



Guidelines for Traders - please read carefully

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 runs Feast

There are three directors of Feast: Genny Taylor, Lesley Duff and Glen Falconer. This team can be contacted via hello@westnorwoodfeast.com.

HUB	HUB LEADERS CONTACT
Artisans	Liz Boyd artisans@westnorwoodfeast.com
Food Fair	Lorraine Swift Genny Taylor food@westnorwoodfeast.com
Fresh 'n' Green	Lesley Duff Kathy Karavas Julie Brand freshngreen@westnorwoodfeast.com
Village Green	This hub is now the 'Artisans' Market', location Devane Way
HQ	Genny Taylor hello@westnorwoodfeast.com

Bookings

Hub leaders will curate the stalls to avoid doubling up on same or similar products. 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.

For repeat bookings Traders do not need to complete the online form but contact the Hub Leader and confirm 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 and creativity of their produce and vicinity to the local area.

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.

Artisans' Market: Is situated outside the West Norwood leisure centre and is all about local people selling handmade arts, crafts and fashion.

Food Fair: Is in St Luke's garden and has a wide variety of hot and cold street food to take away. You will also find the Feast HQ gazebo where you can get your questions answered.

Fresh 'n' Green: Is situated outside the Library and Picturehouse. And has fresh produce such as meat, fish, cheese, bread, olives, charcuterie, fruit and veg, and fresh organic juices. Also stalls selling flowers, plants and recyclables.

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.

Traders' Licence

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

Payment

Traders pay via our online payment system, Go Cardless, for which you will be sent a link via Go Cardless by a Hub Leader.

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-authorise 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 money should never leave your account unexpectedly.

Stall Cancellation

• Please let the hub leaders know as soon as you are unable to attend a Feast. As a non profit organisation we cannot afford to lose stall fees. Our cancellation policy is:

Notice period	Amount of refund
Between 1 to 2 weeks	25% refund

Less than 1 week 0% refund

Feast Cancellation

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 as many hours warning as 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.

Set Up and Take Down

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

Hub	Stall set up from time - please do not arrive before this time.
Artisans	10.00am
Food Fair	7.30am (All cars must be removed from outside the church by 9.15 at the latest)
Fresh 'n' Green	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.**
- **Please do not vacate or clear away your stall until trading ends at 4pm.**

Feast kit care

Please do not use tape on the struts of your gazebo and remove all string etc at the end of the day as these interfere with the closing mechanism. Should you wish, you can take backs and sides down and give them to a Feast volunteer. Do not put them on the ground. Do not overload the tables or put hot pots on them.

Rubbish and recycling

- **All traders must 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. If you cause any damage or see any damage being caused, please inform the hub leader. **Anyone leaving rubbish or litter may not be offered a stall in the future.**
- Feast is trying hard to be more eco-friendly. Please use recycled and recyclable packaging as much as 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 9.15 am.**

Parking

- Details of the nearest street parking bays can be provided – please ask your Hub Leader when you arrive. Parking is free locally on Sundays.

Stalls

- By 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 if you book one, a table. Feast does not provide chairs or extra tables. Please bring your own chair if you would like to sit during the day.
- 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 bring a cloth to cover the table.
- You will need to bring a mat for Food Fair if the weather has been wet. Or if advised.

Food Traders Only - please read carefully

- 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

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.

Water

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

Toilets

At present, the only toilets available are at the West Norwood Library and Picturehouse and West Norwood Leisure Centre, at Village Green.

Feast HQ

In the unlikely event that you cannot find the Hub Leader 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.

Comments and suggestions

Any comments to be directed to the Hub Leader at Feast on the day. Thereafter, direct any

complaints to the Feast Coordinator - hello@westnorwoodfeast.com. Feast will respond to any written complaints within seven calendar days.