

One market, two locations

Horsham

Market

WEST STREET

CARFAX

TRADER HANDBOOK

Welcome to the Horsham Market trader community

Within this handbook you'll find information about trading times, setting up and packing down guidelines, important health and safety information and links to resources to assist with your business success, health and safety compliance and environmental awareness.

Please remember that this is a town centre market in a largely pedestrianised area where several shops and local businesses are located. It is VITAL that our terms and conditions are followed at all times to ensure we run a safe market and that consideration is given to fellow traders and businesses - some of which are open during market set up and pack down.

PENALTIES FOR NON ADHERENCE TO REGULATIONS

We have a 'three strikes and you're out' policy to traders who do not adhere to the regulations set out within this document.

1. Upon first contravention the trader will receive a VERBAL WARNING and a reminder of the regulations.
2. A second contravention will incur a WRITTEN FINAL WARNING that further contravention will lead to the banning of the trader from trading at the market.
3. A further contravention will lead to a permanent market ban.

CARFAX MARKET

CARFAX, HORSHAM, RH12 1EQ

9am to 4pm Thursday, Friday and Saturday (5pm in summer)
10am to 4pm Sunday

CONTACTS

On market days
Jozef - Market Manager
07411 707070

WEST STREET MARKET

WEST STREET, HORSHAM, RH12 1PB

9am to 4pm Thursday and Saturday (5pm in summer)
10am to 4pm Sunday

CONTACTS

On market days
Zac Coden - Operations and Market Manager
07801 869485 - WhatsApp, text or phone call

ENQUIRIES

Via Trader Hub
info@foodrockssouth.co.uk
01403 458448

Simon Teesdale
07899 753352 - WhatsApp, text or phone call
Zac Coden
07801 869485 - WhatsApp, text or phone call

ARRIVAL

Please enter Carfax from Black Horse Way. Please enter West Street/Bishopric from Albion Way.

Please wait for one of the team to show you to your pitch. Please unload and immediately take vehicle to car park to enable safe and speedy set up and access for all traders.

SET UP TIMES

7.30am to 8.30am Thursday, Friday and Saturday

8.30am to 9.30am Sunday

No vehicles will be allowed onto site after 8.15am (9.15am on Sunday)

Please follow instruction from the market manager or vehicle movement manager with regard to vehicle movement. Cones are placed at entry points to Carfax at 8.15am (9.15am on Sunday) to restrict access.

Please note that all vehicles must be off site by 8.30am (9.30am on Sunday)

Traders arriving after this time must trolley their stall contents on from a loading bay (not taxi rank please).

VEHICLE MOVEMENT

ALL vehicles must be off site by 8.30am AT THE LATEST (9.30am on Sunday)

Drivers are reminded that:

There is a STRICT 5MPH speed limit

- Any vehicle moving on a pedestrianised area should be using dipped headlights and hazard lights.
- Stationary vehicles must have their engines switched off whilst unloading/loading. (For safety and to minimise emissions)
- No vehicle should be reversing without at least one individual acting as a banksman wearing a high vis jacket. (To safeguard against people or property being reversed into.)
- The movements of trader vehicles on or off pedestrianised areas between the hours of 8.30am and 5pm is not permitted unless under exceptional circumstances and should only take place if supervised by a member of market operator staff wearing a hi-vis jacket. (This applies to irregular markets or events that start or finish later than the 9-5 weekly markets)

VIGILANCE WITH REGARD TO SAFETY RISKS

We ask all traders to remain vigilant with regard to safety risks throughout market operations. We ask that any concerns are reported asap to the on site manager so that they can take action accordingly to mitigate the risk, or by alerting third parties or the emergency services if appropriate. This includes but not exclusively:

Vehicle being driven erratically or at excessive speed close to market areas

Damaged or broken town infrastructure

Trailing cables or other equipment that has the potential to be a trip hazard

Spilt materials likely to cause a slip hazard

Members of the public that may be in difficulty or who are exhibiting signs of being unwell or disorientated

