



BISHOP'S STORTFORD MARKET SHOPPING CHARTER

The Town Council and the market traders are committed to providing a quality market service so that you, the customer, will enjoy the experience of market shopping in our town. It is our hope that you will find all market personnel courteous and helpful and find a wide variety of goods and services on offer.

Bishop's Stortford Town Council will ensure:

- Market rules and regulations are complied with
- The market is safe place to shop

Bishop's Stortford Town Council encourages Traders to:

- Provide a helpful, friendly and courteous service
- Present attractive stalls

The law ensures that:

- Goods sold as new must not be faulty and must work satisfactorily.
- Goods must be as described verbally, on the label, packaging or otherwise.
- Services must be as described and carried out in a proper manner within a reasonable time and as a reasonable price.

If you are not satisfied with the goods or services you have received from any traders whilst shopping at Bishop's Stortford Market:

- First approach the stallholder concerned, along with any receipts, and explain the problem. In most instances the problem will usually be satisfactorily resolved at this stage.
- If you cannot reach an agreement with the stallholder then the Market Officer will act to settle disputes and can be contacted by telephone 01279 715000 or market@bishopsstortfordtc.gov.uk