



**Mansfield District Council**

# **Market Trader's handbook**

All you need to know about Mansfield Market



your local  
market

[www.mansfield.gov.uk](http://www.mansfield.gov.uk)



**Mansfield**  
District Council

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# 1. About The Market

Mansfield's market charter was first granted in 1227 and there has been a tradition of great outdoor markets in the town ever since.

Mansfield District Council ("the Council") operates Mansfield Market ("the Market") four days a week with general markets on Thursday, Friday and Saturday and a mixed market on Wednesdays between the hours of 10am and 4pm.

The Council is committed to supporting local market traders and actively encourages people to take up market trading.

On occasions, the Council runs events and campaigns to promote the Market including a two week 'Love Your Local Market' campaign. We encourage residents and visitors of all ages to shop on the Market, and we try to promote the Market as a great place to buy a wide range of quality goods.

The Council's Town Centre Management Team ("the management") manages the day to day running of the Market. They are on hand to answer any questions you may have and help ensure your trading activities and the experience of your customers is excellent.

The Council has developed this Market Trader's Handbook, which forms part of the terms of the Licence agreement between the Council and you, as a market trader. The Council reserves the right to amend this handbook at any time and will notify you of any changes at least 14 days before these are implemented.



## 2. Casual Traders

### Definitions

**Casual Trader:** Casual Traders can be allocated a vacant stall on the day provided one is available. The only ways that Casual Traders will differentiate from Regular Traders going forward is that they cannot be guaranteed a permanent or regular stall until signing up for one or more, and the rate they pay for market stalls will be at an increase of £5 per stall per day on top of the rate paid by Regular Traders.

2.1 If you are a new trader, you can attend the Market as a Casual Trader. This means that you can be allocated a vacant stall on the day if one is available.

2.2 If you are a Casual Trader who is selling the same goods as a Regular Trader you may not be allocated a vacant stall. This will be at the discretion of the management.

2.3 As a Casual Trader you have no right to a stall unless there is a vacancy that no other Regular Trader wants. The stalls are allocated on a first come first served basis. The stall is for that day only.

2.4 Before you start trading on the market, you will need to complete a Licence for a Casual Trader application. You can complete the form on your first day of trading. Alternatively, the form is available to download from [www.mansfield.gov.uk/market](http://www.mansfield.gov.uk/market), you can phone us on 01623 463434 or email [tcm@mansfield.gov.uk](mailto:tcm@mansfield.gov.uk) to request a copy. You can also collect one in person from the Hermitage Lane Depot, Maunside, Mansfield, NG18 5GU.

2.5 By signing the Licence for Casual Traders you are agreeing to comply with all the Licence Conditions and the terms of this Handbook.

2.6 Prior to being granted a Licence you will need to provide photographic ID and documentary evidence including proof of name and address, eligibility to work in the UK and evidence that you hold public liability insurance up to minimum of £5 million. If you employ either paid or unpaid members of staff, you will also need to provide evidence of your employer's liability insurance.

2.7 The management reserves the right to refuse a trader a licence to trade on the Market if they feel that a particular product line is already over-represented. The management may also allow the retention or introduction of a product line to an area of the Market to benefit the Market as a whole.

2.8 During the 6 weeks before Christmas, no new traders will be allowed to trade the same goods as Regular Traders. However, this is at the discretion of the management.

## 2. Casual Traders (continued)

2.9 Any charity that attends the market and wishes to offer goods for sale will be charged a fee of £9.00 per stall, regardless of what grade of stall they occupy.

2.10 Any charity, religious organisation, school, or college that attends the market will be allowed to occupy a stall free of charge if it is solely to promote their organisation and not to offer any goods for sale. However, if persons representing these organisations wish to stand under an MDC gazebo, then a fee of £17.00 per day is charged.

