



# BISHOP'S STORTFORD MARKET APPLICATION AND LICENCE

APRIL 2023 – MARCH 2024

## 1. General Market Information

1. Pitch sizes for all markets are 3 metres x 3 metres, unless otherwise agreed. Licensees may trade on multiple adjacent pitches if the licence so permits. There may be pitches allocated that are smaller or larger than specified above.
2. The general market operates on Thursdays and Saturdays between 08:30 and 16:30 with over 20 pitches available across North Street, Market Square, Potter Street and South Street. There are removable bollards around Market Square for traders to gain access to the area. Bollards need to be replaced after use. Failure to do so will result in the traders being invoiced an administration fee together with any cost for loss or damage.
3. The Farmers and Craft market operates on the first Saturday of the month between 09:30 and 13:30 (except for January and August) along North Street (the road will not be closed to traffic). Traders must have created or produced the items they intend to sell.
4. The market team is on site from 08:00 on all market days (subject to sickness and holidays) and will be available to issue parking permits (should you require one) and unlock the electrical bollards. The parking permit is valid in Apton Road car park (CM23 3SN) and the Link Road car park (CM23 2BA) only. See the market rules and regulations for further information regarding parking.
5. The Town Council will endeavour to provide gazebos (for hire) except when prevented from doing so by circumstance beyond its control. Gazebo hire is operated on a first come first served basis (please see page 17 for kit hire fees).
6. Gazebos of 3m (frontage) by 3m and one trestle table of 6ft, will be provided. The market team will allocate pitches and gazebos according to traders' requirements.
7. If the gazebo is not returned in good repair, appearance, and condition when it is returned, then Bishop's Stortford Town Council shall be entitled to make the required repairs within a reasonable time of taking possession of the gazebo and invoice the Licensee for the cost of the repairs.
8. Bishop's Stortford Town Council will continue to monitor the implications of Government guidelines and legislation and regulation of Coronavirus (Covid 19) on markets and will be paying attention should the Government impose any restrictions.

### 9. Useful Contacts

Bishop's Stortford Town Council  
(Market Authority)  
The Old Monastery  
Windhill, Bishop's Stortford  
CM23 2ND  
Market@bishopsstortfordtc.gov.uk  
<http://www.bishopsstortfordtc.gov.uk>

Market Team  
Tourist Information Centre  
2 Market Square  
Bishop's Stortford  
CM23 3UU  
Email: Market@bishopsstortfordtc.gov.uk  
Tel: 01279 715001  
Mobile: 07479 522838

East Herts District Council  
(for food licenses, TENS etc)  
Wallfields  
Pegs Lane, Hertford  
SG13 8EQ  
Tel: 01279 655261  
<http://www.eastherts.gov.uk/>  
Email: enquiries@eastherts.gov.uk

National Market Traders Federation  
Hampton House, Hawshaw Lane  
Hoyland  
Barnsley  
S74 0HA  
Tel: 01226 749 021  
<http://www.nmtf.co.uk/>



## 2. Pitches and Commodities

1. Licensees and pitches will be allocated by the Council in the best interests of the market.
2. Licensees are not permitted to set up (without prior consent and valid licence) in pitches that have not been allocated to them. If works are taking place in an allocated pitch or the allocated pitch is for some other reason not available, no refund will be due where there is an alternative pitch available anywhere on the market.
3. Licensees are responsible for providing, erecting and dismantling their own stalls with the exception of Farmers and Craft Market Licensees that have hired a kit from the Council. The kits will be provided except when the Council is prevented from doing so by circumstances beyond its control. Kit hire is operated on a first come first served basis.
4. Once set up, stalls and merchandise must be no less than 1.6 meters from any building or obstructions (street furniture) to create a passageway for pedestrians. Licensees must trade from within the boundary of the pitch. The market team also request that dropped curbs are not obstructed.
5. The Licensee will indemnify Bishop's Stortford Town Council against any and all claims arising out of or related to the Licensee's use of the gazebo.
6. Licensees do not acquire any enduring right to retain a specific pitch.
7. Other than in emergency or for urgent operational reasons the Council will normally consult in advance on proposed reallocations however the Council reserves the absolute right to reallocate pitches as it sees fit.
8. The Council reserves the right to charge any Licensee the full cost of repair or renewal to any Council property, including equipment related to the markets where, in the reasonable opinion of the Council, the Licensee or anyone working with the Licensee caused the damage.

## 3 Market Rules and Regulations

The following rules and regulations will be enforced by the markets team of Bishop's Stortford Town Council ("the Council").

Nothing in the regulations below shall be construed as placing an obligation on the Council to provide a market on the days specified, but it is agreed that the Council will endeavour to provide the market except where prevented from doing so by circumstances beyond its control.

It is the responsibility of all Licensees to acquaint themselves with the trading regulations regarding their own specialist area and abide by them. The Licensee must ensure that all staff are properly trained to meet the necessary standards and regulations. Certificates of proof must be available to the Council on request.

### 3.1 Licenses

1. Licensees must ensure that they comply with all relevant legislation regarding employment of minors.
2. All market traders must hold a valid license agreement signed by the Licensee and Council before commencing trade. Without a signed Licence Agreement, trading is strictly prohibited.
3. The Licence is personal to the Licensee and may not be transferred, resold or sub-let. The stall must be always operated by the Licensee, or their representative.



