorised to sell goods in the Markets by reason of a licence granted by the Council or otherwise with the permission of the Market Manager.
- g) 'Goods' includes provisions, commodities and articles brought to the Markets for the purposes of sale.
- h) 'Sell' and 'Sale' include exposing and exposure for sale.
- i) 'Stall' includes a building, shop, office, vehicle, compartment, standing bench, table, place, pitch, site or space in a Market and used or intended to be used for the sale of goods. A 'Stall' will be allowed to have a standard width of 3 metres and Royston Town Council reserves the right to enforce a standard maximum depth of 3 metres.
- j) 'Vehicle' includes any mechanically propelled vehicle and any barrow, cart, handcart, truck wagon or trailer.
- k) 'Receptacle' includes any container, box, basket, board or vehicle.
- l) 'Address' means the street name and town of a trader, unless otherwise provided for by Statutory Regulations.

2. Regulations of Traffic and Prevention of Obstruction

2.1 No person in charge of a vehicle shall:

- a) Allow it to be halted in or near any passage, roadway, pavement or footpath in the markets or in the immediate approaches to the Markets for longer than is reasonably necessary for the loading and unloading of goods.
- b) Drive or allow it to be driven onto a pavement or footpath on the Markets.

Regulation 2.1 does not apply to traders using a vehicle constructed or adapted for the sale of goods from it and positioned in the Markets with the consent of the Market Manager on a site allocated by the Market Officer.

2.2 All persons will, when trading on the Markets, park their vehicles as directed by the Market Manger and shall be subject to their direction and control as to the parking space that may be taken, the length of time it may be occupied and the payment of such parking fees as the Council may from time to time prescribe.

2.3 Except for those vehicles not subject to regulation 2.1 as detailed above no vehicle shall be brought onto or be allowed to remain within the Markets area between the hours of

Wednesday	8.00 – 16.00
Saturday	8.00 – 16.00

Unless otherwise agreed by the Market Manager.

2.4 No person shall commence to erect a stall or place goods on any stall more than eight hours before Market Hours without the prior permission of the Market Manager.

2.5 Trading will cease punctually at the end of Market hours and all goods and equipment shall be promptly removed from the Market Area. No Trader shall leave the Markets prior to the closing time stated in the Market Hours, unless all other Traders trading in the market on that day consent to leave at such earlier time.

2.6 No person will hang any goods on or from any stall in such a manner or in a position likely to cause danger

2.7 No person will place a receptacle in or on any stall so that the receptacle projects beyond the stall.

3. Use of Space

3.1 No person will occupy or take possession of any stall or deposit or cause to be deposited any goods equipment or utensils on any stall in the Markets unless and until such time as the appropriate fee, as prescribed by the Council for or in connection with the use and occupation of such a stall, has been paid to the Markets Officer.

3.2 No person will occupy or take possession of any stall or deposit or cause to be deposited any goods, equipment or utensils on any stall in the Markets unless and until such stall has been duly let or otherwise allocated by the Markets Manger for the use by that person.

- 3.3 No person will at any time conduct or carry on any trade or business within the Markets unless authorised to do so by a licence granted by the Council or otherwise with the permission of the Markets Manager.
- 3.4 The Trader will attend and conduct their business in person for the greater part of any day when their stall is occupied.
- 3.5 No person shall erect or fix or attempt to erect or fix any stall in the Markets without the previous written consent of the Markets Manager.
- 3.6 No person shall assign or sub-let any stall or part of any stall, nor cause or permit the stall or part of any stall to be occupied or managed by anyone other than the person licensed or otherwise authorised by the Council.
- 3.7 No person will exhibit or display any board, sign or advertisement unless specifically approved by the Market Manager.
- 3.8 No person will connect any appliance to any electric outlet in the Market without the prior written consent of the Market Manager and will be subject to any payment, which may be prescribed by the Council from time to time.
- 3.9 No alterations or addition to the structure or fittings of any stall owned by the Council may be made by or on behalf of the trader except with the prior written permission of the Market Manager.
- 3.9 Any electrical components used by traders must be Portable Appliance Tested and have documentary proof.

4. Maintenance of Cleanliness

- 4.1 Every occupier of a stall will:
 - a) Cause the stall to be properly cleansed before and after the sale of goods for that day and as often as necessary during the day.
 - b) Cause all refuse and litter to be stacked or stored in suitable containers for removal during Market hours.
 - c) At the end of Market hours cause the stall to be left in a neat, tidy and clean condition.
 - d) Cause the washing facilities to be cleansed when the stall is occupied for the sale of foodstuffs.
- 4.2 No person will willingly or negligently throw, drop or leave in or upon any roadway, avenue or passage in a market any fruit or vegetable matter or any other litter in a manner likely to cause injury or nuisance to any person.

5. Preservation of Order

- 5.1 No person in any Market shall ring any bell, blow any horn or use any other noisy instrument or amplifier or loud speaker to attract the attention or custom of any person to any sale or to any goods intended for sale.

