



Market Traders

Information Pack



Armagh City
Banbridge
& Craigavon
Borough Council



Introduction

Thank you for your interest in Armagh City Banbridge & Craigavon Borough Council Markets.

The Council currently manage and run 2 Markets; The Shambles Variety Market and Market Square in Armagh City and Lurgan Market on the Town Plaza.

Council markets bring many economic and social benefits to the local communities. They provide bargains for shoppers, lively attractions for families and visitors, and an environment for legitimate, local businesses to trade successfully.

Markets are a vital and vibrant part of our City and town's shopping experience.

Council and Trading Standards have voluntarily signed up to the 'Real Deal Charter' demonstrating a commitment to work together to prevent counterfeits and other illicit being sold at our Markets.

Council work hard to maintain markets in various localities making them safe and fair environments in which to trade and to shop.

Council Markets offer and provide a variety of quality goods to the public, with a view to enhancing customers shopping experience, encouraging return visits.

There is also an Indoor Market in Portadown at the Millennium Court in William Street and it is open on a Friday and Saturday from 7:00am to 4.00pm.

Types of Trading

Energetic Traders are essential to the success of any market, setting up to sell and display goods, selling items at the right price, talking to customers and networking with traders regardless of the weather.

Every trader **must** complete an application form and provide valid insurance and identification prior to trading. Traders cannot turn up on the day to trade without having paid for or completed and submitted relevant documentation.

Council welcome 2 types of Traders:

- 1) **Permanent Trader** – who pays in advance, trades on a weekly basis, receives *credit when on holiday / sick and can benefit from any Seasonal or Special Offers
- 2) **Casual Trader** – can book weekly, pay as you go, not guaranteed a stall every week and can not avail of Special Offers.

Council Offer various types of Trading:

- 1) **Event** – invited or apply to trade at Council run events.
- 2) **Indoor** – within a building
- 3) **Outdoor** – Vehicle / Parking Bay; Marquee or Covered Area Outside

Goods for Sale

Council expects their traders to showcase their goods professionally, offering VFM in a warm and friendly environment.

Traders are responsible for providing a detailed description of goods to be sold when completing their application.

The market team will advise at the application stage if your goods to be sold are appropriate and in line with Market procedures. If certain goods are oversubscribed at the Market of your choice your trader details will be added to the waiting list and you will be contacted when a trading opportunity arises.



Market Days & Times

Market	Day	Time
Armagh		
The Shambles Variety Market	Tuesday & Friday	08:00 – 16:00
Market Square	Tuesday / Friday / Saturday	08:00 – 16:00
Lurgan Plaza		
Lurgan Market	Thursday	08:30 – 16:00

2017 – Trading Days

The Shambles Variety Market



Lurgan Market Trading Days – Thursdays

Month / Yr	No of Weeks	Dates	Comments
2017			
January	4	05 / 12 / 19 / 26	
February	4	02 / 09 / 16 / 23	
March	5	02 / 09 / 16 / 23 / 30	
April	4	06 / 13 / 20 / 27	
May	4	04 / 11 / 18 / 25	
June	4	01 / 08 / 15 / 22	
July	5	06 / 13 / 20 / 27	
August	5	03 / 10 / 17 / 24 / 31	
September	4	07 / 14 / 21 / 28	
October	4	05 / 12 / 19 / 26	
November	5	02 / 09 / 16 / 23 / 30	
December	4	07 / 14 / 21 / 28	
Total Nos Days	52 days		

Types of Trading & Cost (Trading Fees)

Daily Trading Fee	
Type of Trading	Cost (£) Inc Electricity
Indoor / Stall	20.00
Vehicle / Outdoor	17.00

These prices apply to traders who wish to Pay on the Day / Casual Traders.

Note:

Lurgan Market – Council set up and dismantle Marquees as well as provide 2 tables and associated table cloth per Trader and electric hook up on request.

