

# Guidelines for Traders



## Every First Sunday of the Month

Thank you for booking a stall at Feast.

Feast is run by a dedicated, hardworking team of local volunteers who give an enormous amount of time to making Feast an exciting event each month. Feast is a not-for-profit project run for the benefit of the local community.

### Who's who?

There are four directors of Feast: John Price, Michael Johnson, Kirsty Edwards and Carron Brown. The Feast Coordinator is Charlotte Ashworth. This team can be contacted via [hello@westnorwoodfeast.com](mailto:hello@westnorwoodfeast.com).

| HUB             | HUB LEADERS                                 | CONTACT                          |
|-----------------|---|----------------------------------|
| Artisans        | Liz Boyd<br>Jane Plowden                    | artisans@westnorwoodfeast.com    |
| Food Fair       | Alison Gibbs<br>Genny Taylor                | food@westnorwoodfeast.com        |
| Fresh 'n' Green | Julie Brand<br>Lesley Duff<br>Vanessa Papas | freshngreen@westnorwoodfeast.com |
| Retro Village   | Carron Brown                                | retro@westnorwoodfeast.com       |
| Family          | Lorraine Swift                              | family@westnorwoodfeast.com      |

## Bookings

- Hub leaders will seek to avoid too many stalls selling the same or similar products. We have a roster of regular traders, however many of them take a break from time to time, and we also keep spaces available for new traders to come on board.
- To avoid disappointment, we recommend that you book early by completing a booking form at <http://westnorwoodfeast.com/apply-for-a-stall/> and making a payment once accepted by the relevant hub leader.
- We do not take provisional bookings and your booking is secured only when you have sent the completed booking form and payment has been taken.
- Traders do not need to complete the online booking form for repeat bookings but must confirm repeat bookings as soon as possible by contacting the hub leader and confirming that payment can be taken.

## Booking Criteria

- Feast is a curated market, and we try to give as many traders as we can an opportunity to have a stall.
- We are keen to encourage new business start-ups from the local area. Stallholders are chosen on the basis of the quality of their produce, vicinity to the local area and their creativity.
- All suitable traders who register for Feast are kept in consideration for upcoming events, but you will be contacted by a hub leader to invite you for a specific month.
- We cannot necessarily guarantee a repeat booking or block booking of several months, unless it is by special arrangement with that hub leader.

**Artisans' Market:** This part of the Feast is all about local people selling arts, crafts and fashion that they have made. The Artisans' Market allows stallholders to book for only one month at a time to make sure that the mix of goods on sale is ever changing.

**Food Fair:** The aim is for a mix of sweet and savoury food as well as food to eat right away. If we have too many of one type of stall booked – cake stalls for example – further cake stalls will not be booked in, and those places will be kept for different produce.

**Fresh 'n' Green:** Fresh produce and garden items, as well as meat, fish, cheese, bread, olives, charcuterie, fruit and veg, and fresh organic juices. Also stalls selling fresh popcorn, flowers and plants.

**Family:** Based outside the West Norwood Health & Leisure Centre, this hub has a mix of food and craft stalls, with the emphasis on families, healthy living and affordability. Hot food traders at this hub are encouraged to offer at least one dish at £5 or less and where appropriate, child-sized/-priced portions. The area is very child friendly, with a 'picnic & play' area on the grass where Feast sponsors play workers and free children's activities.

**Retro Village:** The focus is on high-quality vintage clothes, antique and retro homewares and furniture, as well as quality second-hand books and records. Workshops in related skills, such as clothes repairs or upholstery, are welcome, as are retro music and dance performances.

### **Insurance**

Stallholders need Public Liability Insurance cover. If you don't have this already, the Combined Market Traders Insurance Association (<http://www.cmtia.co.uk>) provides a suitable policy for £57/yr.

### **Traders' Licence**

You are not required to have a street traders' licence for this market as it is covered by an overall event licence.

### **Fees**

- The cost for a stall is £38 for the Artisans' Market, Family, Fresh 'n' Green, and Retro.
- Stalls at the Food Fair cost £61.
- Shared stalls cost £22. Two stallholders share one stall with one table each. Sharing must be approved with the Hub Leader before booking.