DOCUMENTATION

All traders

Public Liability Insurance for £5million

Employers liability and Product Liability Insurance (where relevant)

Risk Assessment dated for the current year

Food Traders (where relevant)

Gas Safety Certificate - this must have been tested by a Gas Engineer registered to check mobile catering units and must be LPG not butane

PAT testing Certificate- for electrical items over a year old

Local Authority trader is registered with so we can check FSA database

Your hygiene rating certificate - a minimum of 4 stars is required

Any other relevant Health and Safety Certificates

Fire Extinguisher serviced annually by a competent person under BS 5306, complete with a service label showing the inspection date

A dedicated basin exclusively for washing hands, separate from any food preparation or equipment-washing sink with a controllable supply of warm or hot and cold running water.

TRADE WASTE

All trade waste should be taken with you and not left in the public bins

GAZEBOS

You will not be allowed to trade without a properly secured gazebo. See Regulation 1 for full details.

PARKING

Attached is the current information about trader parking.



Horsham
District
Council

Market Trader Parking Permits are moving to digital

From 19 February 2024, your physical parking permit will be replaced by the digital MiPermit system. Any physical permits in circulation will no longer be valid from this date.

Who can use a digital Market Trader Parking Permit?

Any market trader participating in an official market in Horsham town centre, requiring parking for a vehicle more than 2.2 metres high. Any vehicles (including cars) under this height should relocate to a multi-storey car park and use Day Passes. Details of how to purchase Day Passes can be found at www.horsham.gov.uk/parking/car-park-season-tickets/day-passes.



How do I get a digital permit and how do I use it?

First, create an account by visiting <https://secure.mipermit.com/horsham>. You can then purchase Market Traders Parking Permits at any time and then activate them for the day required.



How much is the permit?

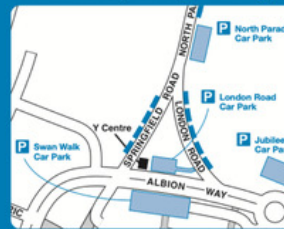
£5.60 per day. This is concurrent with the cheapest Day Pass available (Forum MSCP).

Where are the digital permits valid?

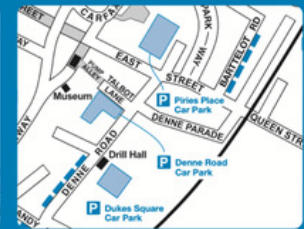
North Parade car park is used from Monday to Friday and Dukes Square car park on Saturday's. No permit is required on Sunday's or Bank Holiday's – simply pay the standard all-day tariff of £1.70.

For more information please email parking@horsham.gov.uk or visit www.horsham.gov.uk/parking

North Parade (Monday to Friday)



Dukes Square (Saturday's only)



HORSHAM MARKETS CHARTER

It is a requirement for all Saturday traders to sign and adhere to our sustainability pledge.

One market, two locations

Horsham
Market

WEST STREET **CARFAX**

PROVENANCE

STALL HOLDER

SUSTAINABILITY PLEDGE

WE COMMIT TO

Food Waste Reduction including packaging

**Recycling, where practical, of grey water waste
and cooking by-products**

Adhering to ethical and responsible sourcing

Elimination of the use of single use plastics

The use of reusable not disposable cable ties

The use of low voltage lighting

MARKET REGULATIONS

Stalls and Lettings

1. The market is operated for the purpose of retail and exhibiting only. Stalls and other facilities are let at a charge to be determined from time to time by the Market Operator and the Council.

Traders may provide their own gazebos, bespoke stall or vehicle, which must be approved by the Market Operator. Trader-owned gazebos must be commercial grade with a minimum 40mm frame and must be secured with suitable weights to ensure their stall can withstand wind speeds of up to 35mph. Pop-up gazebos with plastic joints are not permitted. Wind speeds any greater 35mph mean that the market may be cancelled and, in any event, it is the traders responsibility to either not erect their stall or to immediately take down their stall should the wind speeds increase whilst trading or setting up.