The Shambles Variety Market & Market Square – Traders are only provided with one table (if required) otherwise they have to use their own tables and set up and dismantle stalls themselves. The Shambles Variety Market is operational on Good Friday.

Vehicle Trading – Council determines the location of vehicle trading at each location.

Please note the Council reserves the right at all times to change the lay-out of the Market either in whole or in part and the right to alter the location of the trader in such a manner without incurring any liability whatsoever for compensation or otherwise to the trader.

New Traders – to assist new traders in becoming established at either Market locations, permanent weekly traders who sign up to trade with us consecutively for four days (e.g. every Thursday at Lurgan Market) can receive the next consecutive four Thursdays free. This scheme does not run through November, December & January.

Special Offers – Trading Fees

Offer	Type	Stall	Vehicle
New Trader	Pay for 1 Month get 1 Month Free Saving – Stall £80 Vehicle £68	£80	£68
Weekly	*3 days a week at any location	£40	£34
Permanent Trader	Pay for 3 Months and get 1 Month Fee Saving – Stall £80 Vehicle £68	£240	£204
Annual	Pay for 9 Months get 3 Months Free Saving – Stall £240 Vehicle £204	£720	£612

Key * Only Applicable to 3 consecutive days in one week eg. 2 days in Armagh & 1 in Lurgan

All the above Trading Fees are subject to review

Insurance:

All traders are required to have Public Liability Insurance cover for a minimum of £5,000,000.00 cover (Employers Liability will not be accepted).

There are a number of independent companies who provide insurance cover or it can be purchased through the National Market Traders Federation, W: www.nmtf.co.uk or T: 01226 749021

Application Process:

To be eligible to trade you must submit a complete application. All sections of the application form must be completed, being specific about the items intended for sale. Council considers all applications and has the final decision on whether to accept or decline a trader's application.

By signing the application form you are agreeing to abide by the Market Bye-Laws and Market Rules & Conditions, in order to trade at Council run Markets.

To be deemed complete an application must contain:

- A completed and signed application form (all sections must be completed)
- 2 Colour Passport Photographs of each person selling goods
- A photo(s) of the items intended for sale & type of display
- Produce original valid public liability OR Market Traders Association Membership Card (which will be copied and returned upon acceptance)
 - NB: Public Liability must be a minimum of £5,000,000.00 cover. Employers Liability will not be accepted)
 - NB: in addition to the above if you are not a member of the NMTF your insurance broker will have to complete a separate Insurance Questionnaire.
- Insurance Questionnaire (only if trader is not a member of the NMTF)
- Food Hygiene Certificate (if applicable)
- A signed copy of the market trading rules and conditions
- All Electrical Appliances show proof of valid PAT testing
- A copy of any other certificates deemed applicable by Armagh City, Banbridge & Craigavon Borough Council

NB: If selling electrical or handmade items such as furniture etc. please consult the Councils Environmental Health Department for guidance on all regulations

Incomplete applications will be held for a period of seven days from the date of receipt, after which time if all information has not been provided the application will be returned. This will not affect the applicant's right to reapply.

Depending on your Market Location - completed applications should be returned to:

	The Shambles Variety Market	Lurgan Market
Contact:	Joleen McColgan	Kirsty Pinkerton
Address:	Regeneration & Development Dept	Environmental Services Dept
	Armagh City, Banbridge & Craigavon Borough Council	Armagh City, Banbridge & Craigavon Borough Council
	The Palace Demesne	Craigavon Civic & Conference Centre
	Armagh	Craigavon
	BT60 4EL	BT64 1 AL
Telephone:	T: 028 3752 9600 OR M: 0791 787 4286	T: 028 38312 400 OR M: 07767 271 663
Email:	Joleen.McColgan@armaghbanbridgecraigavon.gov.uk	Kirsty.pinkerton@armaghbanbridgecraigavon.gov.uk

If your application is successful you will be contacted to discuss a commencement date for Trading.