### **Payment**

- Traders pay via our on online payment system, Go Cardless, for which you will be sent a link via Go Cardless by a hub leader.
- (We can accept cheque payments if necessary, but will not accept cash)

- Once you have registered your bank account details with Go Cardless, your hub leader will be able to log in to take the payment.
- It takes five days for the payment to clear into the Feast account; you always receive a notification from Go Cardless when a payment is taken and this is a few days before the funds leave your account. Your hub leader will usually email in advance to give notice of the day when they plan to take payment.
- You can cancel your Go Cardless account at any time, but if you wish to attend Feast again, we will have to ask you to re-authorize your account so another payment can be taken (or if you need to update the account with new bank details). Payments are usually taken on a month by month basis, so you should never have money leave your account unexpectedly.

### **Cancellation**

- Please let the hub leaders know as soon as you are unable to attend a Feast. Our policy is:

| <b>Notice period</b> | <b>Amount of refund</b> |
|----------------------|-------------------------|
| 2 weeks or more      | 50% refund              |
| Between 1 to 2 weeks | 25% refund              |
| Less than 1 week     | 0% refund               |

- If you have expressed interest in more than one hub, please do let the other hub leader(s) know once an actual booking is confirmed. If you cancel a booking in one hub to attend another, please let both the hub leaders know where you will be. This is to avoid double-bookings and empty stalls, and prevent you being charged twice for the same Feast.

### **Cancellation of Feast**

Feast reserves the right to cancel or downsize the market either before or during the event. This will only ever be in extreme circumstances, such as a severe weather forecast, and we will give traders who are preparing food many more hours warning if at all possible. As a trader, you will not be charged if you cannot attend Feast under these

circumstances. Your payment will either be reimbursed or carried forward to your next booking.

## **Food Traders**

- All new food businesses in the UK must register with their local authority at least **28 days** before they intend to start trading. Lambeth-based businesses may register via their website:

<https://www.lambeth.gov.uk/business-services-rates-and-licensing/food-safety/food-market-traders-guide>

- All food traders must have a **current food hygiene certificate, a recent risk assessment (HACCP) relating to food safety practice.**
- All food market traders are required to complete and return the **Food Market Traders Questionnaire** (request this from the hub leader) before they start trading at a market in Lambeth. The questionnaire must be completed by all types of food market traders, including retailers of produce such as fruit and vegetables, drinks, cheeses etc. Please complete all parts of this questionnaire with as much detail as possible – failure to return a completed questionnaire could result in the delay or disqualification from trading at a Lambeth market. The completed form should be returned to Lambeth at least **4 weeks (28 days) before the date you wish to start trading.**
- Food traders are asked to pay particular attention to the regulations concerning display of food to prevent contamination, good hand hygiene, temperature control, traceability and food safety management. Further detailed guidance can be found here <https://www.food.gov.uk/business-industry>
- Food traders need to be mindful of good practice set down by the Food Safety Act 1990, which makes it an offence for anyone to sell or process food for sale that is harmful to health. It also places an obligation on businesses to ensure that their activities are carried out in a hygienic way. <http://www.legislation.gov.uk/ukpga/1990/16/contents>
- Further detailed information can be found at the Food Standards Agency regulations web page: <http://www.food.gov.uk/enforcement/regulation/#.UYquEjJwZol>

- From time to time, the West Norwood Feast is inspected by Lambeth food inspectors. If standards fall below an acceptable level, Lambeth can stop you trading and take legal action where necessary.

- The Lambeth Food Team can assist you in providing guidance and advice. They also have a range of leaflets, policies and information on food safety courses. Please contact:

Tel: 020 7926 6110

Email: [foodhealthandsafety@lambeth.gov.uk](mailto:foodhealthandsafety@lambeth.gov.uk)

### **Set Up and Take Down**

West Norwood Feast opens at 10am and finishes trading at 4pm.

| <b>Hub</b>      | <b>Stall set up from time</b>   |
|-----------------|---|
| Artisans        | 8.30am  |
| Food Fair       | 8am (NB: All cars must be removed from outside the church by 9.30 at the latest – DO NOT BE LATE) |
| Fresh 'n' Green | 8.30am  |
| Family          | 8.30am  |
| Retro Village   | 8.30am  |

- Please make sure you are on site by 9am at the latest and ready to start trading at 10am. Please do not be late.