2.11 Any political party or organisation wishing to hire a stall will be treated on a case-by-case basis. Any organisation or party wishing to stand must apply to do so in advance, and a decision on the appropriateness of any applicants to occupy a stall will be taken by an Assistant Director or Service Manager. Any stall occupied by political parties or organisations will be charged at the normal daily rate for Casual Traders.



## 3. Regular Traders

3.1 Regular Traders are also known as licenced traders.

3.2 A Regular Trader will need to complete a Licence for Regular Trader application prior to standing the Market. This is available to download from [www.mansfield.gov.uk/markets](http://www.mansfield.gov.uk/markets), alternatively you can call 01623 463434 or email [tcm@mansfield.gov.uk](mailto:tcm@mansfield.gov.uk) to request a copy. You can also collect one in person from the Hermitage Lane Depot, Maunside, Mansfield, NG18 5GU

3.3 By signing the Licence for Regular Trader application the Regular Trader is agreeing to comply with all the Licence Conditions and the terms of this handbook.

3.4 The Licence entitles the Regular Trader to sell specific goods (one product line per stall) on their allocated stalls. An extra stall/s would need to be taken on for any extra product line/s.

3.5 On signing to become a regular trader a license will be provided to you within two weeks. Save for breaches as set out at clause 12 of this handbook, a market trader's licence shall be determinable by providing two weeks' notice in writing to the Markets team at Hermitage Lane Depot, Maunside, Mansfield, NG18 5GU.

3.6 You can terminate your licence by providing one weeks' notice in writing to a member of the market allocation team or by emailing [tcm@mansfield.gov.uk](mailto:tcm@mansfield.gov.uk)

## 4. Vacant stalls

4.1 Permanent stalls that become vacant will be advertised on the council's website for a four-week period to allow expressions of interest through the completion of a Vacant Stall Application form. If clarification is required regarding which stalls are vacant, please either email [tcm@mansfield.gov.uk](mailto:tcm@mansfield.gov.uk) or phone 01623 463434 to request this information.

4.2 Each application will be considered and determined by the length of service of the trader, and by proximity to other stalls selling similar goods.

4.3 The Market will aim to provide a diverse range of products to meet local customer needs that gives real choice, provides local business opportunities and ensures the market's long-term prosperity. To achieve these goals, a two trader per line rule will apply but, in recognising that demand will vary over time, the final decision on product lines will be made by the market allocator on the day.

## 5. Arrival and trading times

5.1 The Market trades from 10am until 4pm unless otherwise authorised by the management.

5.2 All Regular Traders are encouraged to arrive at their stalls for 8.00am, and they must be at their stall by 8.30am at the latest.

5.3 Any stall not occupied by 8:00am can be re-allocated to another trader at the discretion of the market allocator. If a Regular Trader is unavoidably delayed, then their regular stall may be reserved. However, the trader must telephone 07956 044184 as soon as practicably possible to pass this information on.

5.4 Traders will be expected to actively trade until 4.00 pm unless instructed otherwise by management.

5.5 Vehicles cannot be brought onto the Market for continuous loading and unloading outside of the hours permitted by the traffic regulations. All vehicles must be removed by 10:00am and must not be driven back onto the market until 4pm unless you have permission from the Management.

5.6 Allocated parking for the market traders, should it be required, is at the Robin Hood Line car park, NG18 1HA. This will be charged at £1 per day which is payable as part of your traders rent.



## 6. Rents

6.1 Current market rents are agreed as part of the authorities' annual fees and charges and a copy can be found on the Mansfield District Council website. Alternatively, a copy can be obtained from Town Centre Management upon request.

6.2 The Council may review these charges at any time with appropriate consultation and will notify traders of any changes by giving them one month's notice in writing.

6.3 It is the trader's responsibility to pay all market rents and other charges that are owed on each trading day. The rent will be collected by the Market Allocator, and traders must ensure that they have the relevant funds to make payment when requested. Payment may only be made by valid debit or credit card or by apple/android pay as we no longer accept cash payments.