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4. Licensees must only sell goods which have been specified in their application and approved by the Council unless otherwise agreed in writing with a Council Representative.
5. The goods specified on the application form must be main line products that make up most of the stock.
6. Licensees may request lines are added to their License in writing. Additional lines must form the mainline of products. Licensees must supply product details. The decision of the Council on such matters will be final. Licensees that sell multiple lines will be assessed on the predominant items that they sell. The Council does, however, reserve the right to decline any application if it considers that any trade or line will be over-represented in the market.
7. No Licensee will be given the exclusive right to sell any item, type of item or range of items, and the Council may accept product lines that complete with existing Licensees.
8. Licensees selling alcohol must be granted a Temporary Events Notice (TENs) from East Herts District Council prior to trading at the market for each trading day. Bishop's Stortford Town Council will issue the Licensee with a pitch reference to complete the TENs application form. It is the Licensees responsibility to obtain the TENs in good time ahead of the trading day. The Licensee must provide Bishop's Stortford Town Council with proof that the TENs has been granted. The Licensee will not be permitted to trade if the TENs is not granted or obtained.
9. The sale of tobacco, live animals, fireworks, offensive/ornamental/replica weapons, pornographic material, unsafe goods, illegal/chemical substances that may cause injury or death, or counterfeit goods is prohibited.
10. Only fur produced as a by-product of food prepared for consumption will be permitted to be displayed or sold. To abide by this, a market trader must evidence the validity of the product by providing a letter of certification from the supplier that the fur has been produced as a by-product of food consumption.
11. As required by the Hallmarking Act (1973) , all traders selling, gold, silver, platinum or palladium must display a dealers notice ([gov.uk/guidance/hallmarking-how-businesses-can-comply-with-the-law](http://gov.uk/guidance/hallmarking-how-businesses-can-comply-with-the-law)).
12. Traders Selling pet food and pet treats must meet the requirements laid down by the Food Standards Agency ([food.gov.uk/business-guidance/pet-food](http://food.gov.uk/business-guidance/pet-food)).
13. All Licensees wishing to carry out a street collection or distribute free literature at the market must comply with East Herts District Council's Street Collection regulations and have a valid licence to do so issued by East Herts District Council.

### **3.2 Parking**

1. Unless otherwise agreed in writing by the Council, no vehicle belonging to a Licensee or their staff may be parked in the market area.
2. Public car parking facilities are available at Link Road and Apton Road car parks. Licensees parking in these car parks may obtain a parking permit from the Council. This entitles them to purchase a reduced-price parking ticket and to park a commercial vehicle.
3. The current reduced rate is at £3.60 as of April 2023 but this is subject to change. Both the reduced-price parking ticket and the permit must be displayed on the windscreen.
4. Licensees parking at Apton Road or Link Road must park in a designated market trader spaces where one is available.



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If no designated market trader space is available then Licensees may park without penalty in any other space but must ensure they are wholly within the bay markings, with both their pay and display ticket and parking permit from Bishop's Stortford Town Council always clearly displayed. Failure to comply with any of the above may incur a Penalty Charge Notice.

5. It is the responsibility of each Licensee to ensure the Council has the registration number of all vehicles which require a parking permit. Failure to do so may result in the Licensee receiving a Penalty Charge Notice.
6. Misuse of parking permits may result in the Licensees permit being terminated.
7. The Council will not, in any circumstance, be responsible for any penalty charges or fines incurred by any Licensee.
8. The market team strongly advise against arriving late for the market, as the roads are not closed to traffic, and we cannot guarantee that the public are not using pitches that are in parking bays.

### **3.3 Litter and Waste**

1. Licensees must ensure that all pitches and the immediate surrounding areas are cleared of all refuse generated by their business throughout the day and at the close of business each day. This includes sweeping pitches and the immediate surrounding areas.
2. The Council does not provide waste disposal facilities at the market. It is the responsibility of the Licensee to ensure that all refuse generated is removed at the end of trading and disposed of legally and appropriately; not in public litter bins and not onto the highway including pavements.
3. Licensees providing containers for food or drink consumption at the Market must also provide disposal.
4. If a Licensee does not dispose of and/or remove trade waste in accordance with this clause (litter and waste) the Council may remove the waste and charge the Licensee the reasonable cost of removal and disposal. Licensees who repeatedly fail to deal with waste in accordance with these guidelines will face immediate termination of their licence.

### **3.4 Behaviour**

1. Licensees are expected to present a positive image at the market and to treat customers, fellow Licensees and others with courtesy at all times. Licensees are also required to conduct themselves in a manner that does not bring any adverse publicity to the market, fellow Licensees, or the Council (including comments made online and publications).
2. A Licensee shall not ring a bell, blow a horn or use any other noisy instrument to attract the custom of any person to any sale or to any goods intended for sale.
3. A Licensee shall not permit any dogs, cats or other animals (whether domestic or otherwise) to come onto any stall on any part of the market except where the animal is an assistance dog for a person requiring such assistance.
4. The following must always be observed by Licensees and any other person operating a stall:
  - No swearing, arguing or fighting.
  - No drugs (promotion or consumption)
  - No children



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5. Responsibility for adherence to the rules and for the behaviour of any person employed or manning a stall remains with the person to whom the licence was allocated. Failure to adhere to behaviour rules will result in immediate suspension of the License, and the Licensee will be asked to leave the market.

