

# Trader Terms and conditions 2019- 2020



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## Introduction

Lower Marsh Market is a historic street market located just south of Waterloo Station. A street market has operated in Lower Marsh since the mid nineteenth century. It is a truly unique street in Central London, loved for its quirky independent shops and traders. It is an important amenity for the local community with shops ranging from food, hardware, specialist clothing shops, music and book shops, cafes, restaurants, cards and gift shops, making it an ideal shopping location.

Lower Marsh Market (LMM) Ltd is running and developing the Market in partnership with Lambeth Council, WeAreWaterloo and other local stakeholders. LMM Ltd aims to create a bustling street trading environment to the benefit of both Market traders and shops alike. LMM Ltd wants traders that are passionate about what they do and share the ambitions of LMM Ltd.

LMM Ltd expects a high standard of customer service and, Market stall presentation with all traders acting in the best interests of the Market at all times.

The following Trader **Terms and Conditions** are subject to review on a periodic basis. LMM Ltd is pleased to offer you a Market pitch on Lower Marsh Market (LMM) based on the following terms and conditions. Please read carefully and return a signed copy to the Market Management office at Build Studios, 203 Westminster Bridge Road, London SE1 7FR.

## Trader Information

There are five types of traders at Lower Marsh Market:

**Permanent or Lambeth Traders** - any person who is licensed for street trading under Part III of the London Local Authorities Act 1990 by Lambeth Council. Permanent traders continue to be licensed by Lambeth Council, and the "Regulations made by the Lambeth Council pursuant to section 27(3) of the London local authorities Act 1990 (...)".

**Approved street trader** - these traders are managed by LMM Ltd under contract. Throughout this document, these traders shall be referred to as 'LMM Ltd Traders' (more information about this kind of trading below).

**Other / Non-food traders** – these traders are also managed by Lower Marsh Market under contract (more information about this kind of trading below).

**Charity traders** - these traders are also managed by Lower Marsh Market under contract (more information about this kind of trading below).

**Produce** - these traders are also managed by Lower Marsh Market under contract (more information about this kind of trading below).

All prospective LMM Ltd Traders at Lower Marsh Market need to apply in advance of trading to LMM Ltd to be allowed permission to trade.

Full details of how to apply for new traders are provided on the Trader Application form of the Lower Marsh Market Trader Pack and online at <http://wearewaterloo.co.uk/market/trading>.

## Requirements to Trade

Traders need to complete the application form and return it to LMM Ltd BEFORE trading. The Registration Form can be found at the end of this document or online on the website.

LMM Ltd will inform Traders if their application is successful, and provide you with a start date, allowing you to trade.

- Traders shall notify LMM Ltd within 7 days, in writing of any change of address or addresses at which the stall and perishable goods are stored.
- Traders shall notify LMM Ltd in writing details of any change of assistant or any other relevant information regarding assistants or staff.
- Traders are required to pay 4 weeks in advance of the agreed starting day.
- Your first payment should be received 3 days before the start date, traders will need to email confirmation of payment to the Market Manager before the start date.
- Traders are required to return the Terms and Conditions, signed together with the compliance documents, proof of payment and the Traders Questionnaire before trading can commence.

### Compliance Documents – Food Traders

- **Proof of ID** – Passport, photo ID or driving licence
- **Proof of Address** - (less than 3 months old) Council tax bill or tenancy agreement, if the Council tax bill is not in the applicant's name please supply two recent utility bills
- **Food Hygiene Certificate** – at least Level 2 and for all of the staff members
- **Food Hygiene Rating**
- **Gas Safety** – including expiration date and only if applicable
- **Electrical Safety** – including expiration date and only if applicable
- **Electrical Registration Form** – can be requested via email to [info@wearewaterloo.co.uk](mailto:info@wearewaterloo.co.uk).
- **Trader Terms and Conditions** – Traders will receive two copies of this document; traders must return one signed copy to Lower Marsh Market Office.
- **Storage Application Form** – Needs to be filled and sent back to LMM, this form might be found at [www.wearewaterloo.co.uk/market/trading](http://www.wearewaterloo.co.uk/market/trading), or. Can be requested by email
- **Storage Agreement** – Once the above storage application is approved, it will trigger the distribution of the storage agreement which must be signed and returned
- **Trader Questionnaire** – This needs to be completed in full, in order to have your profile advertised on our website and, social media platforms.
- **Public Liability Insurance** - All traders are required to provide a copy of public liability insurance certificate to the value of £5,000,000
- **Lambeth Food Premises Registration** - All food traders will also need to complete a Food Registration Form which should be returned to Lambeth Council, proof of registration is required and necessary before trading begins: <https://www.lambeth.gov.uk/business-services-rates-and-licensing/food-safety/apply-to-be-a-food-market-trader>