Gazebos (with weights) and tables can also be hired from the Market Operator. Gazebos will be erected by the Market Operator by 7.30am on the day of the market and dismantled by the Market Operator after 5pm. Any Trader hiring a gazebo from the Operator must not tamper with the equipment provided and must not allow any third party to do so. Any defects found must be reported to the Operator immediately. Neither the Council nor the Market Operators accept any responsibility whatsoever for any damage or injury caused by any equipment provided.

2. No alterations are permitted to the stalls without the prior consent of the Market Operator and the Council or Operator does not accept any responsibility whatsoever for any damage or injury caused by unauthorised alterations or additions to the stalls or other equipment. Any defect found must be reported to the Market Operator without delay.

3. Lettings are not transferable, however consideration will be given to requests where the spouse, partner and / or children, brother or sister of the trader have been in active and regular working partners.

4. Stalls must not be sub-let or re-let by the trader.

Produce

5. The Council has determined that they wish 'Horsham Carfax Local Market' to be one comprised in general of personally run stall holdings selling a wide range of locally produced goods.
6. The market has a strong focus on high quality, locally produced food, drink and goods. On Saturday produce for sale at the market must be grown, crafted, made or processed with significant added value within a 40 mile radius of Horsham. The Operator will determine the suitability of goods and whether they consider the produce applied for fits the criteria. In addition, global artisan produce may be sold (at the discretion of The Operator) – food or drink produce that, whilst not produced within 40 miles of Horsham, adds to the ethos and attractiveness of the market by its artisanal, handmade or high quality nature.
7. Produce must be well presented and displayed, must be of good quality and foodstuffs must be wholesome and no 'seconds' may be sold. Packaged items and items of hardware or craft-ware should be labelled with the producer's name and address wherever possible.
8. No produce may be sold or offered for sale other than those agreed in advance by the Operator. Any request to extend or change the range of goods sold must be made to the Market Operator in writing whose decision shall be final and binding.
9. It is the responsibility of stallholders to ensure that all goods offered for sale comply with all relevant legislation. Advice may be obtained from the Environmental Health Department at Horsham District Council and the Trading Standards Department at West Sussex County Council.
10. Traders shall permit the Market Operator to visit production sites in order to authenticate the origin of any produce to be sold in the market.
11. The responsibility to ensure that the produce sold from each stall is local produce remains with the trader and any inspection by the Market Operator will not mitigate this responsibility.

Market Days and Hours

12. Market days will be on Thursdays, Fridays and Saturdays and the market will be held in the Carfax in Horsham Town Centre. Other days and/or venues may be offered by the Operator in agreement with the Council.

13. The market will open at 9.00am and will close at 5.00pm (4pm in Winter). Traders must not set out their stall before 7.30am and must clear all vehicles from the market area immediately after unloading, but in any case before 8.30am.

14. Traders are expected to carry sufficient stock to actively trade through until at least 4pm in Winter and 5pm in Summer time as when clocks go back and forth. Vehicles may not return before 5.30pm or at any time without the permission of the Market Manager. Stallholders are to clear away their produce as soon as possible after the market closes and in any case by 7.00pm. These times may be altered on the day by the Market Operator, usually due to adverse weather conditions.

15. The driving of vehicles on the pedestrianised area of the market between 08:30am and 5:00pm is expressly forbidden unless allowed by the Market Manager in extreme circumstances and, in which case, any vehicles must be escorted. When driving on to site, all vehicles must drive at a speed of no more than 5mph, hazard lights must be used at all times and there is to be no reversing on site without a banksman wearing a high-vis jacket supervising.

Management of Stall

16. Only the trader, his/her family or nominated representatives will normally be permitted to sell produce in the market. The trader can nominate in writing to the Market Operator a manager of the stall. The trader, their nominated representatives or manager will be responsible for ensuring that the stall is operated in a safe and orderly manner, in accordance with these regulations and all legal requirements.