6.4 A trader must pay any outstanding debts during the allocation time before trading.

6.5 Where a Trader has more than one stall on one day, discounts may be applicable.

6.6 Additional charges may apply when traders are authorised by the management to use extra space. On any trading day, traders may take up additional unused stalls subject to management discretion, and these will be charged at £5 per stall. Please note however that traders must remain signed up to the stalls that they currently hold for this ruling to be in effect. It will not be an option to drop one of your regular stalls and then obtain it at the reduced rate thereafter.

6.7 All Traders will need to pay a fee of £1 per day towards market maintenance, which will go towards the cost of canopies, electricity, general upkeep of the market etc. This is regardless of the number of stalls that each trader takes up, and it will be charged as part of your daily market rent.

6.8. Any trader who is contracted to market stalls or the Food Court area on any specific day will need to pay an ongoing 50% retainer if they have not attended the market for a period of four consecutive weeks. We will, however, consider absences on a case-by-case basis if the absence is, for instance, due to specific personal circumstances, but contact with Town Centre Management will be needed from the trader for this to be considered.

6.9 Annually, from the 1 January to the 31 March, all traders will get a £5 reduction on A and B stalls and a £3 reduction on C stalls. Also, for a two-week period in May, Love Your Local Markets will be in effect, and all traders will receive a £5 discount on market stall.

## 7. Stalls

7.1 The Council provides market stalls complete with canopies. Stalls can be provided with or without wooden boards.

Counter size of market stalls: 10' 6" or 9' 2" long x 4' wide (approximately)  
Height from floor to counter: 3'

7.2 Each stall is provided with lighting under the canopy. It is forbidden for any unauthorised appliance to be connected to the Council's electricity supply without express permission of the management.

7.3 Traders must pay for both the number and grade (A, B C) of stalls that they are contracted to. There is no reduction in rent for traders wanting to drop either the number of stalls that they are contracted to, or the grade of stall that they intend to use on any trading day. The amount and grade of stalls contracted to the trader may be altered by providing seven days' notice of their intention to do so in writing to the Markets team at Hermitage Lane Depot, Maunside, Mansfield, NG18 5GU or by emailing [tcm@mansfield.gov.uk](mailto:tcm@mansfield.gov.uk)

7.4 For each stall that a trader takes they will be entitled to two market stall boards. The practice of taking extra boards is now forbidden and traders must provide any extra storage boards or similar (for use under their stalls of likewise) themselves. If we have capacity, we will store these on behalf of traders, but this cannot be guaranteed. Anything left with MDC for storage is at the trader's own risk.

7.5 Only authorised representatives or contractors of the Council can alter the position or nature of the stalls or fix any additional equipment to them.

7.6 You must confine your goods to your stall, with no encroachment allowed beyond the edge of the canopy. Extra goods must only be displayed on tables etc, and this will be subject to permission of, and at the discretion of, the Market Allocator on any trading day. Stallholders should ensure that their goods are laid out in a way that doesn't cause any obstruction to either their neighbouring stalls or the movement of members of the public.

7.7 You are not permitted to play loud music or use PA systems on the stalls.

7.8 No stalls or pitches will be available on any day that the Council closes the Market due to public holidays or special events.

## 7. Stalls (continued)

7.9 Days such as Christmas Eve and New Years Eve will be classed as a normal market trading day i.e. 24 December will be classed as a normal market for whatever day of the week it falls upon.

7.10 As the trader you are responsible for the Health and Safety of all persons attending your trading space. You must make sure that there is no trip or slip hazards and that all equipment and goods are secure and not at risk of falling. Anyone using trailing cables to connect to an electricity supply must provide and use their own cable covers.

7.11 The allocation of a stall in the Market is personal to you as the licence holder and is not transferrable. You must not sub-let the stall.

7.12 Management have the right to move a trader to another stall for the betterment of the market or during a major event.

## 8. Refuse and waste

8.1 You must keep your stall and the immediate surrounding areas neat and tidy and clear of refuse and waste.

8.2 At the end of the market day you should ensure that the stall area is left clean and all waste is disposed of appropriately before leaving site.