### Compliance Documents – Non-Food Traders/Eventbrite Traders

- **Proof of ID**
- **Proof of address**
- **Public Liability Insurance** (including expiration date)
- **Trader Terms and Conditions**
- **Storage Application Form**
- **Storage Agreement**
- **Trader Questionnaire**

All traders must comply with the aforementioned documentation in order to trade at LMM. Trading will only be considered upon receipt of these documents. Traders are required to remain up to date on all of the information that is included within this list. If there are undocumented changes that cause a failure of compliance, this will result in disciplinary action.

**First time: verbal warning**

**Second time: Written warning**

**Third time: Trader will incur a £20 fine**

**Continuous offenders will have their licence revoked**

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. All food traders should comply with the FOOD HYGIENE GUIDANCE set out in these trader Rules and Regulations.

Lower Marsh Market Management will periodically request an update to date version of your compliance documents in order to ensure unified and consistent compliance. **Failure to comply with the documentation required will incur in a breach of these Terms and Conditions. In this case, the Market Management will revoke your licence to trade at the Market.**

## Regulations and Conditions

### Opening hours

The Market runs weekly and is licensed from Monday to Saturday. However, LMM Ltd Traders may only trade on their pre-approved trading days at Lower Marsh Market as agreed with LMM Ltd or by booking approval through the Eventbrite system. Opening hours will be strictly enforced and are currently as follows:

**Monday-Friday: 10.00am – 6.00pm**

**Saturday: 10.00am – 5.00pm**

- **Late arriving traders will not be tolerated; and there will be repercussions for tardiness.**

**First time: verbal warning**

**Second time: Written warning**

**Third time: Trader will incur a £20 fine**

- **Traders that have arrived after these prescribed hours will be turned away.**

In situations of exceptional circumstances, the Market Manager may decide to close the Market for reasons that are out of the Market's control. More information on this can be found further towards the end of this document.

### Deposit and Payments

**All traders must pay a one-month deposit in advance of starting.** The amount of deposit required will be based on the agreed trading dates. Your deposit will be returned after the Lower Marsh Market receives written confirmation or your intention to stop trading and once all outstanding payments are cleared.

- If you have an outstanding balance of your last day of trading, your deposit will be used to offset the outstanding arrears.
- If traders stop trading at the Market before the initial four weeks period, the deposit will be used as part of payment and compensation to the Market.

- **Traders must pay monthly in advance by Direct Debit.** Eventbrite bookings must be paid online through the booking system, no cash payments will be accepted. Storage must be paid by BACS.

**Bank details:  
LOWER MARSH MARKET LIMITED  
BARCLAYS BANK – SOUTHWARK BRANCH  
ACCOUNT NUMBER: 63499332  
SORT CODE: 20-80-71**

Barclays Southwark Branch - **please reference your payment with the start date of the week you traded in and your trading name.**

If you require to speak about your statements or payments, you should book an appointment with the Market Manager upon request.

### Pitch & Canopy

Traders will be allocated a regular pitch for a 3-month period, after which the Market layout will be reviewed. If possible, Traders will be given a one week notice if their stall is to be re-positioned. Traders may be allocated a different space on special event days, in situations of special circumstance (i.e., for promotional and collaborations) or in case of emergency. The Market Manager reserves the rights to move traders as he or she sees fit.

- Takeaway food traders are required to use one-piece rubber floor mats throughout the trading day, Mats should be replaced 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 LMM Ltd
- **All goods, 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
- Traders must ensure that their queues are not blocking access to other stalls, shops or pedestrians.
- The Market Management team may set additional requirements with regard to the management of queues
- The Lower Marsh Market canopies should be treated with care at all times.
- Any damage caused will be repaired, and the bill will be forwarded to the trader in question.
- You may not sub-contract or sell your stall.

