



**Causeway  
Speciality Market**  
local food & craft

# **TRADER'S MANUAL**

February 2016

Should you have any queries with regard to this Manual please contact the Economic Development Team using the following numbers: 028 70347045 / Mobile 07702910884 during normal working hours 9am – 5pm Monday to Friday or on the day a Market is taking place.

## **1. CRITERIA FOR PRODUCE SOLD**

To participate in the Market you need to meet the following criteria:

### **A) YOU WILL NEED TO SELL EITHER ORGANIC OR SPECIALITY GOODS**

These are defined as:

- Organic – Producers of organically produced agricultural products
- Speciality – a distinctive product whether foodstuff or craft that is not readily available in that form from other retail outlets

We would ask that Traders abide by the principle that the majority of their produce for sale should proportionally be ‘organic’ or a ‘speciality’, for example, at a practical level a Trader selling fresh fruit and vegetables would not be expected to grow fresh bananas or pineapple locally but would be expected to sell fresh locally produced potatoes, carrots etc that he has grown himself.

Because we are managing a ‘Speciality’ Market we will endeavour to ensure that the Market does not become an arena for selling ‘generalised produce’, such as, tin foil, cling film or kitchen roll type products. Every effort will also be made to ensure that a Trader does not purchase products from elsewhere and sell them on at the Market. Again, a practical example of this would be someone purchasing hand-bags on e-bay and selling them at the Market.

We have a very stringent policy in ensuring that the produce for sale meets the criteria set out and that it is of a high quality standard.

Whilst the Working Group for the Market jointly decide on the proportionality of the type of product range being sold at the Market, it is ultimately down to the discretion of the Market Manager to decide on the day if a ‘Reserve’ Trader can be permitted to trade. In effect, the Market Manager has therefore to decide whether or not in, the overall interests of the entire Market, it is better to have a stall lying vacant or to perhaps have two stall holders selling similar products at the Market. No one Trader at the Market has a monopoly on product sales.

The decision on whether or not a Trader is granted 'permanent' status is also down to the Working Group and the Market Manager to decide. Again, this decision will be based on a number of factors, including the type, range and quality of produce for sale, willingness to attend the Market regularly, reliability and willing to pay by Standing Order or cheque in advance.

**B) ALL PRODUCE SOLD MUST BE PRIMARY PRODUCE. THIS MEANS THAT ALL PRODUCE MUST BE EITHER:**

- Grown, reared or caught by the Stallholder
- Brewed, pickled, baked, smoked or cooked by the Stallholder using at least one ingredient that is grown, reared or caught by the Stallholder
- Made or created in significant part by the Stallholder, this applies to craft, organic and speciality goods
- These criteria may be enhanced to ensure that the original Market objectives are attained

**C) COMPLY ON AN ONGOING BASIS WITH ALL THE APPLICABLE LEGAL REQUIREMENTS. IT IS THE STALLHOLDERS RESPONSIBILITY TO BE LEGALLY COMPLIANT WHETHER OR NOT ADVICE IS PROVIDED BY THE MARKET**

As a Trader at the Market you are required to have completed a Trader's Application Form to join the Market. You are also required to have a valid Street Licence in place, this licence is required by law to be up-dated annually. To obtain a Street Licence you will be required to provide a copy of your Public Liability Insurance which must also be time valid and must state that you are covered to trade at 'Outdoor Markets'. The Market Manager will be happy to provide further clarification on any aspect of this as required.

Every effort will be made to help ensure that Traders are supported to comply with the applicable legal requirements. However, if Traders are not forthcoming with the appropriate documentation as requested by the Market Manager then the Manager has full authority to withdraw the Trader from the Market. Under no circumstances will a Trader be permitted to attend a Market without having a Street Licence issued, nor will they be permitted unless valid and appropriate Public Liability Insurance is in place.

In issuing a Street Licence the Trader is responsible for ensuring that the list of items that they wish to sell is documented in full. A comprehensive list of the type of products must be provided on the Street Licence Application Form. If a Trader wishes to change the list of products for sale they should discuss this with the Market Manager immediately and if the Manager / Market Working Group approve the change in produce for sale then a new Street Licence Application Form will have to be submitted by the Trader with an up-dated comprehensive list of items document.