17. Traders who take a stall may be allowed to sell produce as the agents of another trader subject to the prior written approval of the Market Operator.

18. Established local growers organisations may appoint a representative from amongst their own number to sell pooled produce, provided that the provision to appoint a manager in clause 16 is adhered to.

19. Unless otherwise agreed in writing, all stalls used shall be those provided by the Operator and producers must confine their goods to the stall space allocated to them.

20. Traders shall not display any advertisement signboard without the prior consent of the Market Operator.

21. All traders must be able to accept cashless/contactless payments at all times. This is a condition of trading.

22. Traders may 'cry' their wares from their stall. No selling that is haranguing or aggressive shall be permitted and the Market Operators decision in such matters shall be final and binding. Traders shall not use any means of sound amplification or other mechanical means of attracting attention to a stall.

23. Any lighting system, electrical leads or electrical equipment used on market stalls should be fully compliant with all current testing and safety requirements, should be fit for purpose and the Operator may ask for it to be disconnected and removed if they believe it is a hazard at anytime.

24. All traders must provide and display conspicuously and legibly a sign showing their name or trading names. Saturday stallholders must present their 'Carfax Local Market Provenance signage'. Their permanent business address must be registered with the Market Operator.

25. Traders must always be able to provide evidence of Public Liability Insurance or NMTF membership.

26. Traders are required to display prices of their produce, clearly visible on their stall.

27. Demonstrators may be allowed on the market at the discretion of the Operator. Any demonstrator who is allowed and causes any disruption will be requested to cease by the Market Operator.

28. Traders shall not commit any nuisance or do any act or thing which may be or become a source of danger, inconvenience and annoyance to the Operator, Council, the public or the owners or occupiers of neighbouring property. Traders are respectfully asked not to bring the market into disrepute. Such actions can lead to disciplinary action resulting in a warning or even suspension from the market.

Waste and Litter

29. Traders must maintain their stall in a clean, tidy and sanitary condition at all times.

30. Every trader in the market shall cause the stall site allocated to them or passages adjoining such stall, whether used by them alone or in conjunction with any other person, to be properly swept from time to time as necessary during each day the pitch is in use.

31. Any trade waste, customers waste left on or near the stall, boxes or other containers used for containing or transporting goods are to be removed by the trader at the end of the day and disposed of correctly. The litter bins or other businesses' trade bins in the Town Centre are not to be used for the disposal of any trade waste or litter arising from the use of the market stall for the purpose of the market in the Carfax.

Fees

32. Fees will be charged depending on the payment scheme as agreed. Traders shall book and pay for their selected package upon issue of an invoice and, in any event, at least a week in advance of the first trading day of the selected package. Invoices are payable by bank transfer, cash or other method as agreed between the trader and the Market Operator. Cleared funds must be received at least a week prior to the first booked trading day. Receipts will be issued on request.

33. 'Every Week' booking are entitled to up to 3 days of 'holiday' per year. No pitch fee will be charged on these holidays providing a minimum of 1 weeks notice is given.

34. Non-attendance / Cancellation of pitch. Refunds will not be made if a booked stall is not taken up. Any stall may be re-let by the Market Operator

if not taken up by the Producer by 8.30 am of the booked trading day. An alternative mutually agreed market date will be arranged provided a minimum of one weeks notice of non-attendance is given.

Services

35. Mains electricity is available in the Carfax at a fixed cost per 16A, 32A or 64A connection. Upon payment of the charge, producers may connect to the fixed points provided by the Council and allocated by the Market Operator. The Producer must provide their own connection plugs and leads, see clause below for compliance. Under no circumstances are petrol or diesel generators to be used unless agreed in writing prior to the event. Producers are responsible for ensuring that electrical equipment, connection and leads complies with all current safety regulations effecting its use, particularly electrical safety and testing requirements. All leads must be correctly used so as not to cause any trip hazard. The Operator nor Council accepts no liability arising from the use of the electrical supply or any equipment connected to it.