Contact Details for Portadown Market:

	Portadown Market
Contact:	Mark Clendinning
Address:	Market Officer
	Portadown 2000 - Millennium Court Arts Centre
	2 William Street
	Portadown
	BT62 3 NX
Telephone:	T: 028 3839 4415
Email:	Mark.clendinning@mortgagelQ.co.uk

Please note if you Apply to Trade at one of the above Markets and your application is successful – there is no need for new traders to complete separate applications to join an additional market.

Your details are held on a database and shared across the 3 locations. Traders just need to advise of Markets they wish to trade at when applying and costs will be calculated accordingly.

Market - Rules & Conditions

Lurgan Market, The Shambles Variety Market & Portadown Indoor Market

In these rules and conditions:-

- 'the Council' means Armagh City, Banbridge & Craigavon Borough Council
- 'the Markets Officer' means person appointed by the Council, and includes any authorised representatives.
- 'the Market' means the Shambles Variety Market & the market area at Market Square in Armagh & Lurgan Market and the Plaza in both Lurgan and Portadown.
- 'the trader' means the applicant/licensed trader and any staff member representing the applicant

Council Role and Responsibility

Armagh City, Banbridge & Craigavon Borough Council will work in partnership with all stakeholders to ensure they provide a market which is convenient, attractive and vibrant in which to shop and trade.

The Council will take all reasonable steps to ensure adequate safe trading facilities are provided. In their dealings with all traders, members of the public and staff, the Council will act fairly, respectfully and consistently irrespective of a person's gender, marital status, race, age, disability, sexuality or faith/belief.

Daily Operations:

1. All traders must comply with all reasonable directions of the Markets Officer for the management control and conduct of the market and will abide by all Byelaws and Market Rules and Conditions.
2. All traders will be aware of and will comply with all current and future legislative notices, Byelaws of Government and Local Authorities and Agents or other bodies having statutory powers and shall comply with all restrictions and conditions lawfully imposed by any public authority having statutory powers. All traders may be barred from trading at Council Events & Markets within the Borough if found guilty of any related offence in a court of law.

3. Traders must supply all documentation applicable to trading in the market and provide updates when requested and within the required time frame. Failure to do so will result in traders being suspended from the market until all information is received.
4. ANY material change(s) to the information provided by a trader on his application form must be notified to the Markets Officer or the Council within 7 days. These changes include the addition of goods for sale. If a trader wishes to add to their trading category prior permission from the Markets Officer is required.
5. All traders must be in attendance ½ hr before trading commences. Any trader wishing to leave before the close of the market must have prior consent of the Markets Officer.
6. If any market trader is not in attendance by 8am, that trader can be deemed to be absent for that day and the Markets Officer reserves the right to reallocate the pitch on that day.
7. A trader making use of the market will be assigned a pitch by the Markets Officer. If a trader wishes to move to another pitch for any reason he/she must ask for and receive permission to do so from the Markets Officer on that day. Failure to do so shall be considered to be in breach of the market rules and may result in suspension from the market. Vehicle Trading is only permitted in designated areas authorised by Council.
8. Under no circumstances shall a stall be sublet.
9. All permanent traders must trade on the designated days as stipulated on their permit. Notification of absence must be given to the Markets Officer either in writing, in person or by phone to explain their absence during office hours. In the case of any planned absence the Markets Officer should be informed in advance. Attendance will be reviewed regularly, in the event of failure to comply with the rules and conditions, the Council reserves the right to reallocate the pitch and amend trading permits.
 - a. Any trader who is absent from the market on medical grounds may be required to produce a medical certificate, self-certification will not be accepted. The Council reserves the right to review the situation on a regular basis and in the event of a long term absence, i.e. in excess of 12 weeks; its discretion may be exercised to reallocate the pitch.
10. All traders shall treat members of the public, other traders and representatives of the Council with tact and courtesy at all times. Any use of foul, discriminatory, threatening or abusive language or behaviour or any act which may cause harm or offence is forbidden. This shall be seen as a gross breach of the rules and conditions and will result in traders being immediately barred from trading at all Market locations.