### **3.5 Electricity**

1. The socket in the electrical bollard is a 240v/230v 16-amp commando socket (female).
2. Traders will need to provide a 16-amp male commando plug. pitches may be located up to 20 metres away from the bollard. It is the Licensees responsibility to bring adequate length cables/extension leads and cable covering.
3. Licensees may only use electrical equipment that it is in good condition, not altered, weatherproof and suitable for outside use. All electrical equipment must have a valid up to date PAT test certificate (dated within the last 12 months). Dated invoices will be considered for equipment that less than 12 months old.
4. Licensees must not plug in any electrical devices that are not suitable for a 240v/230v bollard with 16 amps per socket.
5. Licensees will be allocated one socket regardless of the number of pitches purchased.
6. Licensees will be allocated the amount of electric requested on the application form (e.g., lighting/tills). If Licensees have several electrical appliances that exceed 16amps, the Licensee must use and pay for two sockets.
7. Licensees must ensure that trailing cables do not present any hazard and are suitably protected or at a safe height. Alternatively, Licensees must cover any cables entirely with cable covering.
8. Pitches may be located up to 20 metres away from the bollard.
9. Distribution of electricity within the pitch is the responsibility of the Licensee.
10. Electricity supply is to be used to assist trading only.
11. Licensees must contact the Council immediately if there is a problem with an electrical bollard.
12. Licensees must not attempt to re-activate a bollard if the circuit breaker has cut the electrical supply.
13. Unless permission to use electricity for cooking has been given in writing and the appropriate fee paid, Licensees are only permitted to use the electricity supply for appropriate lighting, scales and tills.
14. Should Licensees require electricity an electrical bollard key may be required. Keys can be obtained from the Council and a £25 returnable key deposit in cash is required.
15. Failure to adhere to the above may result in the Licensees electrical usage being reviewed.
16. Generators must be located so as not to be accessible to members of the public or other unauthorised persons. All cables must be routed away from pedestrian traffic routes to avoid tripping hazards and must be protected from mechanical damage.
17. No re-fuelling or storage of fuel is allowed on site.



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18. Where the Council considers that a generator is too noisy, they will require that the generator be switched off immediately.

### **3.6 Presentation**

It is the intention of Bishop's Stortford Town Council to ensure that the market is well presented and adequately stocked to be attractive to potential customers and Licensees. A high standard is required of all Licensees' presentations and merchandising and in pursuit of this the Council have set quality standards for all Licensees to abide by. Should an individual Licensee fail to conform to the quality standards their License may be terminated.

#### **3.6.1 The Minimum Quality Standards**

1. Unless otherwise agreed with the Council Licensees may only trade from gazebos, metal-framed stalls, trailers, or specialist trading vehicles.
2. During trading hours, stalls and pitches must be presentable and in keeping with the market. Stalls, fixtures and fittings must be of a good quality, professional appearance and meet Health and Safety requirements. Metal clips and weights should be placed inside the stall.
3. Gazebos must cover all the fixtures and fittings and should be clean and in good repair. Unless used for extensive display, prices or other information Licensees are strongly encouraged to have clear side sheets or sheets that have a clear window to present a clear view.
4. Tarpaulins used on metal-framed stalls must be of clean and good repair. They must also be attached to the stall in a neat manner and cover all fixtures and fittings.
5. Cardboard boxes must not be used for displaying stock.
6. Licensees are strongly encouraged to have a skirt around the bottom of the stall to hide any fixtures and fittings or stock such as cardboard or plastic boxes. Skirts and all other covers used on the stall should be clean and in good repair.
7. Trailers and specialist trading vehicles that are used to sell goods from must be of clean and tidy appearance and conform to the above minimum standards where appropriate.
8. Licensees are strongly encouraged to keep their stall adequately stocked, attractively displayed, and clearly price all products and display a returns policy. They should also display details of payment methods accepted etc and public liability insurance to increase shoppers' confidence.
9. It is mandatory for food traders to clearly display their food hygiene rating and allergen information for their products.
10. Licensees who repeatedly fail to adhere to the above minimum standards on three separate occasions may face immediate suspension of their licence.
11. For tips on how to make your stall look its best and how to promote your business refer to the new trader checklist on our website. You can also view the market shopping charter:

<https://www.bishopsstortfordtc.gov.uk/Market>. Bishop's Stortford Market Social media page:  
<https://www.facebook.com/Bishops-Stortford-Market-609444032491310>