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 must also be approved by Market Management in advance of trading:

- 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 throughout
- The stall and must be secured with weights of 15KG or more on each leg
- Stalls shall be easily and immediately removable

**For van traders, the van needs to also be approved by the Market Manager and will be subject to the Market Manager's discretion.**

## Fees

Pitch fees are subject to change. Fees are currently as follows:

[ISN'T THIS AN OPPORTUNITY TO BEGIN CHARGING FOR THE AMOUNT OF PITCHES THAT A TRADER IS OCCUPYING? FOR EXAMPLE, IF A VAN OCCUPIES MORE THAN ONE PITCH, SHOULDN'T THAT VAN BE CHARGED FOR MORE THAN ONE PITCH?]

- **Hot Food /Takeaway** - £50 per day
- **Vans** – small £55/ large £65
- **Vans**- If a van occupies more than one pitch, the Van will be charged according to the amount of pitches occupied
- **Produce traders** - £21 per day
- **Charities** - £10 per booking
- **Electricity** - £5 per day
- **Storage** - £10 per week / big cage; £5 small cage (cages dimensions can be found further down at the 'Storage' section of this document)
- **Other / Eventbrite/ non-food traders** – between £2 and £10 per booking. Fees below:
  - **3/2-meter canopy and table** - £10.00
  - **2/2-meter canopy** - £8.00
  - **Space / bring you own table** - £5.00
  - **Festoon light set and electricity** - £7.50
  - **Extra table** - £2.00
  - **Electricity** - £2.50

## Customer Payment Methods

- Traders must carry a float in order to give customers the correct change.
- **Card payments must be also accepted at the Market.**
- **Traders must not charge the card transactions fee as it is illegal. You can find more information at: <https://www.gov.uk/government/news/card-surcharge-ban-means-no-more-nasty-surprises-for-shoppers>**

## Policy for Augmenting Menus

- **If any trader would like to change their agreed menu, they should do so by sending an email to Market Management**
- **The trader will be invited by the Manager for a new Tasting Meeting to review the menu changes**
- **Once this meeting has been completed, the Market Manager will either approve or decline any changes**

## 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.

Eventbrite traders (Arts, crafts, handmade, charities & other) must book pitches online through the Eventbrite system using the two links available for that as follows:

- Saturday - <https://www.eventbrite.co.uk/e/saturday-flea-and-handmade-market-at-lower-marsh-tickets-19120252189>
- Weekdays - <https://www.eventbrite.co.uk/e/weekday-handmade-gift-product-and-craft-market-tickets-38532274069>

Eventbrite traders who do not book online will not be allowed to trade at the Market. Refunds will not be dispersed. If you are unable to trade on a particular date which has been pre-booked and prepaid, you are required to inform the Market Management with at least 1 weeks' notice. Failure to provide this mandatory notice will result in a full day's charge for the pitch. Rarely, exemption from this policy may be made in situations of exceptional circumstances and will be subject to the Manager's discretion.

- If you are unable to trade due to an emergency contact the office phone number or email below.
- If you are unable to trade due to illness or for any other reasons, you must contact the Market Manager at the earliest opportunity via email.

Email: [abiodun@wearewaterloo.co.uk](mailto:abiodun@wearewaterloo.co.uk) or [info@wearewaterloo.co.uk](mailto:info@wearewaterloo.co.uk)

Telephone: 020 7620 1201

Post: Lower Marsh Market, Build Studios, 203 Westminster Bridge Road, London, SE1 7FR

### 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 your permission to trade and will be under no obligation to set up your canopies or tables.**

- **Traders will need to be set up at the Market by 10:30**
- Set up and de-rig should be prompt, with minimum disruption to passing pedestrians traffic.
- Any trader with a written agreement with LMM Ltd to store items in the Grindal Street shed, is required to transport items to and, from their pitch at the start and end of the day.
- You are expected to set up and clear down your canopy, and equipment. (your own or Lower Marsh's stock).
- Staff members are not obligated under contract to move the cages from the storage to the pitch areas. (Assistance is strictly voluntary)
- If a pitch is not utilised by a Permanent Trader by 10.30am without the prior approval of the Market Manager, LMM Ltd may at its discretion re-let the pitch for that day.
- Any equipment left by traders on the Market after the trading day will be left at the trader's own risk.
- Abandoned items will not be removed to storage for safekeeping.
- Electrical equipment / appliances will only be plugged in or out of the electrical ground box by LMM Ltd..
- Regular inspections will take place with regard to set-up and pack-down times.
- Trolleys must be back to the shed at clear down by 5pm, if traders are continuously late disciplinary action will be taken.
- **All trolleys must to be at the shed by 11.00am, if trolleys have not yet been returned to the shed by this time then traders will receive:**

