



Guidelines for Traders - Please Read Carefully

Thank you for booking a stall at West Norwood FEAST

FEAST is a volunteer-led market that takes place on the first Sunday of the month, from April through to December. Since 2011, it has brought fun and joy to the local community, with fresh produce, street food, independent designer-makers, live entertainment and family-friendly activities. None of this would be possible without the incredible community of volunteers and dedicated traders like you.

FEAST is run by a team of committed local volunteers who give their time and energy to make each event a success. It is a not-for-profit project, organised for the benefit of the community.

The market is spread across three hubs:

- **Fresh 'n' Green** – outside West Norwood Picturehouse
- **Food Fair** – in St Luke's Church Gardens
- **Artisan's Market** – along Devane Way by West Norwood Leisure Centre

We're truly grateful to all the traders who take part and help make FEAST such a unique and valued event.

Who runs FEAST

West Norwood FEAST is currently managed by three directors: Genny Lucas, Fiona Hamilton and Lisa Marvin. The team can be contacted at hello@westnorwoodfeast.com.

HUB	HUB LEADERS CONTACT
Artisans	Liz Boyd artisans@westnorwoodfeast.com
Food Fair	Wendy Yates Sheetal Kumar food@westnorwoodfeast.com Genny Lucas

Fresh 'n' Green	Lesley Duff freshngreen@westnorwoodfeast.com Kathy Karavas Julie Brand
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Booking

Hub leaders coordinate stalls to avoid duplication of similar products. Book early at:
<http://westnorwoodFEAST.com/apply-for-a-stall/>

Bookings are confirmed only when:

- The form is completed.
- For Fresh 'n' Green and Food Hub food traders, the Lambeth Food Safety form is completed and Lambeth approval has been received (See pages 4 & 5 below)
- The hub leader confirms acceptance

Returning traders may contact their Hub Leader directly to confirm and arrange payment.

Booking Criteria

FEAST is a curated market that prioritises:

- Local traders
- High-quality, creative goods
- New start-ups in the community

Artisans' Market: Is situated on Devane Way, outside West Norwood Leisure Centre. This Hub is all about local people selling handmade arts, crafts and fashion.

Food Fair: Is in the garden of St Luke's Church and has a wide variety of hot and cold street food to take away.

Fresh 'n' Green: Is situated outside West Norwood Library and Picturehouse. It has fresh produce such as meat, fish, cheese, bread, olives, charcuterie, fruit and veg and preserves. 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.

Stall Fees

- Food Fair: £75 (hot food stall), £72 (cakes)
- Fresh 'n' Green: £50
- Artisans: £50 (non-food); £53 (food or drink)
- Stall sharing: £28 per trader (this option may not always be available)
- Tables are charged at £5 extra.

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.

Once you have registered your bank account details with Go Cardless, your hub leader will be able to take the stall charge. No charge is taken until a trader has confirmed their attendance at any given FEAST.

You will receive a notification from Go Cardless when a payment is taken and this is a few days before the funds leave your account.

Please ensure there are sufficient funds in the account linked to GoCardless, FEAST pays a penalty charge to GoCardless if a payment fails. Traders who repeatedly fail to make payments may not be invited to trade at FEAST.

Cancellations

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

- Between 1 to 2 weeks: 25% refund
- Less than 1 week: No refund

FEAST may cancel due to extreme conditions, e.g. wind gusts of more than 35mph, as forecast by the Met Office. Notice of cancellation will be provided as soon as possible but no later than 12pm on the Friday before FEAST. Traders are advised to also monitor the Met Office forecast. In the event of cancellation due to the Met Office weather forecast stall fees are either refunded or rolled over.

Set Up and Take Down

FEAST opens to customers at 10am and finishes trading at 4pm. Traders should stay until the end of the event (4pm) and must stop trading promptly. Hub leaders will advise traders about set up times and arrangements.

FEAST Kit Care

- Do not use tape or leave strings on gazebo frames.
- Do not place hot items directly on tables or overload them.

- Backdrops/sides must be handed to FEAST volunteers, please do not leave them on the ground.

Rubbish and Recycling

- Take all rubbish with you.
- Use recyclable packaging where possible.
- Traders leaving rubbish may not be invited back.

Unloading and Parking:

Your hub leader will advise you about parking availability.

Stalls and Equipment

- By booking, you agree to use the allocated space and FEAST stall (unless using own approved stall).
- Gazebo size is 3m x 2m, table size (if booked) is 6ft x 2ft
- Bring your own mat, chair(s) and tablecloth.
- Trader possessions, equipment and goods are their own responsibility. FEAST is not liable for any loss or damage.

Respect and Conduct

All traders are expected to treat fellow traders, volunteers, organisers, and visitors with respect. We do not tolerate discrimination, abuse, or disrespectful behaviour towards anyone on the basis of age, disability, gender, race, religion or belief, sex, sexual orientation, gender identity, pregnancy or maternity, or any other protected characteristic under the Equality Act 2010.

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

If registered outside of Lambeth, you will need to have a kitchen inspection in your local authority before Lambeth will process your application. Ensure that you are active at chasing your application to trade and your kitchen inspection. If anything changes during the process.

All food traders must have a current food hygiene certificate, which must remain current for the entire FEAST season (April to December) and a recent risk assessment (HACCP) relating to food safety practice.

All food traders are required to complete and return the Lambeth Food Traders Questionnaire (and receive Lambeth Food Team approval before they will be accepted as a Feast trader).

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 your hub leader at least 6 weeks (28 days) before the date you wish to start trading.

Food traders are also 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 webpage: <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.

Your Hub Leader or The Lambeth Food Team can assist you in providing guidance and advice. Lambeth Food Team 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. Note that petrol/diesel generators are not permitted. 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 always have the correct fire safety equipment with you – 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.

Toilets, Water and FEAST HQ

Water is available in emergencies at St Luke's.

Toilets are in the Library and Picturehouse and West Norwood Leisure Centre

FEAST on-the-day contact: Please contact a Hub Leader or volunteer at the relevant Hub gazebo, 10am–4pm

Promotion

Send photos, descriptions and social media links to your Hub Leader ahead of the event for marketing.

Comments and Suggestions

Speak to your Hub Leader on the day or email: hello@westnorwoodfeast.com

Complaints will be acknowledged within seven days.

Locations

All sites are on or just off Norwood Road, SE27. See the map below.



If you have any questions, please contact the FEAST Coordinator at hello@westnorwoodfeast.com

By agreeing to trade at FEAST, you agree to all terms and expectations outlined above.