



Terms and Conditions

We are pleased to offer you a market pitch on Lower Marsh based on the following terms and conditions. Please read carefully and return a signed copy to the Market Management office.

DEPOSITS & PAYMENTS

- All traders must pay a month's deposit in advance of starting, the amount of deposit required will be based on your agreed trading dates. Your deposit will be returned after we receive written confirmation or your intention to stop trading and all outstanding payments are cleared
- Stall holders and traders must pay in full by the end each week by BACs transfer no later than the end of the week in which you have traded
- We do not issue weekly invoices but can email monthly statements on request
- If you pay by cash you will be issued a receipt

Bank details:

LOWER MARSH MARKET LIMITED
BARCLAYS BANK – SOUTHWARK BRANCH
ACCOUNT NUMBER: 63499332
SORT CODE: 208071

BOOKING YOUR SPACE

You will receive an email confirming your agreed trading dates

- All changes to your agreed dates or times must be agreed in advance and directly through the market management office.
- If you are unable to trade on a particular date you must inform the market management with at least 1 weeks' notice
- If you are unable to trade due to an emergency contact the market team as soon as possible
- Please do not contact the market assistants' personal mobiles to arrange to change your trading dates

Email: info@wearewaterloo.co.uk Telephone: 02076201201

Failure to give notice could lead to you being charged for the unattended pitch.

PITCH

Traders will be allocated a regular pitch for a 3 month period, after which the market layout will be reviewed. Traders will be given a weeks' notice if their stall is to be re positioned. Traders may be allocated a different space on special event days or in case of emergency.

- Takeaway food traders are required to use one- piece rubber floor mats throughout the trading day. Mats should be replaced on a regular basis in the event of wear and tear
- The roof awning or any other projection on the market stall shall be contained within the pitch area unless agreed by the Lower Marsh Market Ltd
- All goods, containers or other articles shall be contained within the licensed pitch area and height and shall not project beyond the pitch area.
- No trolleys or roll cages may be left between market pitches during the trading day.
- Clear pedestrian access should be maintained at all times
- The trader is responsible for managing their queue of customers to ensure access is maintained along the footways on Lower Marsh.
- You must ensure that your queue is not blocking access to other stalls, shops or pedestrians
- The Market Management team may set additional requirements with regard to the management of queues

Please ensure you have the following items available on your stall for inspection:

Food and produce traders (where appropriate)

- Fire blanket
- Either Powder or CO2 fire extinguishers
- First Aid box
- Digital probe thermometers and probe wipes
- Hand washing facilities
- Appropriate gas and electrical test certificates
- Register of electrical appliances including PAT test certificates
- Register of Gas appliances including safety certificates
- Food hygiene certificates
- Evidence of food premises registration and permission with Lambeth Council

All traders

- Public liability certificate
- Agreement to use electricity (provided by market management office)

CANOPY

Lower Marsh Market traders may only trade from canopies approved by Lower Marsh Market Management. Hot Food traders are expected to purchase their own canopy

At a minimum these must meet the following requirements and be approved in advance:

- Not exceed dimensions of 3m x 2m
- Have no solid sides or back and have clear plastic back and side sheets to maintain clear sight-lines through the stall and must be secured with weights of 15KG or more on each leg
- Stalls shall be easily and immediately removable

SIGNAGE

Signage should not be so big that it obscures views through the stalls. Reasonable sight lines through to the neighbouring retailers should be retained at all times.

Unless agreed by Lower Marsh Market Ltd, no advertisement shall be displayed on the licensed pitch which relates to any goods, commodities or services other than those offered for sale or provided on that pitch.

Any promotional signage should be attached to the Lower Marsh Market canopies with extreme care and in no way that may cause damage to the canopies. We would suggest affixing any promotional signage with cable ties or cord. Sticky tape or other forms of adhesive may not be used. Any fixings should be removed in full at the end of the trading day to avoid damage to market canopies.

Any damage or discolouration to market canopies caused by adhesive tape, heat or any form of ink will be chargeable.