### **3.7 Trading Hours, Loading and Unloading**

1. For tips on how to make your stall look its best and how to promote your business refer to the new trader checklist on our website. You can also view the market shopping charter:
2. General Market Trading hours are 8.30am – 4.30pm. Farmers and Craft Market trading hours are 9.30am – 1.30pm. No Licensee is permitted to trade outside of trading hours unless permission is given in writing by the Council.
3. Licensees must occupy their allocated pitch by 8.00am on each market day unless express permission has been given by the Council. The decision of the Council on such matters will be final. Licensees must be set up and ready to trade by 8.30am, and 9:00am for the Farmers and Crafts Market.
4. The market is closed on Christmas Day, New Year's Day, and public holidays.
5. Vehicles will be allowed on the market area whilst unloading and loading. This should be done as quickly as possible, on a 'drop and go' basis. Unloading vehicles must be removed by 8.30am, aside from trading vehicles. Loading vehicles must be removed by 5.30pm or 2:30pm at the Farmers and Crafts Market, where the market area must be cleared (stalls and vehicles).
6. Vehicles and trailers that are used to sell products such as street food, specialist trading vehicles (with serving hatch/opening, products displayed inside the vehicle or trailer) and refrigerated vehicles are legitimate vehicles that can remain onsite during the market. These vehicles and trailers shall at all times be in a roadworthy condition and have the relevant documents i.e., insurance, tax and MOT. All other vehicles must not remain onsite at the market outside of loading and unloading times. There is no parking within the market area.
7. Vehicles must not be left unattended at any time whilst unloading and loading and must be positioned to cause minimum disruption to others. Vehicles must not block the highway at any time. Licensees cannot reserve spaces or prevent parking by other legitimate users in the market area.
8. If Licensees use the disabled bays and the pavement to load or unload this must be as a last resort when no other alternative is practical. Use of the bay and or pavement may
9. The market team can close the market down in exceptional circumstances and the Licensee must vacate their pitch as soon as possible. If the Licensee continues to trade after they have been instructed to leave, the market team may impose a permanent ban preventing the trader from trading in the future. You should note that trader insurance is generally invalid if the market is closed by the operator.
10. If a Licensee fails to attend without notifying the market team on two consecutive weeks or six occasions in a 12-month period, the trader agreement will be reviewed. Exceptional circumstances will be taken into consideration.
11. At the market team's discretion, if you are a regular trader, who is up to date with payments you will receive a rent-free period of up to two weeks whilst you are away. You must give two weeks-notice of holiday requirements.
12. A regular trader who is absent through illness and has provided a medical certificate, will be granted a maximum of 3 weeks free of market charges in any 12-month period. The first week of illness will be charged at the full cost of the pitch, with the waiver of daily charges being introduced from the second week onwards.



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13. If you are absent for more than 4 weeks through illness, where certification is provided, we will consider allowing you to remain as a regular trader without charging you further. This is at the market team's discretion.
14. If as a regular trader, you suffer a close family bereavement, you will be allowed one day's trading absence in any 12-month period and no daily charge will be payable for that day.
15. Licensees will be advised of any special requirements surrounding specialist market events such as different loading/unloading times, parking arrangements etc. Licensees are required to follow these requirements.
16. Where Licensees are repeatedly late to the market on three separate occasions, the Licensee may be suspended from trading and all future bookings cancelled. Any advance payment will be forfeited, and pitches may be allocated to other Licensees. Post the suspension period it is at the discretion of the Council to accept the Licensee back to the market.
17. The Council reserves the right to exclude or/and to terminate the License of any Licensee who has breached the market rules and regulations or falsified their application information or whose actions are not in the best interests of the market.
18. The council can seek the immediate removal of a Licensee, their employees, attendants, or any other person associated with the Licensee, who in the Council's opinion, is causing a nuisance, annoyance or danger to other Licensees, Bishop's Stortford Town Council representatives or the public or who damages any property of the Council.
19. The Council reserves the right to exclude and/or terminate the License of any Licensee, should the Licensee, their employees, attendants, or any other person associated with the Licensee be demonstrating threatening or abusive behaviour, foul language, substance abuse or drunkenness, harassment, intimidation, discrimination or bullying towards the public, or be found interfering with Bishop's Stortford Town Council Representatives whilst attending the market.

### **3.8 Liability and insurance**

1. Proof of public liability cover (minimum five million pounds) must be provided in all cases by the Licensee. Licensees not displaying evidence of public liability insurance or providing evidence of their insurance if requested will not be permitted to trade until this has been rectified. No rebate of the stall fee will be given in these circumstances.
2. Licensees must notify the Council of any changes in insurance and provide copies on request and on renewal.
3. A Licensee shall indemnify the Council from and against all actions, proceedings, damage, claims, losses or outgoings of whatever nature arising out of the Licensee's use of any stall, pitch, vehicle, gazebo, bollard or stand etc. on the market.
4. A Licensee shall have no claim for compensation for any loss whatsoever (other than amount equal to the pitch fee paid) on the termination or suspension or where a pitch is not available or made available to the Licensee for whatever reason, nor for loss or damage to stock, to stalls or to any other items brought onto the market by the Licensee.
5. The Council will not be responsible for personal injury or death unless the personal injury or death has been caused by the negligence of the Council or its officers or agents.





## 4 Complaints procedure

1. Complaints by Licensees in respect of any matters affecting the market must be brought to the attention of the markets team promptly.
2. Relevant action and notification to the complainant of the result of the complaint will be issued by the Council in writing.
3. If a complainant is not satisfied with the action taken by the markets team, the matter may be referred in writing to the Chief Executive Officer of the Council in accordance with the complaints procedure. This is available on Bishop's Stortford Town Council's website.