**First time: a verbal warning;**

**Second time: a written warning and;**

**Third time: traders will be fined with £20 per cage or trolleys.**

**Continuous offenders will have their licence removed**

## Signage and Promotions

**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 (3x2m).**

Unless agreed by LMM 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. LMM Ltd 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. It may be possible to promote a new product line or development with your Market stall on an ad hoc basis. Please discuss with the Market Manager if you would like to take up this opportunity. This must be agreed with before by the Market Manager.

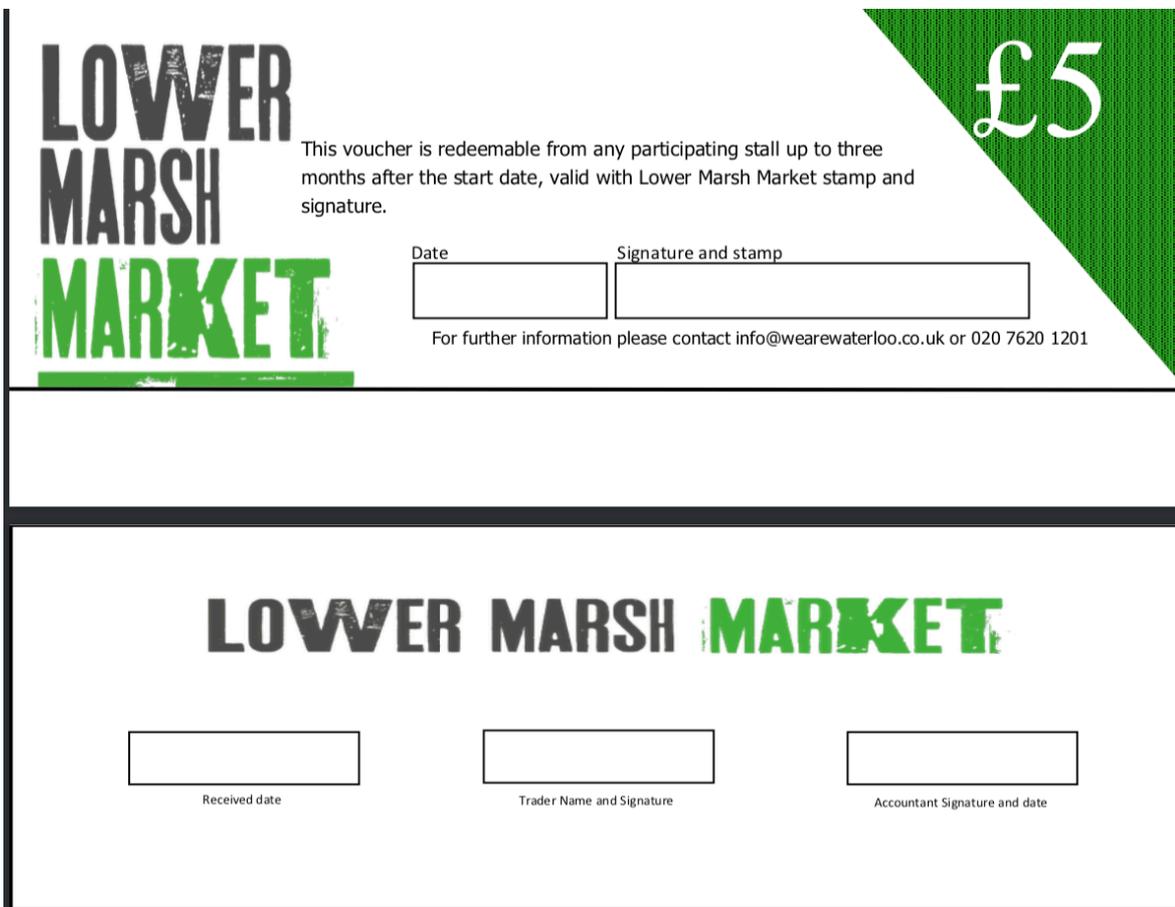
Any damage or discolouration to Market canopies caused by adhesive tape, heat or any form of ink will be chargeable. This will be a minimum of £20 for the cost of removal.