**D) PROVIDE A FIRST AID BOX EQUIPPED TO DEAL WITH ACCIDENTS THAT COULD ARISE AT THE STALL**

The Market Manager will periodically carry out random checks to ensure that all Traders have a First Aid Box with them to enable them to deal with any unforeseeable accidents that could arise. Should you not have a First Aid Box you will be issued with written notification requesting that you provide evidence to the Manager that you have a First Aid Box and you will be required to have a First Aid Box with you at all future Markets.

**E) Hold valid Public Liability and Third Party Insurance, which specifies cover for trading from a Market Stall**

As noted, failure to comply with having valid Public Liability Insurance for trading at an outdoor Market Stall will mean that the Market Manager will decline permitting you to trade at the Market. The rules are very clear and stringent with regard to having Public Liability Insurance for trading at the Causeway Speciality Market. The Market Manager will work with you to help ensure that you are aware that your Public Liability Insurance is due for renewal etc. However, under no circumstances is it the Marker Manager's role to phone your Insurance Company to follow-up your insurance. As the Trader it is your responsibility to provide your Public Liability Insurance details for the Market Manager when requested or you will not be permitted to trade at the Market. Telling the Manager that you will bring it along to the next Market will NOT be an option. As a Trader you can easily forget the paperwork on the day. Also, the Market Manager is responsible for ensuring a significant number of other tasks are carried out on Market day, and is often left to deal with circumstances that arise on an ad hoc basis, therefore following-up Traders who have left providing their Public Liability Insurance details to the last minute will not be tolerated.

Please note that the Market Manager requires evidence of Public Liability Insurance and NOT Employers Liability, this is a common mistake made by Traders.

**F) IF SELLING PREPARED FOOD OR PREPARING FOOD, HOLD EVIDENCE OF COMPETENCE IN FOOD HYGIENE**

The Market Manager has the authority to tell a Trader to pack up and vacate the stall if he / she has significant concerns about food hygiene. Poor standards of hygiene will not be tolerated.

**G) HOT FOOD / DRINKS ARE NOT ALLOWED TO BE PREPARED / SOLD AT THE MARKET**

Only samples of hot food will be permitted at the Market and NOT the sale of hot food or beverages. The Market Manager and the Working Group will be exploring the options of re-examining this policy at a later date. However, for now the policy is clear – NO sale of hot food or beverages. Should a Trader not comply with this, the Manager will ask the Trader responsible to stop selling the hot food / drinks. Failure to do so will mean that the Manager will ask the Trader to pack-up their produce and vacate their stall. The decision on whether or not to permit the Trader to participate at future Markets will be taken by the Working Group.

**H) THE STALLHOLDER OR ANYONE WORKING AT THE STALL IS NOT ALLOWED TO SMOKE OR CONSUME ALCOHOL AT THE STALL (SMOKERS CAN SMOKE AWAY FROM THE STALL)**

Smoking is not permitted whilst working at the stall, nor is it permitted inside the Town Hall. If the Manager has reason to believe that a Trader is consuming alcohol whilst working at a stall or has previously consumed a substantial amount of alcohol to deem them intoxicated or a liability to themselves, other Traders or the general public, he / she will ask the Trader in question to pack-up their produce and vacate their stall. The decision on whether or not to permit the Trader to participate at future Markets will be taken by the Working Group.

Usage of illegal substances such as drugs will NOT under any circumstances be tolerated. The Market Manager will notify the PSNI immediately.

**I) PERMANENT STALLHOLDERS ARE REQUIRED TO PAY RENT IN ADVANCE FOR THE STALL BY STANDING ORDER OR CHEQUE**

In accordance with the policy set out by the Market's Working Group, all 'Permanent Traders' will be required to pay Council by setting up a Standing Order. By setting up a Standing Order you will be guaranteeing your tenure as a Permanent Trader at the Market. However, failure to comply with setting up a Standing Order will mean that the Market Manager cannot guarantee your stall at future Markets.

Due to the potential health and safety risk involved in having a Market Manager carry a substantial amount of cash around in person, the system of Traders paying cash on the day is being minimised. The additional amount of administrative time involved in logging cash payments has meant that the Working Group has decided to levy a £30 charge for Traders who pay on the day. Those paying by Standing Order will be charged £25 per stall.