- 5.2 No person in any Market shall use a public address system, play any gramophone, stereo equipment, musical instrument, recording, radio or television unless specifically authorised to do so by the Market Manager. Such permission will not be unreasonably refused.
- 5.3 No person shall wilfully or improperly soil, defile, damage or destroy any part of the Market or any ornamental trees or shrubs in the Market or on the approaches to the Market or any fitting, fixtures or apparatus provided by the Council for use in the Market.
- 5.4 No person will do or permit to be done anything that in the opinion of the Market Manager may be a nuisance or annoyance to any member of the public visiting the Market or which may be considered detrimental to the efficient operation of the Market.
- 5.5 No person other than an officer or agent of the Council, acting in proper execution of their duty, shall post or display any bill, placard or poster other than a description or statement of the price of goods exposed or intended to be exposed for sale at the time. Such goods only to be in accordance with the commodities shown on the licence to trade or otherwise agreed by the Markets Manager, or the name and town of the trader.
- 5.6 Provided that this regulation shall not apply to any bill placard or poster being posted or displayed pursuant to relevant statutory regulations.
- 5.7 No person in any Market Area shall except by way of sale, distribute or attempt to distribute to the public any leaflets, handbills, cards, pamphlets, booklets or other literature unless the written consent of the Market Manager has first been obtained.
- 5.8 No Person shall keep, store or sell any gunpowder, fireworks or other explosive substances or any naphtha, bottled gas, petroleum or paraffin oil or other flammable substance in a Market Area. This regulation does not apply to any appliance or fitting that complies with the requirements of the British Standards Institute.
- 5.9 No person shall operate any equipment for the generation of electrical power except with the prior written consent of the Market Manager and subject to any conditions stipulated within that consent.

6. General

- 6.1 Every person licensed or otherwise authorised to use a stall will:
- a) Ensure that their agents, employees and any persons assisting them in carrying out their business in the Market Area are aware of and comply with these regulations.
 - b) Accept responsibilities for and indemnify the Council against any claims for personal injury, damage to property, loss, damage or expense by whomsoever the claim is made and from whatever cause other than a negligent act or default of the Council or their agents, arising out of or in connection with the use and occupation of the stall allocated to them.
 - c) In the case of regular occupation of an allotted stall, enter into formal Contract with the Council as to the terms on which they are licensed to use and occupy

such stall and personally covenant to observe and comply in all respects with the requirement of these regulations.

- d) Comply with the provisions of all Acts of Parliament and of any orders or regulations made there under relating to food hygiene, the fitness of food for human consumption and the prevention of contamination.
- e) Comply with these regulations and with any by-laws made by the Council and obey all lawful instructions of the Markets Manager or their authorised representatives.

6.2 The trader will at all times have valid and sufficient Public liability Insurance in their own name and provide sight of their documentation to the Market Manager or their authorised representatives on request and permit a photocopy of this documentation to be taken for Council records.

6.3 A trader selling food must provide the Market Manager with details of the registration of their business with the local authority. This will be validated with the specific local authority.

6.4 A trader selling food must be able to demonstrate a food hygiene rating of at least 3 stars. The Food Standards Agency website will be used to determine the rating that has been awarded. Any rating below this will mean that the trader will not be allowed to work from the market.

A new trader who has only just registered with the Local Authority will have details retrospectively checked by the Market Manager to ensure compliance with the minimum 3 star requirement. This may result in Environmental Health officers visiting the pitch.

6.5 The Council reserves the right to exclude from the Market any trader causing, provoking or participating in any altercation with another trader or member of public be it verbal or physical. The trader will be suspended and a full investigation may follow.

6.6 The Council reserves the right to exclude from the Market any person who contravenes any of the Regulations set out here or as per condition 6.9 below. Such exclusion shall be at the discretion of the Market Manager and permanent exclusion following a full investigation.

6.7 The Council will not permit any person to rent a pitch for the purpose of promoting a political party or to highlight an issue that is politically motivated.

6.8 The Council will accept no liability for any loss of, or damage to, the goods or other property of any person licensed or otherwise authorised to occupy a stall or trading place in the market, or the property of any agent, employee or other person assisting them in the conduct of their business, whether caused by fire, water, theft or any other happening, and all stalls or trading spaces shall be held subject to this condition.

6.9 These regulations may at any time be revoked, amended or supplemented in such a manner and to such an extent as the Council may direct.

6.10 It is the Traders' responsibility to assemble and disassemble stalls & equipment used and to ensure no damage is caused.

Making an application

- If you wish to apply to work on the market please complete the application form and return to Royston Town Hall, Melbourn Street, SG8 7DA or contact the Market Manager on 01763 245484.
- Please note that all traders are required to have **Public Liability Insurance** and you will have to provide proof of this. A copy will be taken for Council records.
- If you wish to sell food you will need to **be Registered with the local authority** where you store your food produce overnight.
- A minimum **Food Hygiene rating of 3 stars** will need to be attained in order to be allowed to trade on the market.
- **Please see the 'Checklist for Traders Selling Food' which provides all the information you need to know about selling food on the market.**
- In deciding if the application will be successful the council need to consider the type of commodities currently being sold on the market. In the best interests of all traders there needs to be sufficient variety and not a duplication of product types.
- All applications will receive a response within 5 working days.
- If the application is successful a start date will be agreed with the Market Manager along with details of the location of the pitch.
- The preferred payment method for pitch rental will be determined (this includes payment by bank transfer, cheque or cash)