36. All gas appliances need to be tested annually (however small) by a registered gas safety engineer qualified to test mobile catering equipment (a specific qualification) and can be found on the Gas Safety Register.

<http://www.ncass.org.uk/mobile-catering-home/content/get-legal/law-pages/gas-safety/gas-safety-in-mobile-catering>

<https://www.gassaferegister.co.uk/media/1447/commercial-catering.pdf>

Use of portable camping stoves/butane is not acceptable for commercial catering. Using them invalidates your (and our) insurance. Please see:

<http://www.ncass.org.uk/mobile-catering-home/content/get-legal/law-pages/gas-safety/say-no-to-camping-stoves>

TRADERS WILL NOT BE ALLOWED TO TRADE WITH CAMPING STOVES/ BUTANE

37. Traders are responsible for meeting their own parking costs and should park only in the Town car parks as advised by the Operator. No responsibility is accepted for the security of vehicles or their contents during periods when the vehicles are parked in any place made available by the Council or the Operator.

Liability and Insurances

38. All traders are required to effect and maintain Public liability insurance for not less than £5 million for any one claim. Prior to being allowed to trade in the market, the Operator will require to see evidence of such a policy and of the payment of premiums for it. Evidence of current PLI must be submitted annually.

Employers liability and Product Liability Insurance (where relevant)

Food traders (where relevant)

Gas Safety Certificate – this must have been tested by a Gas Engineer registered to check mobile catering units and must be LPG not butane

PAT testing Certificate- for electrical items over a year old

Local Authority trader is registered with so we can check FSA database

Your hygiene rating certificate (minimum of 4 stars)

Any other relevant Health and Safety Certificates

39. All traders should provide their own risk assessment along with their PLI. Producers and their staff are expected to set up and manage their stall according to their own risk assessments. Risk assessments must be submitted upon commencement of trading, including updated assessments when required or, in any event, when methods of operating the stallholding change.

40. Any traders that are positioned under Operator's stalls will only be deemed liable for any actions, costs, claims, expenses, demands, charges or liabilities in cases where the producer (or their representatives) has affected the integrity of the stall and associated equipment or neglected the stall and associated equipment whilst in their charge or permitted a third party to do so. Any actions, costs, claims, expenses, demands, charges or liabilities that arise through a defect of the stall or the Operator (or their personnel) having failed to erect or secure the stall and associated equipment correctly will be the responsibility of the Operator.

Licences and consents

41. The trader must comply with any conditions attached to Licences, permissions including planning permission in respect of the use of the Carfax for the purposes of the market.

42. Traders must comply with all lawful requirements of the local highway authority, police, fire and ambulance service.

General

43. Nothing contained within these regulations shall prejudice or effect the rights, powers, duties or functions of the Operator or Council in the exercise of its functions as a market operator or local authority.

44. The Operator and Council reserve the right to refuse a letting or cancel an existing letting.

45. The Operator and Council reserve the right to add to, delete or change any of these regulations at any time.

Enforcement

46. These regulations shall be strictly adhered to at all times. The Market Operator may suspend a letting following a written warning detailing breaches of specific regulations.

47. The Market Operator shall be responsible for the allocation of stalls, the application of these regulations and the resolution of disputes with Producers or stall managers, if appointed.

48. A Stallholder who is in dispute with the Market Operator regarding the implementation of these regulations may complain in writing of the Directors of the Market Operator's company who is not involved in the dispute. This Director will then arrange a formal interview with the Producer concerned within 14 days of the written complaint. If the dispute cannot be resolved, the case shall be referred, by way of appeal against that decision, to an independent arbitrator as agreed by the Market Operator, Council and Stallholder. That appeal should be referred to an Arbitrator within 30 days.

Data protection/GDPR

The Market Operator will hold trader contact details, trading records and compliance documentation in accordance with current data protection legislation. Data is used solely for market administration and promotion and will not be shared with third parties without consent.

By trading at the market, traders consent to photographs and video being taken by the Market Operator for promotional purposes. Images may be used on the Horsham Markets website and social media channels.