A Standing Order should be set up by the Trader to ensure that £25 is made payable to Causeway Coast and Glens Borough Council on / or close to the 1<sup>st</sup> of the month. Bank Sort Code and Account Number details can be obtained from the Market Manager. Twelve Standing Orders should be set up to run for 12 months of the year. Permanent Traders will be given the opportunity to organise an additional Standing Order payment through their banks for any additional markets.

A Permanent Trader will be required to provide TWO weeks notification that they will be able to attend the next Market. Provided that the Trader informs the Market Manager 5 working days prior to the next Market that they are unable to attend, they will not be charged for attending the Market. They will have the option of cancelling that particular month's Standing Order or if they wish they can let it run and it can be carried over to pay for an additional Market, for example, if a Trader was unable to attend a Market on 8<sup>th</sup> December and informed the Market Manager no later than Mon 3<sup>rd</sup> December they would not be charged for attending but if they allowed their Standing Order payment to continue it would ensure they had paid for the additional Christmas Market.

An annual summary of payment credits will be issued to each individual trader. Any refunds will also be issued at the end of the financial year.

**J) THE STALLHOLDER IS RESPONSIBLE FOR THE REMOVAL OF ALL WASTE FROM THE STALL AND THE MARKET, THIS INCLUDES BOTH RUBBISH AND WASTE WATER**

Traders will be responsible for bringing refuse bags with them to remove rubbish. Under no circumstances are Traders to leave rubbish behind after a Market. If a Trader decides to leave rubbish at their stall the Market Manager will issue a written warning, reoccurrence will mean that the Trader will no longer be permitted to Trade at the following three Markets. The warning will be addressed to the stall holder irrespective of whether or not another member of staff was responsible for leaving rubbish behind.

**2. AGREEMENT OF HIRE**

The cost for the stall for permanent traders is £25 (if paying by standing order or cheque in advance and £30 if paying by cash). The cost for the stall for reserve traders is £30. Causeway Coast and Glens Borough Council reserves the right to alter these costs by providing written notice as specified in the application form.

**3.1 CANCELLATION NOTIFICATION / NON-ATTENDANCE BY TRADERS**

As noted, if the Stallholder does not notify the Market Manager at least **FIVE WORKING DAYS** prior to the Market that they have booked for, then they will be charged the full rate of the Stall for that day.

Again as noted, to avoid unnecessary administration, credit in the form of attendance at additional Markets is the normal form that a refund for a cancellation will take, however, if a Trader wishes to cancel a Standing Order to balance-up payment they may do so at their own discretion but will be responsible for ensuring that Standing Order payment has been reinstated for the following Market.

Please note that telephone calls / texts to confirm attendance or non-attendance at a Market should be made / sent during normal working hours – 9am to 5pm Monday to Friday or on the day a Market is taking place. Calls / texts sent after working hours or during public holidays will **NOT** be responded to. The Market Manager is **NOT** on 24 hour call out and should **NOT** be receiving texts from Traders with regard to the Market after 5pm.

The rules set by the Working Group are very clear with regard to notification of cancellation by a Trader. Under NO circumstances therefore will hostile or aggressive behaviour be tolerated towards the Market Manager, whose role is to implement this policy. Verbal abuse towards the Market Manager or the use of offensive language will not be tolerated under any circumstances. Should the Market Manager deem it necessary, you will be issued with a written warning, a repeat performance of the behaviour will mean you will not be permitted to trade at future Markets. If a Trader is abusive towards the Market Manager whilst a Market is taking place, the Market Manager will have no hesitation in asking the Trader to pack up and vacate their stall. Failure of the Trader to do so will mean that the Market Manager will have no hesitation in contacting the PSNI and will have the Trader removed from the Market.

In the event that a Permanent Trader, who has a well established track record of attending the Market, is taken ill and is unable to attend the Market, it will be down to the working group to make a decision on how long he / she is able to 'hold' their 'Permanent' status. For example, it may be possible for the Manager to identify a 'Reserve' Trader for two or three Markets, but if the period of non attendance is likely to continue for longer then it will not be viable for the Manager to continue this policy indefinitely.

A 'Permanent' Trader may have his / her 'Permanent' tenure removed and his / her stall allocated to a 'Reserve' Trader if for instance he / she has a poor attendance record or if he / she contravenes the terms and conditions of their Street Licence. Guidance for poor attendance is as follows - non attendance of the Market for two consecutive Markets or any three Markets in six. Other reasons for removing a Permanent Trader would include non-payment, use of hostile or aggressive behaviour or being verbally abusive to other Traders, members of the public, the Market Manager or other Council staff.