11. In the interest of equality and fairness no trader will be permitted to fly or sell flags or display emblems which may be deemed inappropriate or offensive to members of the public.
12. Any trader wishing to trade in the market must provide satisfactory evidence that they have adequate insurance cover for the purposes of public liability and consumer liability for the minimum indemnity of £5,000,000. No person will be allowed to trade in the market without such insurance cover.
13. All traders may pay in either CASH / CHQ / BACS the agreed amount due under the Trading Fees. Full payment is due regardless of the duration of trading on any one day.

If paying by CHQ please make it payable to Armagh Banbridge and Craigavon Council.

Refusal by any trader for any reason to pay the toll shall be considered to be in breach of the market rules and will result in immediate suspension from the market and commencement of the disciplinary procedure.
14. Any trader using market equipment will do so in a safe and responsible manner. Traders will be shown how to use equipment appropriately; any damage caused thereafter as a result of mishandling will result in a fine being issued to the trader.
15. All traders shall carry on their business with proper regard to the health and safety of the public, other traders, themselves and any other persons. Traders will bring any noticed potential hazards, potential and necessary remedial works to market property and equipment to the attention of the Market Officer immediately.
16. No trader is permitted to may leave their goods or stall erected within the market, all items must be removed on each day of trading. The Markets Officer and the Council reserve the right to reassess this at any time.
17. The design and construction of stalls must be to the satisfaction of the Markets Officer. The Markets Officer reserves the right to ask any traders to adjust their stall if necessary. No trader shall allow the display of his/her wares to extend beyond the boundary of the pitch provided so as to create an obstruction and no part of the stall or goods displayed shall be higher than 3 metres above ground.
18. All traders shall take necessary steps to ensure that pitches are kept clean and tidy throughout the day so that litter in the market is kept to an absolute minimum. Traders must dispose of all waste on a daily basis using the appropriate receptacles provided. Only waste accumulated during the course of the trading day within Armagh City Centre markets is permitted to be disposed of. Any trader who fails to do this may be fined under

the **Litter (Northern Ireland) Order 1994** as amended under the **Clean Neighbourhood and Environment Act 2011**.

19. All forms of auxiliary lighting or heating require the prior permission of the Markets Officer for their use. All traders must ensure all electrical and gas appliances used during trading in the market have been fully checked and passed:
 - i. Electrical PAT tested, carried out by qualified electrician(s) and certificate supplied,
 - ii. Gas appliances(s) checked and passed by qualified CORGI engineer(s) and certificate supplied.
 - iii. Fire fighting equipment will be required to be positioned adjacent to the said heating or lighting source. Certain trades, by their nature, will also be required to provide adequate fire fighting equipment.
20. Limited free car parking facilities are available for traders on market days. If these facilities are full, or the Markets Officer has reserved spaces, traders will be expected to make their own arrangements for parking vehicles outside the trading area.
21. Traders will comply with all traffic management procedures implemented. Where appropriate all traders should cooperate with assisting customers with their shopping needs, in particular less abled customers.
22. The Council reserves the right at all times to change, if and when necessary and without prior notice, the trading layout of the market either in whole or in part and the right to alter the position of the pitches in such a manner as it shall think fit without incurring liability whatsoever for compensation or otherwise to the trader. Where possible prior notification will be provided by Council.
23. Traders are not permitted to display and affix any goods, advertising posters or banners or any other items to the market structure which includes railings, walls etc., without prior consent from the Markets Officer.
24. The market and its traders are subject to the **Clean Neighbourhood and Environment Act 2011**; as such no trader shall affix any goods, advertising posters or banners or any other items to the outer market structure which includes railings, walls etc. including the area surrounding the market. If found in the act of flyposting by an authorised Council Officer; the individual/business can be penalised and prosecuted.
25. No trader is permitted to bring any animal or livestock into the market except in connection with an approved business, and with permission from the Markets Officer.
26. No trader shall for any reason set up a pitch outside the market area e.g. in the car park.