## Lower Marsh Market Vouchers

**Lower Marsh Market would like to encourage a range of visitors to visit the Market pricing and products have a role to play.**

**Lower Marsh Market has a voucher scheme in place. LMM Ltd normally gives these vouchers to new staff starters, business or as any other marketing. All traders must accept these forms of payment from the general public.**

- **Traders will receive a paper copy of this voucher(s) below:**
- **Vouchers that do not have the following details must not be accepted:**



**LOWER MARSH MARKET**

This voucher is redeemable from any participating stall up to three months after the start date, valid with Lower Marsh Market stamp and signature.

£5

Date  Signature and stamp

For further information please contact [info@wearewaterloo.co.uk](mailto:info@wearewaterloo.co.uk) or 020 7620 1201

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**LOWER MARSH MARKET**

Received date                      Trader Name and Signature                      Accountant Signature and date

- Vouchers that do not have the following details must not be accepted:
- The vouchers are only valid if they have been signed by the Market Manager, and with the Lower Marsh Market stamp.
- Traders must not receive any voucher with more than 3 months of its issue date.
- Vouchers are coded by the Lower Marsh Market Management in order to track them.
- If a voucher is duplicated, it will be rejected, and the amount will not be deducted from the trader's balance.
- Once the traders receive a voucher, this needs to be signed and dated.
- Traders must give the vouchers to either the Market Manager, Market Assistant (Eshan Price) or to Lina Valle at the WeAreWaterloo office.
- Vouchers won't be valid if a copy is sent via email.
- The Accountant will receive the vouchers and the equivalent amount will be deducted from the trader's pitch fees / rent.
- Traders will not receive cash or bank deposit for the equivalent amount represented by the vouchers.

### Sustainability Policy

Lower Marsh Market has joined the revolution of sustainability, which includes adhering to the following Policy regarding environmental sustainability.

- All traders must use environmentally friendly packaging.
- Lower Marsh Market intends to be fully sustainable by the end of October 2019

(We will work closely with existing traders to help make this goal a reality.)

## Best Practices: Sustainability Guidelines

In addition to using sustainable packaging, we also want to encourage the Market to become more holistically sustainable and would like for you to consider the following:

- **Traders are advised to use seasonal produce. (Seasonal produce is cheaper than out-of-season ingredients, tastes better, is fresher and is overall, better for the environment.)**
- **Traders are advised to source sustainably and ethically. (check the MSC ([www.msc.org/](http://www.msc.org/)) or the Greenpeace Seafood Red List ([www.britishseafishing.co.uk/greenpeaces-fish-redlist/](http://www.britishseafishing.co.uk/greenpeaces-fish-redlist/)) for details of fish under threat).**
- **Look for Red Tractor signs to show that meat has lived under minimum welfare conditions,**
- **Source locally produced fruit and veg to support your local independent economy. (<https://www.redtractor.org.uk/choose-site>)**
- **Traders are advised to think creatively when it comes to reusing leftovers. For instance, using discarded vegetable ends for stock, surplus meat for stews, or vegetables for pickling.**
- **Turn your waste oil into fuel, these days there are lots of biofuel producers who will work with you to turn your waste oil into fuel to power buses, generators and much more.**
- **Auction off unwanted stock, there are companies that will buy stock before it goes off.**

## Facilities

Electricity is available for use in designated pitches at additional cost and conditions. More information on costs is contained in the Fees section. Due to staff resources, access to the electricity supply is currently only available at the discretion of the Management. 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.

There are currently no facilities for water at Lower Marsh Market. Traders must bring their own water with them on trading days. A community toilet scheme is available at:

**The Walrus Social** – 172 Westminster Bridge Rd, Lambeth, London SE1 7RW

**The Camel and Artichoke** – 121 Lower Marsh, Lambeth, London SE1 7AE

**Cubana** - 48 Lower Marsh, Lambeth, London SE1 7RG

**The Vaulty Towers.** - 34 Lower Marsh, Lambeth, London SE1 7RG

## Storage

The weekly storage fee of £10.00 is based on one cage or container no larger than 73x85x169(cm?) per week and £5.00 for a half (small) cage or luggage (regardless of whether or not you are trading that week).