The final decision to remove 'Permanent' status from a Trader, or indeed to remove any Trader from the Market rests with the working group.



## **3.2 CANCELLATION OF MARKET BY THE MARKET MANAGER**

### **3.2.1 CAUSEWAY SPECIALITY MARKET ADVERSE WEATHER CONDITIONS PLAN**

In certain circumstances, such as extreme weather, it may be necessary to call off the Market. If this happens, the Market Manager or person calling off the Market will text the mobile number (or other telephone number) provided on the application form. No compensation for travel undertaken or stock prepared for the Market will be provided. If the Market is called off, stall rental Standing Order Payments will roll forward to the next available market for all Stallholders, unless as noted earlier, individual Traders decided to cancel their next Standing Order Payment, however, they will be responsible for ensuring that payment for the following Market is activated.

The following plan has been drawn up to ensure that the Causeway Speciality Market adheres to the highest levels of public safety whilst ensuring that Traders and Council Staff have clear guidelines for the non-operation of the market:

- (1.) The Speciality Market Manager will contact the Met Office on the day before the Market and assess wind speeds for the Town Centre Area and the Coleraine area in general for the day of the Market.
- (2.) If the wind speeds are in excess of twenty five miles per hour the Market will be cancelled with all Traders and Council staff being informed by either phone or text message.
- (3.) If on the day of the Market the wind speeds reach and exceed twenty five miles per hour every effort will be made to ensure the safety of the Traders, members of the public and Council staff. The backs and sides will be removed from the stalls and extra weighting placed upon the stalls for protection.
- (4.) In the event of wind conditions exceeding twenty five miles an hour whilst the Market is operating Traders will be asked to carefully remove their stock and stalls will be put down one at a time with the folded down stall placed flat on the ground.
- (5.) All decisions will be made in consultation with the local weather office by the Market Manager and will be done in the interests of public safety.

The Market Manager will liaise closely with Council staff, technical services and the Working Group to make a decision on whether or not to cancel a Market. Every effort will be made to ensure that Traders are given as much notification as possible. Under extreme circumstances heavy snowfall overnight may mean that the Manager has to cancel a Market at the last minute. If this is the case, the Market Manager will contact all Traders as early as possible – from 4:30am onwards to ensure they do not have a wasted journey to Coleraine. The final decision to cancel or abort a Market on the day rests with the Manager.

If a market is cancelled, it will be the intention of the Council to re-arrange the market for the following Saturday.

#### 4. **TRADING TIMES**

Trading times will be from 9.00am to 4.00pm each Market Day.

The Street Licence issued by Council permits trading between 9am and 4pm. Unless under special circumstances the period of trading has been extended by the Market Manager, for instance, perhaps for a Christmas Market, then under NO circumstances is a Trader permitted to continue selling produce after 4pm. If a Trader persists in doing so they will be issued with a written warning by the Market Manager. A repeat of this infringement will mean that the Trader will not be permitted to Trade at the following 3 consecutive Markets.

Council set-up team will be on site to dismantle marquees at 4pm sharp. Given that these same people have initially been on-site at 4am to ensure Marquees are in place for Traders, the Market Manager would be keen to ensure that any delays to pack-up are minimised and would therefore ask Traders to have the courtesy to vacate the stall as promptly and safely as possible.

#### 5. **SETTING UP**

Access to the Market will be from 8.00am on Market days. Stallholders should unload quickly (but safely) to avoid congestion. Vehicles should then be moved to car parking areas

Roads Service may issue a parking ticket to any Traders found to be obstructing the public highway after 8:30am. For this reason, it is recommended that all Traders should have their vehicle removed and set-up complete by 8:30am. It should be noted that parking/unloading/loading is NOT permitted around the Town Hall after this time and for those who do arrive after 8.30am, they do so at their own risk.

Traders and their associates are advised not to engage in tasks that they have not been trained in or are not responsible for. This specifically includes the assembly and disassembly of the Stalls and the set up of site services.

**6. EXHIBITION SPACE & STORAGE. DISABLED ACCESS.**

The venue around the Town Hall accommodates 34 stalls with the possibility of extending this number in the future. All produce must be displayed in the stall. No produce is allowed to be displayed adjacent to the stall, on boxes in front of, to the side of or behind the stall, unless agreed by the Market Manager and only in exceptional cases. (Storage is allowed either below or behind the table within the stall. It must not create a safety hazard. It must not block access and escape routes.)