## 5 Health and Safety Requirements

1. Bishop's Stortford Town Council is committed to delivering and improving a safe market for both Licensees and customers. The Council requires Licensees to co-operate with the markets team in regard to risk assessments of the market both as a whole and of individual stalls.
2. Licensees are required to ensure that their stalls are positioned not obstructing the highway in a way which impedes any movement around the market by either vehicles or pedestrians or impeded the operation of the market.
3. Unless otherwise agreed with the Council, Licensees may only trade from gazebos, specialist trading vehicles (with serving hatch/opening, products displayed inside the vehicle or trailer), trailers or metal framed stalls.
4. With the exception of stalls selling electrical goods, CDs and records, the use of amplified sound is prohibited. Licensees using amplified music and/or copyright material must be in possession of the appropriate permissions, such as PRS for music.
6. Auctions (real or mock) are not permitted.
7. The decision of the Council is final on the interpretation of matters of health and safety.
- 7 Licensees that trade from gazebos or steel frame stalls must have gazebo weights on each gazebo leg or cross bar every trading day. The weights should be suitable for the weather conditions (this could vary in one single trading day) and appropriate for the type of stall. In windy conditions vehicles may not be used as a substitute for Licensees' gazebos or be used as an anchor/weight.
- 8 In the event that 30mph+ winds are predicted or occur during the market, Licensees may be required to roll gazebo sides or tarpaulins up.
- 9 In the event that 40mph+ winds are predicted or occur during the market day Licensees may not be permitted to erect gazebos, tarpaulins on steel framed stalls, or awnings. Licensees' tables, products and all other items associated with their stall must be securely fixed down. If we need to close the market before 12.00 noon on the day due to adverse weather a full credit will be given to you. If it is after 12 noon, 50% of the pitch fee will be refunded.



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10 Food trader are expected to:

- A Register in accordance with the provisions of the Food Premises (Registration) Regulations 1991.
- B Comply with the Acts relating to food hygiene and the Regulations made thereunder, and to immediately comply with the requirements of the Environmental Health Officer.
- C Provide a food hygiene training certificate at a minimum rating of level 2 dated within the last 5 years.
- D Provide current food hygiene rating at a minimum rating of 3.
- E Food hygiene training and rating certificates must be available on request by the markets team at any time.
- F Register with the Environmental Health team in the district where the business address is located.
- G Consider what is required to ensure that they maintain an adequate level of food and personal hygiene. This may include facilities for the hygienic washing and drying of hands, hygienic sanitary arrangements, sneeze guards etc.
- H Any Licensee whose food hygiene rating drops below the above, or is found to be contravening any food safety, trading standards or consumer protection legislation will be required to remove the goods, and the market team may suspend them from trading on that day and/or until the relevant guidelines have been adhered to.

## 6 Payment and Payment Plans

### All Tariffs

1. Pitch fees and other charges are determined by the Council and will be notified to Licensees in writing once approved by the Council. The Council will usually review all pitch fees and other charges annually such as any fees for any specialist market events but may do so at any time.
2. Fees are for one pitch on each of the specified market days.
3. Bishop's Stortford Town Council reserves the right to charge for the entire footprint of fixed sized vehicles, trailers and specialist trading vehicles including any tow bar or any other non-selling space. We reserve the right at any time to levy the whole charge or relocate the Licensee to another location where the overhang is otherwise not saleable.
4. All bookings made by weekly and adhoc traders will be communicated to Licensees by email. All invoices will be communicated to Licensees by email.
5. Market fees must be paid by cash, bank transfer, or standing order. Account details are below. Please reference the invoice number or the business name and the event or market:

**Account Name: Bishops Stortford Town Council**  
**Account Number: 00105598**  
**Sort Code: 30 90 84**



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**Additional Tariffs Terms**

The following terms are specific for the corresponding payment plan on the application form.

TARIFF	ADDITIONAL TERMS
<b>NEW TRADER</b>	<p>Available to traders who have traded on Bishop's Stortford Market on no more than 2 days in the past 24 months.</p> <p>The Licensee is required to pay in advance of their first trading day. Licensees will not be entitled to a refund or additional trading day for non-attendance. Any advance payment will be forfeited.</p> <p>Licensees who wish to cease trading or wish to change to another tariff at the end of the trial period must give seven calendars days' notice in writing to the Council.</p>
<b>MONTHLY PAYMENT</b>	<p>Licensees on the monthly tariff may trade for up to 52 weeks per year (outside of public holidays or market closure) but will only be charged for 48 weeks per year.</p> <p>Licensees are contracted to pay monthly for a minimum of 3 months thereafter Licensees who wish to cease trading or wish to change to another tariff must give 1 months' notice in writing. The notice must end at the end of a calendar month. For example, if the Licensee gives notice on the 15<sup>th</sup> of January, they will still be required to pay the remainder of January and the whole of February.</p> <p>Any outstanding debts which remain to be paid will become payable immediately on termination or prior to the Licensee transferring to their new tariff. Licensees moving from the monthly tariff to another tariff cannot move back onto the monthly payment tariff for 6 months.</p> <p>Licensees moving to this tariff part way through a calendar month will pay £14.80 per pitch per trading day in the part month and in full for the following month. Licensees will be required to pay in cash for the entirety of the part month on the first trading day under the tariff. Payment for invoices is due on the 1<sup>st</sup> of each month. Invoices are paid one month in advance.</p> <p>Licensees may purchase additional pitches on an ad hoc basis at £14.80 per pitch per trading day. To benefit from this ad hoc rate Licensees are required to notify the Council in writing to advise the number of additional pitches and the day(s) on which they are required no later than the 15<sup>th</sup> of the preceding month. Otherwise, the cost remains at £17.50.</p> <p>Where rent arrears are more than two weeks, or where rent payments are repeatedly in arrears by any amount, late payment fees may be levied in accordance with the scale set out in the Late Payment of Commercial debts (Interest) Act 1998 and successor legislation or regulation.</p> <p>Where rent arrears are more than four weeks the Licensee will be suspended from trading until the whole debt has been settled. Late payment fees in accordance with the scale set out in the Late Payment of Commercial debts (Interest) Act 1998 and successor legislation or regulation may be added to the whole debt even if the Licensee is suspended from trading.</p> <p>The Licensee may be suspended from trading in the event of three consecutive absences or repeated absences, without advising the markets team. Any advance payment will be forfeited, and pitches may be allocated to other Licensees. Post the suspension period it is at the discretion of the Council to accept the Licensee back to the market. This decision is final.</p>