8.3 If you dispose of waste in an unauthorised way, you may be reported to Environmental Health and/or the Neighbourhood Wardens.

8.4 If after repeated warnings any of the above is not adhered to, traders may be charged a penalty of £10 per day.



## 9. Selling food

9.1 Anyone selling food on the Market must comply with current legislation and must meet the standards of the Council's Environmental Health service who can be contacted on 01623 463189.

9.2 You will need to provide details of the local authority which your food business is registered with and your current Food Hygiene Rating when making your application for a stall. We will only accept food vendors on the market with a Food Hygiene Rating of 3 or above.

9.3 We are looking to offer a varied selection of food to our customers. We will avoid any item (such as burgers, jacket potatoes etc) being overrepresented by different traders, and this will be at management discretion.



## 10. Standards of trading

10.1 Goods not welcome on the Market include stolen goods, counterfeit goods, unsafe goods, tobacco products (duty unpaid), unauthorised alcoholic goods, offensive weapons, fireworks, animal fur, legal highs and items of a pornographic nature. Any concerns or suspected breaches of this clause will be reported to Nottinghamshire Police and/or Trading Standards whichever is the most appropriate authority.

10.2 You can only use the trading space for the selling of authorised and legal commodities only. Authorised commodities are those included on your Licence, and this means you may only sell items as described on your license. You must get written permission from the Management to change the authorised commodities.

10.3 All body piercing and tattoo operations on the Market are strictly prohibited.

10.4 All goods sold must be legal and:

- Be the lawful possession of the Trader
- Be lawfully offered for sale by the Trader
- Be sold as described - verbally, on the label, packaging or otherwise
- Be of satisfactory quality
- Be fit for any particular purpose as advertised by the Trader
- Not be sold to anyone underage if it is illegal to do so

10.5 The Trader must conduct their business professionally and in a business-like manner and without interference with the business of any other Trader.

10.6 The Trader shall be responsible for the actions of any of his or her employees while they are employed on the stall and they shall ensure compliance by them with these conditions. You must not allow any members of the public to stand or sit behind your stall at any time.

10.7 All Traders and their employees are required to show courtesy and good manners to all, including fellow traders, MDC employees, and members of the public, and to always treat everyone with the dignity and respect that they would expect to receive themselves.

## 10. Standards of trading (continued)

10.8 Aggressive behaviour, intimidation, swearing, discriminatory language or prejudicial behaviour of any kind is not acceptable.

10.9 If a licence is held in joint names and there are any serious breaches of the above standards the licence may be terminated for both licence holders, even if the behaviour only relates to one licence holder, this is at the discretion of the management. Where a new licence is granted to the remaining licence holder in their name only, there will be conditions that the terminated licence holder will not be able to be employed in any capacity on that stall or any other on the Market. Failure to comply could result in termination of the licence for the trader who employs them.

## 11. Allowances for sickness and other absences

11.1 Regular Traders that are unable to attend the Market due to ill health must notify the Market Allocator by telephoning 01623 463434 or by emailing [tcm@mansfield.gov.uk](mailto:tcm@mansfield.gov.uk). as soon as practicably possible. If you are unable to trade due to a long-term illness, please contact the Management Team. We will consider each case on an individual basis, but you will be required to submit a doctor's note after the first week. If you are absent from the market for three continuous months your licence may be terminated.



## 12. Breaking the rules

12.1 The Council has the right to terminate your licence immediately if you and/or your employee(s):

- Behave in a way that the Council believes amounts to a serious breach of the standards of trading detailed in section 10
- Fail to occupy the stall for four consecutive weeks without notifying the management prior to your non-occupation and without reasonable excuse
- Offer or display food for sale that is unfit for human consumption; or are convicted of any offence under the Weights and Measures Act 1985 or any Acts, Regulations or Orders relating to food or goods.

