



TRURO FARMERS MARKET

Terms and Conditions

Version 1 – MARCH 2021

MARKET STRUCTURE

Market committee

Truro Farmers Market (TFM) has been a committee led organisation since it's started trading in 1999. The committee, lead by the chairman meet quarterly to discuss and decide on all TFM current matters and future plans.

Market manager

Appointed by the committee, the market manager looks after all day-to-day business and activity for TFM and reports directly into the committee. The market manager is the main point of contact for traders and is responsible for all communication, bookings, site plans and ensuring the market is operating as it should.

Market supervisor

The market supervisor is appointed by and works directly with the market manager on market trading days. They will act as point of contact for the traders alongside and in the absence of the market manager. Also, in the absence of the market manager, the market supervisor will be responsible for all market day activity and decision making as and when required.

TRADING INFORMATION

Market days

- Tuesday The Moor, Falmouth: 9am – 1:30pm
- Wednesday Lemon Quay, Truro: 9am – 3:30pm
- Saturday Lemon Quay, Truro: 9am – 3:30pm

The above weekly markets will run all year round. Additional events and market days will also be available throughout the year and will be communicated at the appropriate time.

At any given time, the market committee holds the right to cancel a market day should it be deemed necessary, for example, in the event of extreme weather (see Cancellations and Refunds)

Pitch fees

	3m Pitch	4.5m Pitch
Tuesday	£24	£26
Wednesday	£27	£30
Saturday	£30	£36

Within the communication for any additional events and market days, the pitch fee will be provided and will reflect a similar pricing structure.

TRADER INFORMATION

Trader types

Regular traders

- Regular traders will have the opportunity to book all year round and will have first priority on bookings when it is made available.
- To be a regular trader for a specific market day(s), you will be required to commit to 3 out of 4/5 of your specific 'regular days' each month (excluding January and February). For example, if you are a 'regular Wednesday trader', you will be required to commit to 3 out of the 4/5 Wednesdays of each month.
- If a regular trader goes one month without trading with no reasonable excuse, the trader risks losing their regular pitch.

Casual traders

- Casual traders will have the opportunity to book any remaining pitches after the regular trader booking window.
- There is no required commitment from a casual trader.
- When the market holds additional events, we will often have extra pitches available giving our casual traders the opportunity to book.

Seasonal traders

- The market holds two seasonal trader pitches for traders who's produce can only be grown or produced at specific time of year.
- If and when either of the seasonal pitches are not in use, the pitch will be made available to casual traders.

Online bookings

- All TFM traders will be provided with login details to access the TFM Online Booking Facility.
- Bookings are to be made and paid in full during the month prior to that of which you are trading, for example, for March trading, bookings must be made and paid in full in February within the given booking window.
- Bookings are only confirmed once payment has been made via the TFM Online Booking Facility.
- The Regular and Seasonal trader booking window is between 1st and 20th of the month prior to that of trading.
- The Casual Trader Booking window is from the 21st of the month prior to that of trading and will remain open until all pitches are sold.
- When making your booking please only book the agreed regular day and pitch size that has been agreed for you.

Cancellations and refunds

- If TFM makes the decision to cancel a market you will be entitled to either a refund for that days booking or credit to use for a future booking.
- If a trader cancels their booking within 48 hours ahead of the market day, we will be unable to offer a refund or credit and the trader will therefore lose their booking fee.
- Cancellations made by traders before 48 hours ahead of the market day will only be refunded or credited at the discretion of the market manager and committee.

Market site plans

- The market site plan will be emailed to you the day before each market day by the market manager so that you know where your trading space is situated before you arrive.
- The site plan and specific trader positions will vary from time to time. The weather and other factors can influence how the market is setup, so we therefore ask you to remain flexible.

Your trading space

- Your trading space is under one the TFM green and white gazebos and this will be setup ready for you.
- There will be two tables available to use in your trading space.
- Depending on the site plan for the day, you will have the correct back or side sheet which you can put up and use during trading hours. It is your responsibility to take this down and fold away neatly at the end of the day.
- In the case of rain, gutters are available for traders to use. These will be located in a bag in a prominent place on the market. The market supervisor will show you where these are if you need one. Please fold up and put back in the bag at the end of the day.
- There is no guarantee of the exact same trading space each week.

Electrics

- All traders can have access to electric for small electrical appliances only, for example, a card machine or low wattage light.
- The market will provide a number of electrical distribution boxes where traders who require electric can plug in to using a blue 16amp lead and adapter.
- There is provision for a limited number of hot food stalls to obtain higher electrical usage. This is at the strict direction of the market manager.
- The market electrics are limited so please seek permission and direction from the market manager before plugging anything in.
- All electrical plugs and appliances must be PAT tested before use and re-tested annually. This is the responsibility of the trader. At the beginning of December, the market hires in an electrician to PAT test all of TFM's equipment. This is available for each trader (at their expense) should they wish to take the opportunity to PAT test their equipment at this time.