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<b>SICKNESS AND CONDOLENCE POLICY</b>	<p>The section below is for Sole Traders only on the monthly tariff:</p> <p>Short Term Sickness - Where absent through illness and reasonable notice has been given to the markets team in writing with a medical certificate; the Council may credit a maximum of 2 weeks in any current licensing period.</p> <p>Long Term sickness – Where absent through illness for 4 weeks or more, and reasonable notice has been given to the markets team in writing with a medical certificate, the Council will consider each case in the light of individual circumstances.</p> <p>Condolence - For the death of a close family member (defined as below) one trading day will be credited, where reasonable notice has been given to the Council in writing (for the purpose of this policy, a close family member includes husband, wife, partner, child, parent, or person standing in loco parentis. A family member does not include grandparent, aunt, uncle, or sibling).</p>
<b>WEEKLY / ADHOC PAYMENT</b>	<p>Licensees must book at least 72 hours (outside of public holidays and weekends), prior to the market, and may only attend when permission has been given, and email confirmation has been sent by markets team.</p> <p>With limited pitches available at the market the Council encourages and welcomes Licensees under this tariff to book dates several months in advance to increase the likelihood of market availability.</p> <p>Licensees are required to notify the Council in writing (email or text accepted) of any trading days they wish to cancel giving no less than 72 hours' notice (outside of public holidays and weekends). Failure to do repeatedly may result in the Licensee being suspended from trading and all future bookings cancelled.</p> <p>The Licensee will be issued with a warning should they fail to pay the fee when requested by the markets team.</p>
<b>FARMERS AND CRAFT MARKET</b>	<p>Licensees must have created or produced the items they intend to sell.</p> <p>Licensees must book and pay at least 5 working days (outside of public holidays and weekends), prior to the market, and may only attend when permission has been given, and email confirmation has been sent by the markets team.</p> <p>With limited pitches available at the market the Council encourages and welcomes Licensees under this tariff to book dates several months in advance to increase the likelihood of availability. The Council encourages bookings for the upcoming quarter.</p> <p>If payment is not received at least 5 working days (outside of public holidays and weekends) prior to the market a late payment fee of 20% of the payment due may apply in addition to the pitch and stall fees.</p> <p>Licensees are required to notify the Council in writing (email or text accepted) of any cancellations giving no less than 72 hours' notice (outside of public holidays and weekends). Any advance payment will be forfeited, and pitches may be allocated to other Licensees.</p>



## BISHOP'S STORTFORD TOWN COUNCIL

<b>SPECIALIST MARKETS</b>	<p>Licensees on all tariffs will not receive a refund if they do not attend or cancel a specialist market event. Bishop's Stortford Town Council may use discretion to transfer the payment to another trading date should reasonable notice be given in writing to the Council. No gazebos, or other equipment will be available for hire at specialist market events.</p> <p>Licensees on all tariffs as of 1<sup>st</sup> October cannot be guaranteed a pitch placement at Christmas Fayre (or any other Christmas time events at the market or additional markets).</p> <p>Licensees will be required to pay the appropriate fees in advance when requested. Licensees may be charged their standard tariff at specialist market events if they have traded at least 9 market dates within the current licensing period. Farmers and Craft traders will be charged their standard tariff at specialist market events if they have traded at over 40% of the farmers and crafts markets in the licensing period.</p> <p>Licensees will not receive a refund if they do not attend or cancel a specialist market event. The Council may use its discretion to transfer the payment to another trading date should reasonable notice be given in writing to the Council.</p>
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## 7 Certificates

The Licensee must provide the following relevant certificates with their application:

1. Public liability insurance (at least £5 million worth) in date for licensing period.
2. Photo ID.
3. PAT test dated within the last 12 months, or proof of purchase in the last 12 months for electrical equipment use.
4. Gas safety certificate dated within the last 12 months if the Licensee uses any gas appliances.
5. Food hygiene training certificate of at least level 2 dated within the last 5 years if the Licensee sells or uses any food). Current food hygiene rating of minimum rating required is 3.
6. Temporary Events Notice (If the Licensee sells on and or off sales alcohol).
7. Licensees must notify the Council of any changes in documentation or certificates and provide copies on request and on renewal.