- If you are not trading your storage fees will be charged as normal.
- Traders must notify LMM Ltd of the removal of its items from the storage.
- Items must to be removed within 3 days of trader notification.
- If you exceed your storage allowance you will be charged.
- .
- Gas canisters or fuel are not permitted in the shed neither should they be left on the street at any time.
- **No perishable food items can be stored in the shed under any circumstances.**
- **Oil and drinks are only permitted with prior approval.**
- Your cage must be labelled with your trading name at all times.
- Access to shed is only permitted under the supervision of a Lower Marsh Market employee

- LMM Ltd insists that your cage is covered with a protective sheet, and that all items are stored within your cage.
- Storage fees must to be paid together with traders pitch / rent fees. (Please see instructions on ‘Deposit and Payments’ section)

**Failure to comply with the previous policies will result on an immediate removal of the trader’s items, and a £20 fine, plus the weekly fee will be charged.**

There are very limited storage facilities available on Lower Marsh Market and no storage is available to traders without permission or free of charge. Traders will need to download, fill in and return the Storage Application Form to the Lower Marsh Market office located within Build Studios at 203 Westminster Bridge Road. This form can be found online on at WeAreWaterloo website ([www.wearewaterloo.co.uk](http://www.wearewaterloo.co.uk)), or can be requested in person, at the office.

Any items discovered being stored in the shed without permission may be removed without warning.

Traders may wish to consider making independent arrangements for storage at the 1st for Storage facility on Carlisle Lane, tel 020 7928 9955.

Please note that the storage is subject to availability. All new applications will be added to the waiting list until the Market have any space available.

## Electrical Appliances

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.

- Any traders using electricity will be liable to pay for any damages made to the electrical infrastructure.
- If the repair costs are not met, Lower Marsh Market reserves the right to charge any damages against the deposit.
- Traders will also be required to have a 3 pin (male) commando socket which is required for each appliance to plug into the electrical ground box units.
- It is the trader’s responsibility to get the commando sockets fitted and appliances PAT tested by a qualified electrician.
- Electrical equipment / appliances will only be plugged in or out of the electrical ground box units by LMM Ltd staff.
- Traders are not permitted to plug in their own equipment.
- All stallholders using electric must provide a CO2 fire extinguisher situated near the appliance, displaying a current test approval certification.
- 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 LMM 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 need to be readily detachable.

- All extension leads should be at least 10m, long enough to extend from the unit to the inside of the canopy and must not exceed the agreed wattage.
- Any power agreement is subject to the provision of electrical safety certificates.

## 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
- A Current test approval certificate must be displayed.
- 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.
- storage must comply with Health and Safety (Safety Signs and Signals) Regulations 1996.
- 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.

## Waste and Rubbish

- All rubbish and waste must be bagged or bundled and removed from the Market pitch at end of the trading day.

**Alternatively, Lower Marsh Market have arranged a 40% discount on waste collection. This would be two bags at £2.50 one for General waste and one for recyclable waste. These Bags should be used, tied and placed in one of two designated areas to be directed by Market staff.**

**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 liable for prosecution.

Please contact the Management office if you would like to sign up to our waste removal scheme.

Failure to comply with this policy will result in:

**First Time: trader will receive a verbal warning**

**Second Time: trader will receive a written warning**

**Third Time: trader will be fined £50**

## 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.
- **Parking fines will be responsibility of the Market trader.**

- Extra Parking restrictions may be in place on special occasions or events.
- Vehicles should be removed from the street as soon as possible following set-up and cannot be brought back to the street until after trading hours have ended.

## 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 LMM Ltd powers and duties. If reasonably required to do so by a police officer, a member of the London Fire Brigade, or a duly authorised officer of the Council, or the Market Manager.

## Housekeeping

LMM Ltd will provide you with a pop-up stall and on most occasions, you need to erect this yourself. There may be some instances where the Market staff may help (Please note this is not a Market team responsibility.) If you need assistance with sides backs and tables please ask the Market assistants for help, please be patient as they need to get the canopies up first and foremost for everyone.

- All traders are expected to remove their own rubbish.
- Alternatively, sign up to the Lower marsh removal scheme.
- All traders must to provide a reasonable priced option that is £5 or less

## Health and Safety

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

- 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.

## 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 must be positioned within the trading area.
- A first aid box must be readily available.