SET UP – CLEAR DOWN

All traders should be on site setting up and managing their agreed pitch by 10.30am until 3.00pm unless agreed with market manager. If you are not onsite by 10.30 the Market Management has the right to refuse permission to trade and will be under no obligation to set up canopies or tables

- Set up and de-rig should be prompt, with minimum disruption to passers by
- Any trader with a written agreement with Lower Marsh Market Ltd to store items in the Grindal Street shed is required to transport these items from and to an agreed pitch near the shed at the start and end of the trading day
- Stalls and goods shall be removed from the public highway to a place of storage within 1.5 hours of either the time prescribed in these regulations for the end of trading on that day, or a later removal time previously agreed with the market manager
- You are expected to set up and clear down your canopy table etc. (your own or Lower Marsh's stock)

- If a pitch is not utilised by a Permanent Trader by 10.30am without the prior approval of the Market Manager, Lower Marsh Market Ltd may at its discretion re-let the pitch for that day
- Any equipment left by traders in the market pitch after finishing trading is done at the traders' own risk and will not be removed to storage for safekeeping

WASTE AND RUBBISH

All rubbish and waste must be bagged or bundled and removed from the market pitch at end of the trading day. Please refer to separate waste disposal guidelines.

Cooking waste and waste water must NOT be poured down drains and must be taken away with you at the end of the trading day. Any trader pouring waste down the drains will be reported to Lambeth Council and may be liable for a fine.

PARKING

Traders shall not leave their vehicle in the street, except for the purpose of loading and unloading goods. Such loading and unloading shall be carried out as quickly as possible and the vehicle removed immediately on completion. This condition shall not apply when waiting restrictions are not in force.

ELECTRIC EQUIPMENT

Traders must apply in advance to use the Electrical units. Agreement to use them will be given in writing. Failure to comply with the terms and conditions of using the electrical units will result in immediate suspension of use of electric. A limit is set on the maximum power draw that each trader may make on the market's power supply. Limits may also be set by the market manager on the maximum number of appliances that a trader can plug in at any one time. These will be agreed in writing.

- Electrical equipment / appliances will only be plugged in or out of the electrical ground box units by Lower Marsh Market Ltd staff. Traders are not permitted to plug in their own equipment under any circumstance.
- All stallholders using electric must provide a CO2 fire extinguisher situated near the appliance, displaying a current test approval
- Fuses should be fitted appropriate to the rating of the appliance, or as required by the site for electrical safety.
- All electrical equipment must be PAT tested and registered with Lower Marsh Market Ltd.
- PAT testing will need to be undertaken every 12 months with a certificate being required before continued use on Lower Marsh Market.
- Lower Marsh Market reserves the right to issue fines for any unauthorised appliances plugged into the power supply.
- The only connection between stalls on the carriageway and other stalls or premises shall be for the purposes of electric lighting or other agreed services. Any electrical or other connections shall be readily detachable and arrangements agreed with LMM Ltd.
- All extension leads should be long enough to extend from the unit to the inside of the canopy and must not extend the agreed wattage.

GAS CYLINDERS

- The use of LPG/pressurised cylinders will not be permitted without the prior consent of the Market Manger.
- All stallholders using bottled gas must provide a controllable discharge type, dry powder fire extinguisher situated near the appliance, displaying a current test approval. Paraffin appliances will not be permitted.
- All LPG/pressurised cylinders shall be stored inside any stall, vehicle or building connected to the appliance via securely fixed metal piping or armoured flexible piping. Only cylinders using pressure relief valves will be allowed which must be positively secured in the upright position.
- All LPG/pressurised cylinders not in use must be stored upright in the open air away from any fixed or temporary source of ignition, with suitable hazard warning signage provided, complying with the Health and Safety (Safety Signs and Signals) Regulations 1996.
- Care must be taken when transporting cylinders. When using a cylinder trolley to move cylinders, make sure cylinders are properly secured, and the cylinder valves are closed.
- On no account should gas cylinders be stored in any Lower Marsh Market facility.
- Care should be taken when positioning pipes, cables and any other items, so that they don't present a hazard in the working space, either underfoot or where they may be damaged.

FIRE PRECAUTIONS

Adequate precautions must be taken to prevent the spread of fire.

- All traders with heat producing equipment on their stall must have a suitable fire blanket and extinguisher conveniently located near all cooking areas. Either Powder or CO2 extinguishers must be readily available.
- Heat producing equipment should be so placed within the trading area as to offer maximum safety to the public.
- A first aid box must be readily available.

IN CASE OF EMERGENCY

Traders or their assistants shall remove the stall and goods for so long as may be necessary in the event of an emergency or in exercise of the Council's, or Lower Marsh Market Ltd powers and duties, if reasonably required to do so by a police officer, a member of the London Fire Brigade, a duly authorised officer of the Council, or the Market Manager.