## 8 General Information

### Equal Opportunities Policy

Bishop's Stortford Town Council is committed to equal opportunities where it applies to both the running of, and the trading on, the market. This means that no one will be treated less favourably or suffer any detriment on the grounds of sex, race, ethnic origin, marital status, sexual orientation, age, or disability. Bishop's Stortford Town Council is also committed to anti-discriminatory practices with regards to the service of our customers, clients, or contractors on the same grounds as above.

No Licensee may abuse or refuse service to any customer on the grounds of sex, race, ethnic origin, marital status, sexual orientation, age, or disability.



## Shoppers Charter

Stallholders must acquaint themselves with any Shoppers Charter provided by Bishop's Stortford Town Council and conduct their business in accordance with the Charter.

<https://www.bishopsstortfordtc.gov.uk/Market>.

## Environment

The Council will seek to promote green credentials and will encourage Licensees to be environmentally conscious. We encourage Licensees to offer locally produced products and services with low or zero packaging.

## 9 Application Process

Market applications and Licenses are processed on a first come first served basis; and usually processed within 72 hours (outside of public holidays and weekends). Applications will only be processed if the form is correctly completed, and all the requested valid documentation is submitted.

You will be notified if your application and Licence has been either accepted or rejected together with next steps. Until you have received a notification and acknowledgement from the Council do not assume that your application and License has been accepted, is valid and you are able to trade.

Once your License is issued, you will receive an email from the market team with the following details:

1. Your signed License.
2. A brief introduction and useful information regarding parking, electrical bollards, loading and unloading, and payments.

Please return the completed form to Bishop's Stortford market team at the Bishop's Stortford Tourist Information Centre, 2 Market Square, Bishop's Stortford, CM23 3UU or email the completed form to: [market@bishopsstortfordtc.gov.uk](mailto:market@bishopsstortfordtc.gov.uk)

This is not a valid licence unless **signed and dated** by the market team or another representative of Bishop's Stortford Town Council.

We will review and reissue the market application form on a yearly basis. We may add to or otherwise amend the existing market rules before the license renewal period. We will advise you of any changes in writing, and with good notice.

By signing these terms and conditions you are agreeing the market rules set by Bishop Stortford Town Council.



BISHOP'S STORTFORD TOWN COUNCIL

APPLICATION FORM

BUSINESS DETAILS

Contact Name	
Business / Trading Name	
Business Address	
Business Website/Social Media Handles	
Email	
Phone Number	
National Insurance Number	
Vehicle Registration	
Limited Company or Sole Trader?	
Are you VAT registered?	<input type="checkbox"/> YES <input type="checkbox"/> NO

TRADING DETAILS

Please tick the appropriate options where needed.

\*specialist trading vehicles (with serving hatch/opening, products displayed inside the vehicle or trailer)

<b>Describe your main product line</b> (e.g. Fresh cut flowers) *main product line are products that make up the majority of stock	
<b>Preferred Market:</b> General Market	<input type="checkbox"/> Thursday <input type="checkbox"/> Saturday <input type="checkbox"/> Both
Market Square	<input type="checkbox"/> Friday <input type="checkbox"/> Sunday <input type="checkbox"/> Both
<b>Farmers and Crafts Market</b>	<input type="checkbox"/> Saturday (1 <sup>st</sup> of each month, excluding January and August)
<b>Type of Stall</b>	<input type="checkbox"/> Gazebo <input type="checkbox"/> Council stall (farmers and craft market only) <input type="checkbox"/> Trailer <input type="checkbox"/> Steel frame Other: _____



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<b>Stall size</b> – Trailers and specialist trading vehicles* to include tow bar and opening of door	Width: _____ Depth: _____
Trailers and specialist trading vehicles* only indicate which side the trailer hatch opens	<input type="checkbox"/> Passenger <input type="checkbox"/> Driver
<b>Number of pitches required (1 pitch is 3m x 3m)</b>	_____
<b>Do you require electric?</b>	<input type="checkbox"/> For lighting/tills <input type="checkbox"/> For cooking/heating/refrigeration <input type="checkbox"/> Not at all
If you require electric seasonally, specify which dates:	From: _____ To: _____
<b>Do you require an electrical bollard key</b> (£25 returnable deposit)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Food traders only - <b>Which local authority are you registered with?</b>	

Tariff	Price per pitch	Electric**	When and how to pay	Tick ONE
New Trader (who have never traded here before)	£29.60 for 4 consecutive weeks (trading once per week)	Lighting and tills etc: £12.00 for 4 consecutive weeks Cooking: £24:00 for 4 consecutive weeks	Cash to the Council Representative on the first day of trading or by bank transfer 48 hours before first trading date	
Monthly Payment (Traders who want to trade every week)	£59.20 per calendar month (trading once per week)	Lighting and tills etc: £12.00 p.c.m Cooking: £24.00 p.c.m	Standing order or cash to the Council Representative no later than 1 <sup>st</sup> of the month	
Weekly Payment (want to trade on an ad hoc basis)	£17.50 per trading day	Lighting and tills etc: £3.00 per trading day Cooking: £6.00 per trading day	Cash to the Council Representative on the trading day or by bank transfer 48 hours before first trading date	
Farmers and Craft Market Traders (selling handmade items only)	£17.50 per trading day	Lighting and tills etc: £3.00 per trading day Cooking: £6.00 per trading day	Standing order or bank transfer to the Town Council due at least 5 working days before the date of the market	
Farmers and Craft Market Traders-hiring a stall	Pitch Fee: £17.50 Stall Hire: £9.50 Total: £27.00 (inc. VAT) per trading day	Lighting and tills etc: £3.00 per trading day Cooking: £6.00 per trading day	Standing order or bank transfer to the Town Council due at least 5 working days before the date of the market	