- In the event that traders sell out of their produce, Feast asks that you do not vacate or clear away your stall until trading ends at 4pm. It is worth having a back-up plan in case you do sell out – something to do on your stall to keep it looking busy, such as information about your business, products or even free samples.

## **Rubbish and recycling**

- Feast asks that all traders respect the site by taking all rubbish away with them. All our sites have been kindly loaned to us and we ask all traders please do not create litter, mess or any damage. Waste disposal sacks are available from hub leaders. If you cause any damage or see any damage being caused, please inform the hub leader.
- Please use recycled and recyclable packaging if possible.

## **Unloading**

- Traders can unload on site but may be asked to move vehicles parked off site to nearby street parking locations. No vehicles will be allowed on site after 9.30am.

## **Parking**

- Details of the nearest street parking bay can be provided – please ask your hub team member when you arrive at the set-up period. Parking is free on Sundays.

## **Stalls**

- Upon booking a stall at Feast you agree to use one of our Feast-branded stalls. In certain circumstances, you may wish to use your own stalls, please discuss this with the hub leader at the time of booking, as there may be space restrictions. (Feast does not provide a discount in the event you bring your own stall.) Feast will provide you with a stall and a table. Feast does not provide chairs or extra tables. Please bring your own chair if you would like to sit during the day.  
St Luke's Church does not provide extra tables.
- Each stall is 3m x 2m
- A stall comes with a 2m x 0.6m table, unless you are sharing a stall. Shared stalls have two 1.5m-long tables.
- You can bring a smaller table and display stands. Please do bring a cloth to cover the table.

## **Cooking equipment and generators**

Traders at Food Fair are permitted to use gas burners and barbecues. However, these must be officially safety checked before use and cordoned off from the public. If you ordinarily use a generator, please discuss with the hub leader at the time of booking. Feast asks that you

do not bring your own generator unless authorised specifically by your hub leader, so we can avoid unnecessarily noisy or polluting generators.

### **Fire safety**

In the event you are using any flammable substances (such as gas, coal or oil), you must have the correct fire safety equipment with you at all times – either a small fire extinguisher, fire blanket or bucket of sand.

### **Packaging**

Please keep packaging to a minimum and use recyclable packaging to serve products.

### **Electricity**

At present, Feast is unable to provide a power supply at Retro Village and Fresh 'n' Green, and has limited electrical supply at Artisans'. We also have very limited access to electric power at the Food Fair & Family Hubs, so traders requiring electricity will be considered on a case by case basis.

### **Water**

Bring your own supply of water. Water is available in emergencies from within the churchyard at St Luke's and from within the leisure centre at the Family Hub.

### **Toilets**

Feast have been kindly allowed the use of toilets for Food traders by St Luke's Church (after 12.30pm), for Retro at the Portico Gallery (if open) or Garden Gastro, for Family at the leisure centre and for Fresh 'n' Green at Knowles pub along Norwood Road. Feast asks all traders to be mindful of this and to help keep the toilets clean and tidy.

### **Feast HQ**

In the unlikely event that you cannot find your hub team member or any other Feast staff member; you'll find the on-day event management team at HQ, St Luke's Memorial Garden from 10am to 4pm.