**7. FOOD HYGIENE CERTIFICATE**

We require the principal stallholder to have obtained and produce a Food Hygiene Certificate acceptable to the Environmental Services Department. (Copy necessary for a successful application.)

The information you have supplied on your application will be provided to the CBC Environmental Services Department to facilitate their inspections of the Market. It should be noted that it is the responsibility of Stallholders to comply with current food hygiene regulations at all times.

Please bring appropriate amounts of disposable gloves, tongs and protective clothing to comply with food hygiene standards.

**8. WATER AND HANDWASHING FACILITIES**

To comply with food hygiene legislation, traders selling food products of any description will be required to provide their own hand washing facilities; this will include hot and cold water, soap and hygienic means of drying hands. In line with Working Group policy, this will be the sole responsibility of the individual trader and not the responsibility of Council. Sharing of wash hand facilities will not be permitted. Hand sanitisers are not regarded as a substitute for thorough hand washing.

## 9. MANNING OF STALLS

Stalls must be manned at all times. The person manning the stall must be either the principal producer or a representative involved in the production process. Under **NO** circumstances will the Market Manager be left responsible for monitoring a stall. Traders are responsible at all times for their cash float / takings.

If a stall reaches a 'SOLD OUT' position, notification must be left on the Stall stating that they are 'SOLD OUT'.

Stallholders should not leave before 4.00pm unless they have asked the Market Manager or their representative.

## 10. ELECTRICITY

For those Stalls requiring electricity, the following plugs must be used.

240 volts  
16 amps  
Blue coded  
British Standard 4343  
CEA rated plugs (European Standard)

Stallholders must comply with the requirements for electrical fittings.

In order to ensure the safe loading of electrical circuits Stallholders are not allowed to use any electrical equipment without previously informing the Market Manager in writing. The Market Manager will not decide to allow any additional electrical equipment on Market Day. Hence, all requests to use additional electrical equipment on Market Day will be refused. Traders will be responsible for ensuring that all electrical equipment has been PAT tested. The Market Manager will conduct random checks to ensure that Traders have a PAT test certificate to cover the equipment being used.

All Traders are advised to use due care and attention when using fridges or other electrical equipment. Extension leads have in some cases to be run along the ground inside stall areas to ensure supply to appliances.

## 11. **CASH REGISTERS AND WEIGHING MACHINES**

A Power Supply can be made available for Cash Registers and Weighing Machines, however, the Market Manager must be informed of this requirement *at least 1 week before the Market*, otherwise a power supply cannot be guaranteed. Otherwise, stallholders are required to make alternative arrangements.

## 12. **LABELLING OF PRODUCTS**

All food sold loose only has to be labelled with the name of the food and price. All other foods sold which are pre-packed at premises other than that of the final seller will require to be labelled with:

- a) Name of the food
- b) List of ingredients
- c) An appropriate 'use by' or 'best before' declaration
- d) Any special storage conditions or conditions of use
- e) Name of manufacturer or packer

## 13. **TRADING STANDARDS**

Weights and measure requirements should also be adhered to and Trading Standards complied with. If you need advice, contact your local Trading Standards on 028 2566 4720. (Address: Academy House, 121A Broughshane Street, Ballymena BT43 6BA. Email: [tss@detini.gov.uk](mailto:tss@detini.gov.uk) )

As a general rule, most loose foods such as fruit and vegetables must be sold by net weight, using approved metric weighing equipment. If food is pre-packed, the metric weight must be marked on the pack, but you can also add an imperial weight provided it is less prominent than the metric one. Some pre-packed foodstuffs must be sold in specific quantities; these include potatoes, jams, honey, dried fruit and dried vegetables.

Prices must be clearly displayed, either per item or per kilogram, litre, square metre or metre as appropriate. The price can be displayed as a list at the stall or shown directly on the product.

#### 14. **BRANDING & MARKETING INITIATIVES**

Stallholders are required to co-operate with all branding and marketing initiatives. It is the responsibility of the Stallholders to provide adequate packaging for their own produce.