Gas

- Only commercial gas appliances are to be used on the market.
- All gas appliances must be annually checked and certified by a gas specialist.
- Every individual gas appliance must be covered on a current gas safety certificate.

Arrival and departure

- When arriving and leaving the market, traders may access the Quay or Moor at the location of the removable bollard at the bus station end of the Quay or bus stop end of the Moor.
- The removable bollard has a blank cover to put in place when the bollard has been removed. The responsibility of this sits with the market manager and market supervisor only. This is strictly not to be removed by traders.
- The market manager or market supervisor will ensure that access on to the Quay or the Moor is open at the agreed arrival/departure times.
- All traders must ensure they arrive on the Quay or Moor and allow sufficient time to unload and remove their vehicle before 9am.
- No vehicles are permitted back on to the Quay or Moor until the market closes for trade.
- Whilst driving on the Quay or Moor, hazard lights must be on with max speed of 3mph.
- When reversing, a banksman must be used at all times.

Setting up and packing down

- Ensure your stall is setup and ready for trade at 9am.
- Please be respectful to fellow traders and general public when setting up and packing down your stall.
- Setup within the boundary of your pitch. Some stalls will be allowed to spread their display out at the discretion of the market manager or supervisor on the day.
- All stalls are to remain open with sufficient stock during trading hours. If required, a discreet pack down can begin 15 minutes prior to the end of trade.
- Your pitch must be left clean and tidy. Traders must take their own waste home as we do not have the facilities to provide this for every trader.
- Strictly no trade waste to be placed in the public waste bins on either the Quay or the Moor.
- All grey water (this includes all wastewater, **except** clear water for flowers and melted ice) must be taken away and disposed of elsewhere responsibly. Disposing of grey water on the Quay in the drains and planters is a serious breach of Environmental law.

Sales window and stock control

- All traders are required to remain open during the trading hours of the specific market day.
- Empty stalls look bad on the market, so traders are requested to bring enough stock where they can, to last throughout the day.
- Repeatedly selling out and requesting to leave early must be avoided where possible.

Product range

- Each trader will have a product list of items agreed by the market committee that they can sell at TFM.
- TFM has a strict policy of not having two different traders selling the same product. This is to ensure a fair and balanced variety of produce available to our customers.
- Exceptions can be made at the discretion of the market manager and with the agreement of both traders.
- If you wish to add a new product to your TFM selling list, you need to speak directly to the market manager who will in turn gain approval or refusal from the market committee.
- All products on your stall must be clearly price marked for customers to see without the need to ask.

Health, Safety and Hygiene

- Our responsibility is to ensure all health and safety measures are in place with regards to the market space and setup.
- Your responsibility is to ensure your trading pitch and your trading processes are compliant to health and safety law.
- If you have any health and safety concerns regarding the market, please bring this to the attention of the market manager or supervisor.
- In turn, if we feel that a trader is not following sufficient Health and Safety measures, we will make you aware of this and request immediate action.
- Smoking is not permitted within your stall or the within boundary of the market.
- Traders' pets are not permitted on the market.
- Children are only permitted within your stall with the permission of the market manager or market supervisor.

Documentation

All traders are required to submit the following documentation to the market manager before trading:

- Proof of your public liability insurance (min £5,000,000). This must be valid and in date.
- Risk assessment of your stall setup which is to be reviewed and updated annually.

In addition, all traders (where applicable) must submit the following documentation to the market manager before trading:

- PAT test certificates for any electrical appliances
- Gas safety certificates
- A copy of your Food, Health and Hygiene Certificate
- Proof of application or approval by an EHO. This should be in written form with both trading address and date of approval or communication.

If you are unsure which of the above applies to you, please ask the market manager who can advise.

Presentation and attire

- All traders must be reasonably presented.
- All food to go and fresh food traders must wear aprons.
- Good presentation of your stall and products will go a long way in attracting customers to your stand and the overall presentation of the market. For example, we suggest, the use of tablecloths and a small banner for your stall. We are more than happy to advise you on this should you need.
- Any additional signage, for example, A Boards or large banners must be used with consideration for other traders and where necessary approved by the market manager.

Working together

- These terms and conditions have been provided to ensure that our market runs efficiently whilst maintaining its high standards and reputation with our customers.
- In the event, that a trader is seen not to be following these terms and conditions, initially a verbal conversation with the market manager will take place to identify and resolve the issue. Following this, any subsequent repeated issues will be dealt with more officially via written communication from the committee with the risk of losing your pitch where the case is more serious. How and when this procedure is implemented is at the discretion of both the market manager and committee.

- The market is a growing community of small businesses and local traders. We pride ourselves on being friendly, kind and helpful to our customers and each other.
- If, however you do have an issue or concern, please come and chat to the market manager or any committee member.