12.2 Once a trader has had his or her license terminated for failing to attend their stall for four consecutive weeks, they will be prohibited from attending the Market for a period of six months, after which Town Centre Management will consider whether to allow them to return to the market should they so wish to.

12.3 If you fail to comply with the licence conditions and/or the terms contained within this handbook, the Council may take disciplinary action against you which may ultimately lead to the withdrawal of your Licence. A copy of the disciplinary procedure can be obtained from the Town Centre Management office.

12.4 Repairs of any item, either large or small, mechanical or otherwise, is forbidden unless this is expressly covered on the trader's licence. Repairs must not be carried out to anything if it is to the detriment of the market area by way of making excessive noise or mess.

12.5. You have the right to appeal against any disciplinary action that is brought against you. If you wish to appeal against any decision that is taken against you this must be done in writing within 14 days of any written communication that you receive from us and addressed to Town Centre Management, Mansfield District Council Hermitage Lane Depot, Maunside, Hermitage Lane, Mansfield, Nottinghamshire, NG18 5GU.

## 13. Data Protection and Freedom of Information

13.1 In processing your licence application the Council will hold personal data about you. The Council will hold this data securely and process it in accordance with the Data Protection Act 1998. An annual verification of details check will be carried out to determine eligibility to continue trading.

13.2 Individuals can request/obtain copies of the information the Council holds about them by making a request in writing to the Information Officer or by completing the appropriate form on the Council's website. There is a fee of £10.00 payable for the provision of the information.

13.3 If an individual is dissatisfied by how their personal information is held or disclosed a complaint can be made to the Senior Solicitor based at Ashfield and Mansfield Shared Legal Services, Urban Road, Kirkby in Ashfield, Nottinghamshire, NG17 8DA.

13.4 The Council is required to comply with the Freedom of Information Act 2000, the Environmental Information Regulations 2004, any subordinate legislation made under the FOI Act/EIR and any guidance issued by the Information Commissioner.

13.5 The Council is required, upon request, to provide information it holds unless an exemption applies.



## 14. Social media policy

14.1 The Council recognises that social media provides a popular communication method for sharing information and promoting traders/goods through the building of online communities and networks.

14.2 Social media is a term commonly used for websites which allow people to interact with others. The types of websites which the term social media refers to include (but is not limited to) Facebook, Instagram, Snapchat, YouTube, X (Twitter), LinkedIn, del.icio.us, Blue Sky and Pinterest.

14.3 These channels are something which Market Traders may wish to participate in as part of both their professional and personal life. However, when someone clearly identifies their association with Mansfield Market, they are expected to behave appropriately and in a manner that does not bring the Council, the market, employees of Mansfield District Council, or other traders into disrepute.

14.4 Market traders should therefore ensure when they use social media that they do not:

- Engage in online activities which might bring the Council, Market, employees of the Council or other traders into disrepute
- Use online methods to attack or abuse staff, councillors, other traders or members of the public
- Post defamatory, derogatory or offensive comments online about staff, councillors, other traders or members of the public
- Bully or harass
- Make comments that are discriminatory

14.5 The Council does not monitor trader's social media sites as a matter of course unless a violation is suspected or an allegation has been made to that effect.

14.6 Any trader found to be contravening this Social Media policy may be subject to disciplinary action.



## 15. Useful contacts

### Mansfield Market Management

Hermitage Lane Depot  
Maunside  
Mansfield  
NG18 5GU

Tel: 01623 463434

Email: [tcm@mansfield.gov.uk](mailto:tcm@mansfield.gov.uk)

### Mansfield District Council Environmental Health Service

Civic Centre  
Chesterfield Road South  
Mansfield  
NG19 7BH

Tel: 01623 463463

Email: [mdc@mansfield.gov.uk](mailto:mdc@mansfield.gov.uk)

### National Market Traders Federation

Hampton House  
Hawshaw Lane  
Barnsley  
S74 0HA

01226 749021

[www.nmtf.co.uk](http://www.nmtf.co.uk)