#### 15. **STALL POSITIONS**

The Market Manager will be responsible for allocating stall positions at the Market. Stallholders are not allowed to change location without the agreement of the Market Manager. Whilst every effort will be made by the Market Manager to ensure that Permanent Traders are allocated their respective stall at each Market, in some cases this may not be possible, due for example to other events being hosted in and around the Town Hall. However, this aside, the final decision on where to allocate a Trader on the day of the Market rests firmly with the Market Manager. If the Market Manager decides to move a Trader or Traders to a different location or decides to use a different stall layout on the day this will ultimately be at his / her own discretion. If stall holders are unhappy at where they have been located they are most welcome to document their grievance in writing and address it to the Market Manager to pass on to the Market's Working Group.

#### 16. **MANAGEMENT OF THE MARKET**

The Market Manager is in charge of Managing the Market. Please co-operate as this will assist in the smooth operation of the Market. Constructive suggestions are welcomed. Bear in mind that Market Days will be busy – hence, any suggestions may be best made in writing to the Market Manager.

The Market Manager and Causeway Coast and Glens Borough Council reserve the right to exclude people from taking stalls if they do not abide by this document or the undertakings given in the application. Parties excluded for poor attendance or other reasons are not allowed to reapply for two years.

Should the Market Manager be on leave, you will be provided with alternative contact details for another member of staff.

**17. SECURITY**

It is strongly recommend that the Stallholder take precautions against theft. Money should be secure.

**18. HEALTH & SAFETY**

Stallholders undertake to behave safely at all times.

**19. CLEANING DOWN OF UNITS**

Stallholders must ensure that stalls are cleaned after use. The table covers must be wiped clean before being folded away. This is the responsibility of each individual Trader. It is NOT the responsibility of the Market Manager, nor is it the responsibility of the set-up team. As a common courtesy to other Traders, ALL Traders are asked to ensure they leave table covers in a clean and presentable state. Failure to do so will mean that the Market Manager will issue a written warning to the Trader. A repeat performance will mean that the Trader will not be permitted to attend the following 3 consecutive Markets.

## 20. REFUSE RESPONSIBILITIES AND RECYCLING

As noted, stallholders will be responsible for ensuring that all refuse is correctly disposed of. It is the responsibility of the Stallholder to clear away their rubbish into refuse bags and remove them from the Market. Waste water should be adequately disposed of, see Effluent below. It is the Stallholders responsibility to leave their Stall area and the Market tidy.

Recycling is encouraged. Stallholders can obtain containers for recycling from Bryson House by telephoning 9084 8494.

Causeway Coast and Glens Borough Council operates Recycling & Disposal Centres. The nearest one to the Market is at the Loughanhill Industrial Estate in Coleraine. The opening hours are:

Spring: 8.30pm - 8.00pm (5 weeks)  
 Summer: 8.30am - 9.30pm (Changes September)  
 Autumn: 8.30am - 8.00pm (5 weeks)  
 Winter: 8.30am - 4.00pm

It operates 7 Days a week.

## 21. EMERGENCY INFORMATION

<b>First Aid Box Location</b>	To be provided by each Stallholder
<b>In the event of an emergency</b>	Dial 999
<b>Primary Assembly Point</b>	Corner of Bishops Department Store on Bridge Street
<b>Secondary Assembly Point</b>	The Mall Car Park
<b>Address of the Market</b>	The Town Hall, The Diamond, Coleraine
<b>Nearest hospital</b>	Causeway Hospital 7032 7032
<b>Nearest PSNI station</b>	17-19 Lodge Road, Coleraine. Tel: 0845 600 8000 (non-emergencies) / 999 (emergencies)



## Fire Extinguisher Advice

Fire Extinguisher Type	Suitable For	Do Not Use On
Water	For wood, paper, textile and solid material fires	On liquid, electrical or metal fires
Powder	For liquid and electrical fires	On metal fires
Foam	For use on liquid fires	On electrical or metal fires
Carbon Dioxide (CO2)	For liquid and electrical fires	On metal fires

### 22. EFFLUENT

Waste water should be collected in containers and emptied into foul drainage systems. Stallholders should be able to clearly distinguish any waste water from clean water. (Different coloured containers or labelled containers should be used as required) Traders will be required to dispose of waste water using outside drainage at the Town Hall.

### 23. DISPUTES

In matters of disputes, the Market Manager's decision is final. However, if you feel you have been unfairly treated you may appeal to the Market Working Group of Causeway Coast and Glens Borough Council.