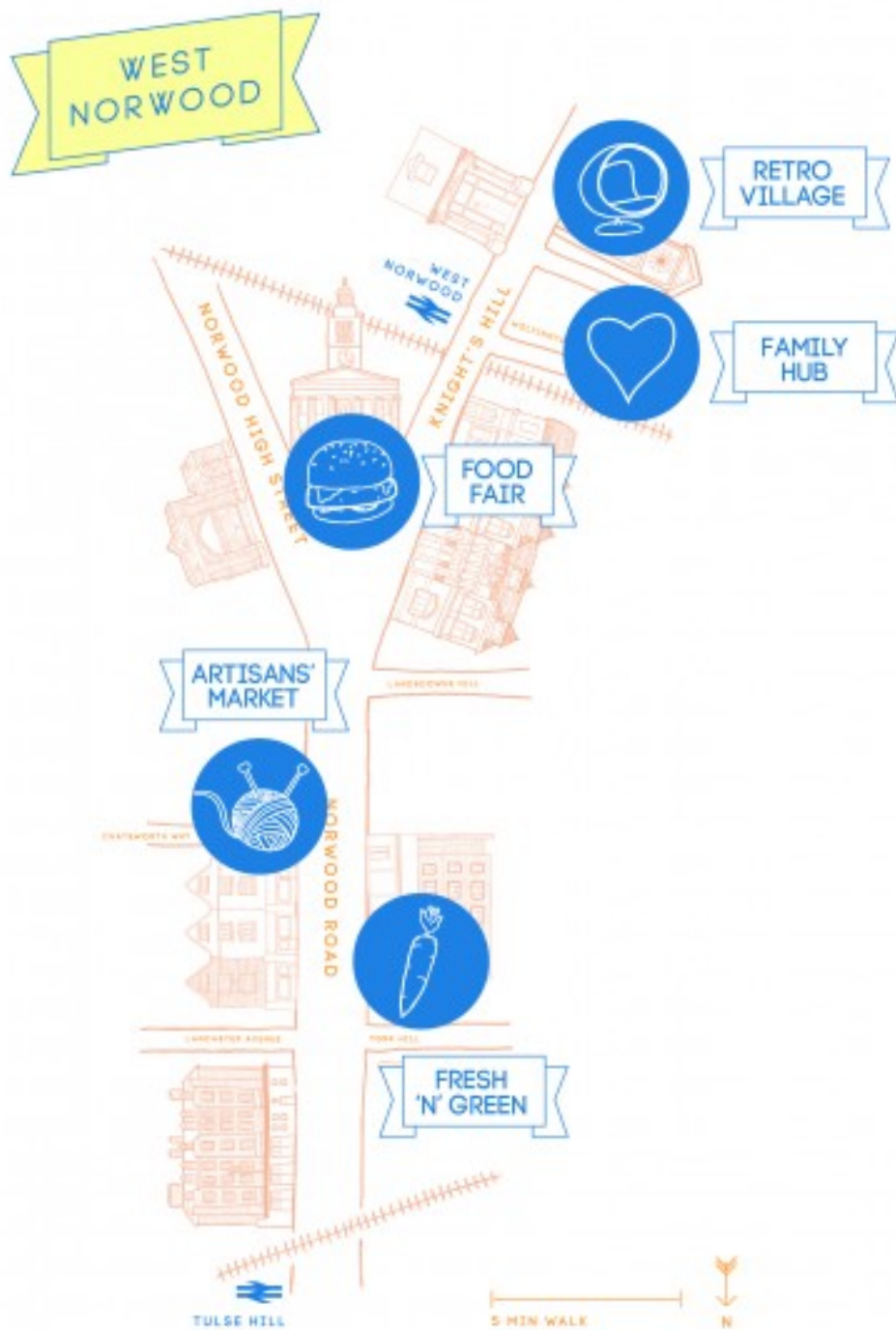


**Promotion**

Please send any promotional material, such as photos and descriptions of your goods, your website and any social media links (twitter handle, facebook page, instagram, blog, etc) in the weeks before the Feast and we will aim to add you to the promotions we do for the day. Send the material by email to your hub leader contact.

**Locations**

All sites are on or just off Norwood Road, SE27 – *see next page for map*



## Complaints

Any complaints to be directed to the Hub Leader at Feast on the day. Thereafter, direct any complaints to the Feast Coordinator, c/o The

Portico Gallery, 23a Knights Hill, London SE27 or to email address [hello@westnorwoodfeast.com](mailto:hello@westnorwoodfeast.com). Feast will respond to any written complaints within seven calendar days.