## Right to Work

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

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

## In Case of 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 (There are various options of portable hand washing facilities online)
- 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
- Public liability certificate and Agreement to use electricity (provided by Market Management office)

## Food Hygiene

Poor and careless hygiene practices can create ideal conditions for bacteria such as salmonella and E. coli to multiply to unsafe levels in food. There is a general requirement in the UK Hygiene Regulations for all food businesses to be operated in a hygienic manner and that all food served to the public is safe and wholesome. To achieve this, it now means that people who run food businesses will need to look carefully at each step in the operation of their business so that anything which might affect the safety of food (a hazard) is identified.

A basic food hygiene certificate is obligatory for Market traders handling food. Everyone handling food must understand and follow the basic principles of good hygiene. British food laws are enforced by Environmental Health and Trading Standards Officers who may visit your stall on days the Market is held.

- All stalls must be assembled as to protect food and catering equipment from contamination.
- The materials used must be able to be cleaned easily.
- Work surfaces, cooking facilities and storage facilities must be of smooth, durable and readily cleanable material, and must be kept clean.
- Suitable covering cloths and protection must be brought with you, they will not be provided.
- The facilities necessary for the safe preparation of food are not available in the Market site, you will need to bring hand washing bowls, soap and hygienic hand drying materials with you.
- All stalls/vehicles must have suitable facilities for washing utensils, equipment and food if required.
- All stalls must have adequate facilities for disposing of rubbish and waste food, and for separating out unfit food. Large plastic sacks must be properly tied or sealed.
- Cardboard boxes and open containers are not suitable for disposing of waste.
- If you require further assistance about the recycling scheme, you can contact us.
- All stalls/vehicles must have a sufficient supply of fresh water. Cold water is not provided on site; you will need to bring your own as well as a non-electric kettle for hot water or thermos bottles of boiling water.

- Ice must only be made from fresh water and must be stored and handled in conditions which protect it from contamination.
- Traders should avoid directly handling unwrapped foods when serving customers.
- Spoons, tongs, plastic wrapping or disposable gloves can be used to prevent hands from coming into direct contact with food.
- All traders must take adequate precautions to protect food from contamination.
- Personal hygiene is important not only for the Market but also for the customers.
- Clean clothes should be worn.
- Hands should be washed before and after handling food.
- Ensure cuts and sores are covered with a coloured waterproof dressing.
- Avoid unnecessary handling of food.
- Never cough or sneeze over food
- Traders must avoid smoking, eating or drinking near food.

LMM would like the Market to feel and look clean in order to encourage more customers to attend the Market and install confidence in our current customers.

- Traders must keep their canopy (own or Lower Marsh Market) clean, tidy, stocked and attended at all the times.
- Traders should ensure their stalls are cleaned seasonally. This includes a reasonably clean tent, with minimal stains.
- If the canopy it is not keep clean and tidy, accordingly with the Food and Safety regulations mentioned before and the 'Set up - Clear Down' policy explained previously on this document, the trader will:

**First Time: receive a verbal warning,**

**Second Time: a written warning**

**Third Time: the trader will be fined with £20.**

**Continuous** offenders will have their licence revoked

## Training

The owners of food businesses must ensure that staff that handle food are supervised and instructed, and/or trained, in food hygiene matters, as stated in the Food Safety Regulations.

There are a range of food hygiene courses offered by recognised organisations. Lambeth Council run food safety training in Food Hygiene and Hazard Analysis, courses are accredited and awarded by the Royal Society for the Promotion of Health.

Contact the Food Safety Team at Lambeth Council for more information on 020 7926 6110 or [foodsafety@lambeth.gov.uk](mailto:foodsafety@lambeth.gov.uk)

## 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)

## Additional Points to Remember

- 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
- A first aid box must be readily available.
- Take whatever precaution necessary to prevent injury to the public or any person working on the stall or van.
- It is your responsibility to check that you comply with all current areas of legislation.
- All goods sold must be marked with an indication of their selling price, easily identifiable and clearly legible.
- Eventbrite traders must book online and under no circumstances will be allowed to trade at the Market without booking, except if agreed with the Market Manager.
- Eventbrite bookings cannot be transferred or changed to any other trader.
- Be comfortable - before you start trading, double check that you have the right supplies to remain comfortable throughout your trading hours.
- Wear suitable clothing and shoes for the conditions and weather.
- Always pack extra layers and waterproofs and, depending on the season, take some sun cream.
- Don't forget to pack snacks and drinks to keep hydrated and content too.