Traders shall give every assistance to Council officers and Lower Marsh Market Ltd staff in carrying out their duties.

LOWER MARSH MARKET GOODS

Only those goods specified on the licence may be sold:

- All products sold at the market must adhere to British Safety Standards.
- No alcohol must be sold or consumed by traders during hours of trading or set up or clear down.
- No controlled substances or related products
- No weapons or replica weapons
- No live animals
- No counterfeit goods
- No second-hand goods (unless stated)
- No items which may cause offence to families (adult only material)

HEALTH & SAFETY

All market traders on Lower Marsh market must ensure that all working practices comply with the following regulations contained in:

- Management of Health and Safety at Work Regulations 1999.
- Manual Handling Operations Regulations 1992.
- Personal Protective Equipment at Work Regulations 1992
- Provision and Use of Work Equipment Regulations 1998.
- Food Hygiene (England) Regulations 2006.
- Regulations (EC) No 852/2004 on the hygiene of foodstuff.

All market traders on Lower Marsh market must ensure that all delivery, storage, containment, usage and removal of flammable liquids complies with the regulations contained in the following:

- The Management of Health and Safety at Work Regulations 1999
- The Health and Safety at Work Act 1974
- Highly Flammable Liquids and Liquefied Petroleum Gases Regulations 1972.
- All traders operating stalls on which food is sold shall comply with the Food Safety Act 1990 and the Food Hygiene (Markets, Stalls and Delivery Vehicles) Regulations 1966.

RIGHT TO WORK

Traders and their staff must provide the following documentation (originals only):

- National insurance number
- Proof of ID
- Proof of address

GENERAL CONDUCT

Lower Marsh Market expects the highest standards of quality and customer care. Helping to promote a friendly environment for stall holders, customers, shops and the market team.

- Discrimination or intimidation will not be tolerated.
- Antisocial behaviour is rare, but should be immediately reported to the Police Non-Emergency service on 101. Please also report any incident to the Market Management on 020 7620 1201 so we can keep a log of such incidents for review
- Traders must not take action or escalate problems, but should remain calm and avoid conflict with members of the public.
- If you would like to raise an issue with the management of the market please express it quietly, politely, and in private to the Market Manager.
- Traders shall not use or permit to be used on the licensed area or within the immediate vicinity any radio, cassette player or other equipment or apparatus to produce music or other sound unless by prior agreement with Lower Marsh Market Ltd.

LOWER MARSH MARKET LTD RESERVES THE RIGHT TO SHUT DOWN STALLS WHICH DO NOT MEET OUR EXACTING STANDARDS. THE MARKET MANAGER'S DECISION IS FINAL

Complaints

Lower Marsh market is a courteous, safe and friendly place to shop. We expect high standards of customer service. In most cases, we expect that any issues will be resolved through a conversation between trader and customer/member of the public. However, if your customer wishes to take the issue further, please refer them to the market manager.

Disciplinary Action

In the event that a market trader breaches any of the trader rules, they will receive a verbal warning from the Market Manager in the first instance. If action has not been taken to rectify the breach within an agreed period, they will receive a written warning. Continuous breach of trader rules will result in a final written warning and ultimately, a dismissal from Lower Marsh Market.

The Market manager has discretion to remove a trader from the market immediately, on a temporary or permanent basis at any time if he or she considers that a serious breach of the trader rules has taken place. The Market manager's say is final.

Further appeals can be made in writing to Ben Stephenson, Chief Executive - WeAreWaterloo

bstephenson@wearewaterloo.co.uk
Lower Marsh Market Ltd
Suite 2, 45-46 Lower Marsh
London
SE1 7RG

This form must be completed fully and returned as acceptance of your commitment to trade at Lower Marsh Market. Please return to:

info@wearewaterloo.co.uk or by Post:

Lower Marsh Ltd

Build Studios

203 Westminster Bridge Road

SE1 7FR

This form must be completed fully and returned as acceptance of your commitment to trade at Lower Marsh Market. Please return to:

I accept the terms and conditions.

Name of Applicant:

Name of business:

Signature of Applicant:

Date:

Carole Powell

Lower Marsh Market Manager

02076201201

cpowell@wearewaterloo.co.uk