The Council will implement all legislation, Byelaws and Market Rules & Conditions fairly, consistently and equitable and where necessary implement appropriate disciplinary action. Contact with the Markets Officer may be made at the Shamble Market on Tuesday and Friday at the office number 028 3752 8192 or other days through the main Council Offices on 028 3752 9600.

Consultation

The Markets Officer and the Council will formally consult with traders on an annual basis enabling traders to express their views and opinions, which will be treated confidentially. All traders will be treated as individuals, no one trader or group of trader's views and opinions will be seen as representative of the whole market.

Traders are expected to:

1. Take an active part in all consultation, attend meetings when requested and respond to trader questionnaires fully and within the requested time period.

Disputes

Armagh City, Banbridge & Craigavon Borough Council takes all breaches of the Market Bye-Laws and Rules & Conditions seriously and operates a phased disciplinary procedure to deal with these. The Council expects:

1. Traders will show a willingness to resolve any dispute involving members of the public, other traders and representatives of the Council, quickly and amicably.

Phased disciplinary process:

Phase 1: For the first offence, the Market Officer shall issue a verbal warning.

Phase 2: For the second offence, a first written will be issued.

Phase 3: For a third offence a second and final written warning will be issued.

Phase 4: If another offence is committed the Market Officer is given executive power to suspend the Trader for a period deemed appropriate.

- If in the Markets Officers opinion the traders breach of conditions are likely to cause difficulties for the markets operation or lead to dispute then the Market Manager may suspend immediately.

- If in the Markets Officers opinion the trader's offence is deemed to be a gross breach of conditions, then the Market Officer is given executive power to permanently bar the trader from all Armagh City Centre Markets.

Appeal:

All traders have a right to appeal. The appeal must be given in writing within fourteen days of the date of the warning and be sent to the Urban Regenerations Manager, Armagh City, Banbridge & Craigavon Borough Council, The Palace Demense, Armagh, BT60 4EL. The decision of the Urban Regenerations Manager & Director of Regeneration & Development will be final. The trader shall have the right to be accompanied at any subsequent appeal meeting by a representative of their choice.

Grievance Procedure

Traders have a right to raise a grievance if they feel members of Council staff are at fault. All genuine grievance complaints will be dealt with impartially.

Step 1: The trader should make a written notification of the grievance to the Markets Manager.

Step 2: The Markets Manager will investigate the grievance and notify the trader of the outcome and any action taken.

Step 3: If the trader is not satisfied with the outcome they can appeal in writing within seven days of the date of the Market Managers report. A written response will be given to the trader.

Step 4: If the trader is still not satisfied with the response given they can refer the matter to Customer Care (Markets), Armagh City, Banbridge & Craigavon Borough Council, who will make a written response.

Step 5: In the event of an unsatisfactory response the Trader can appeal through the Councils Corporate Complaints Procedure. The outcome of this investigation will be final.

For details of the Councils Corporate Complaints Procedure please contact Armagh City, Banbridge & Craigavon Borough Council on 0300 0300 900 (calls charged at a local rate) **OR** Email: info@armaghbanbridgecraigavon.gov.uk



**Armagh City
Banbridge
& Craigavon**
Borough Council

Trader Declaration

I _____
(Trader Name)

trading as _____
(Type of Trader e.g. Stall (Indoor / Outdoor) OR Vehicle)

at The Shambles and / or Lurgan Market
(Type of Trader e.g. Stall (Indoor / Outdoor) OR Vehicle)

hereby agree to and accept the aforementioned market rules and conditions of entry to trade with Armagh City, Banbridge & Craigavon Borough Council.

I understand that failure to comply with any of the rules and conditions may result in disciplinary action and the possible cancellation / withdrawal of my trading licence by Armagh City, Banbridge & Craigavon Borough Council.

NB: The Council reserves the right to substitute, waiver or change without prior notice or consultation; any details of the market or procedures and traders will be informed in writing of said changes.