## Wind and Weather Guidance

**The wind, rain and other weather conditions at Lower Marsh can be quite challenging, LMM Ltd have wind guidance procedures that all staff are aware of. The following is guidance on best practices to mitigate the effects of inclement weather:**

- **Traders will find that extra weights and sand bags are put out as required.**
- **If traders have particularly fragile items, please let the Market Manager or the Market Team know upon arrival, and additional ballast might be allocated. Lower Marsh Market do however recommend that Traders leave the bottom of the sides and backs open to allow the wind to filter through.**
- **Maximum of 2 sand bags each may be collected from the storage. More will be determined by Market staff, depending on stock levels.**
- **LMM reserve the right to close the Market if wind speeds make the conditions unsafe. In situations of exceptional circumstances, the Market Manager may decide to close the Market for reasons that are out of the Market's control. Most instances of this are related to inclement forecasts. During these situations of exceptional circumstances, traders will receive a notification the afternoon before the day that is intended to be closed. In this case, the Market will remain closed to all traders, including Vans.**
- **Traders must be sure to check the weather conditions every day on the following link or download the BBC weather app: [www.metoffice.gov.uk/weather/forecast/gcpvj852s#?nearestTo=SE1&dat](http://www.metoffice.gov.uk/weather/forecast/gcpvj852s#?nearestTo=SE1&dat)**

## Complaints

Lower Marsh Market is a courteous, safe and friendly place to shop, and work. LMM Ltd expect high standards of customer service. In most cases, LMM Ltd expects 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.

## 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. However, traders not abiding by the

Market rules may be asked to leave. The following list is non-exhaustive and includes examples of behaviour that will not be tolerated by LMM Ltd:

- Discrimination or intimidation will not be tolerated.
- Please do not swear during trading hours.
- No aggressive behaviour will be tolerated
- Antisocial behaviour is rare but should be immediately reported to the Police Non-Emergency service on 101. If there is an emergency and assistance is required, please dial 999. Please also report any incident to the Market Management on 020 7620 1201 so LMM Ltd 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 LMM Ltd.

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

## 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 Natalie Raben, Chief Executive – WeAreWaterloo [natalie@wearewaterloo.co.uk](mailto:natalie@wearewaterloo.co.uk) or by post to:

***Natalie Raben,  
WeAreWaterloo,  
Build Studios, 203 Westminster Bridge Road,  
London  
SE1 7FR***

## Contacts of interest

You can contact any of the members of the LMM staff at any time at the Market. Otherwise you can contact Market leadership at the following:

Abiodun Adesoji: Lower Marsh Market Manager – [abiodun@wearewaterloo.co.uk](mailto:abiodun@wearewaterloo.co.uk)

Eshan Price: Lower Marsh Market Team Leader – [eshan@wearewaterloo.co.uk](mailto:eshan@wearewaterloo.co.uk)

Lina Valle: BID Support Officer – [lina@wearewaterloo.co.uk](mailto:lina@wearewaterloo.co.uk)

General Enquiries – [info@wearewaterloo.co.uk](mailto:info@wearewaterloo.co.uk)

Lower Marsh Market uses and protects any information that traders give to Lower Marsh Market in connection with traders use of the website or in a direct connection with a trader, customer, partner or supplier. Lower Marsh Market is committed to ensuring that your privacy is protected. Lower Marsh Market might ask you to provide certain information by which you can be identified, and Traders data will only be used in accordance with Lower Marsh Market's Privacy Policy. More information regarding the Lower Marsh Market Privacy Policy can be found on the WeAreWaterloo Website.

This document must be read in full, signed, and returned as the acceptance of your commitment to trade at Lower Marsh Market.

Please return to [info@wearewaterloo.co.uk](mailto:info@wearewaterloo.co.uk) or by Post:

**Lina Valle**  
**Lower Marsh Ltd**  
**Build Studios, 203 Westminster Bridge Road**  
**London**  
**SE1 7FR**

I accept the terms and conditions.

Name of Applicant	
Trading Name	
Signature of Applicant	
Date	

(Manager Signature, date and Stamp)

Abiodun Adesoji  
Lower Marsh Market Manager  
T: 02076201201