### 24. DAMAGE TO STALLS AND OTHER COUNCIL PROPERTY

Stallholders are liable for any damage caused to Stalls or other Council property. Please treat the Stalls with respect. Do not overload these. You are not allowed to drive nails; make holes in or cut through the stall fabric or table cover in organising your displays.

**If you should have any concerns about a particular piece of equipment provided by Council, for example, an unstable table, then please inform the Market Manager immediately.**

### 25. MISCELLANEOUS

No playing music or relaying audio material other than via personal MP3 Players / earphones.

## 26. SHOULD YOU WISH TO MAKE A COMPLAINT

Please address all complaints in writing to the Market Manager. These will be followed up with the Working Group in Council and a formal response issued as required.

### Document Change History

Issue 1 New document, December 2005.  
Last up-dated 17<sup>th</sup> February 2016.

### Appendix: Frequently Asked Questions

**Q:** What selection criteria is there for Stallholders?

**A:** The selection criteria for participating in the Market is available from the Market Manager. There are some compulsory criteria listed in the Traders Manual.

**Q:** What service does the Market provide?

**A:** Electricity, (Services may be limited to a certain number of stalls.)

**Q:** Will the Market be advertised?

**A:** There is a marketing and branding strategy for the Market. This includes:

- ✓ Information being available for the media.
- ✓ Fliers produced.
- ✓ Banners to be hung from Town Hall.
- ✓ Branded packaging being made available for Stallholder use from time to time.
- ✓ Information on the Causeway Coast and Glens Borough Council website [www.causewaycoastandglens.gov.uk](http://www.causewaycoastandglens.gov.uk)

**Q:** Can Stallholders publicise the Market at other markets and to contacts?

**A:** Yes, Stallholders can contact the Market Manager for leaflets that can be handed out at other Markets. Stallholders can also visit the web site, download articles and fax, post or e-mail these to their contacts.

**Q:** How will the Market be run?

**A:** Fairly. The Market will be run for the benefit of the stakeholders – the stall holders, the Market customers, the Council, the rate payers and the town. The Traders' Manual and Application Form are available to everyone. If a Trader does not follow the rules, they will be excluded and their space allocated to another Trader.

**Q:** Do I need a Street Trader's licence? If so, how do I apply for this?

**A:** Yes. You will be sent an application form for a Street Trader's Licence in addition to an Application Form for the Market. Causeway Coast and Glens Borough Council will issue Street Trader Licences as part of the application process. The costs of these will be included in the stall rental.

**Q:** How much does it cost to become a Stallholder?

**A:** This information will be on the current Application Form - Permanent Traders: £25 for those paying by Standing Order and £30 for those paying by cash; Reserve Traders £30 payable by cash.

**Q:** I have my own stall. Can I use this? Can I get money off for using my own equipment?

**A:** No and no. Only Council stalls can be used. These are all the same size so every Stallholder is treated the same in this respect. If you can use your own equipment and need less services from the Market, you make it more likely that your application will be successful.

**Q:** Will other Traders be allowed to set up in the vicinity of the Market selling other goods?

**A:** This is outside the scope of the Market. The Council issues licences to street Traders. It is up to Traders to trade in compliance with these conditions. If others are suspected of trading illegally and interfering with the Market, any one is within their rights to bring this to the attention of Council officials and the PSNI.

**Q:** I am not familiar with Coleraine. Where can I park, how do I get to the Diamond?

**A:** Please contact the Market Manager on 028 70347045 or 07702910884.

**Q:** What if I have other questions?

**A:** The Market Manager is available to answer questions.

T: 028 70347045 or Mobile on 07702910884. Email;  
[csm@causewaycoastandglens.gov.uk](mailto:csm@causewaycoastandglens.gov.uk)

Address: Causeway Speciality Market Manager, Causeway Coast and Glens Borough Council, Cloonavin, 66 Portstewart Road, Coleraine, BT52 1EY.

**Q:** Can you provide other useful contact details?

**A:** Causeway Coast and Glens Borough Council contacts:

- ✓ Economic Development Section on 028 7034 7045.
- ✓ Environmental Services Department on 028 7034 7171 or email;  
[EHOfficersColeraine@causewaycoastandglens.gov.uk](mailto:EHOfficersColeraine@causewaycoastandglens.gov.uk)