BISHOP'S STORTFORD TOWN COUNCIL

TARIFF DETAILS

\*\*Electricity prices are for one bollard socket only. The price for electricity will double for the use of two sockets.

NEW TRADER TARIFF ONLY – POST TRIAL

After the end of your trial on the new trader tariff, you will need to switch to either the weekly or monthly tariff. For further information about tariffs refer to market rules and regulations.

The trial starts on [ ] and ends on [ ]

After completing my trial, the tariff I would like to be moved to is [ ]

I hereby declare that...

- I agree to pay the fee according to the tariff I have chosen above as issued from time to time by the Council, in the method specified in the tariff or as otherwise agreed in writing with the Council [ ]
I acknowledge and accept the additional terms of the payment tariff I have chosen which can be found in the market rules and regulations [ ]

Table with 2 columns: Date, Trader Signature; Date, Council Representative Signature

How did you hear about Bishop's Stortford Market?

[ ]

DECLARATIONS – ALL TRADERS

Market applications are usually processed within 72 hours (outside of public holidays and weekends). However, if the correct documentation is not supplied, this process may take longer.

Table with 2 columns: I hereby declare..., Please tick. Rows include declarations about public liability certificate, stall photograph, photo identification, right to work, market rules, license application, and payment terms.



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I acknowledge and accept that there is currently no provision for waste disposal at the market. It is the responsibility of each Licensee to ensure that all refuse generated is removed at the end of trading and disposed of legally and appropriately. Proof may be required and certificates and documents maybe subject to audit. Special requests for waste disposal facilities may be requested and will be determined on a case-by-case basis	
I consent to Bishop's Stortford Town Council using my business name, details of my commodities, business website or social media when advertising the market	
<b>DECLARATIONS – FOOD TRADERS, ELECTRICITY AND GAS USERS ONLY</b>	
I have attached my food hygiene safety training certificates (food traders only). <b>Minimum Level 2 dated within the last 5 years</b>	
I have attached evidence of my food hygiene rating (food traders only). <b>Minimum rating accepted is 3.</b>	
I have attached my PAT testing certificate ( <b>dated within the last 12 months or proof of purchase in the last 12 months</b> )	
I have attached my gas safety certificate ( <b>dated within the last 12 months. Or proof of purchase in the last 12 months</b> )	
Please confirm your number of fire extinguishers	

Please note: We will only use your data for the purposes of processing your application and in connection with the License. Your information will not be sold or shared commercially Your information may be shared with other authorities for the purposes of the prevention and detection of fraud, where an appropriate request has been made under the Data Protection Act. During the course of processing or storage, information may reside or pass-through electronic systems outside the EU.



Trader Signature	Date
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**LICENCE TO TRADE  
VALID UNTIL MARCH 2024**

**FOR OFFICE USE ONLY**

**LICENCE TO OPERATE A MARKET STALL**

This agreement is made on \_\_\_\_/\_\_\_\_/\_\_\_\_ between Bishop's Stortford Town Council (referred to as 'The Council' of The Old Monastery, Windhill, Bishop's Stortford, CM23 2ND) and the person specified in the business details/trading details section of this document.

This licence is valid until March 2024 unless terminated earlier in accordance with the below. This agreement supersedes all previous licence agreements between the parties for the operation of market stall(s) on (market and days) \_\_\_\_\_ in Bishop's Stortford.

The Council authorises the Licensee to operate a market stall(s) on up to \_\_\_\_\_ contiguous pitches on (market and days) \_\_\_\_\_ in the area specified by the Council within the area customarily used for a street market in Bishop's Stortford. The Licensee may expose for sale or advertise the goods \_\_\_\_\_

The Licensee **is/is not** licenced to use the supply of electricity from an electricity bollard.

The Licensee agrees to abide by the market Rules and Regulations issued by the Council which may be varied from time to time on giving no less than four weeks' notice.

This Licence will terminate when superseded by a later Licence agreement between the parties. The Licensee may terminate the License in writing (including email) in accordance with the terms specified in the tariff they are trading under. Any outstanding debts which remain to be paid will become payable immediately on termination. Bishop's Stortford Town Council reserves the right to terminate this Licence by giving the Licensee not less than seven calendar days' notice. Refunds of fees paid will only be made as specified in the tariff. The Licence may be terminated or suspended without notice by the Council if the Licensee contravenes any market rule or regulation. A Licensee may appeal against a decision to terminate or suspend their licence to the Chief Executive Officer or such other officer the Council appoints.

Signature on behalf of the Council	Date
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