

### **Contacts**

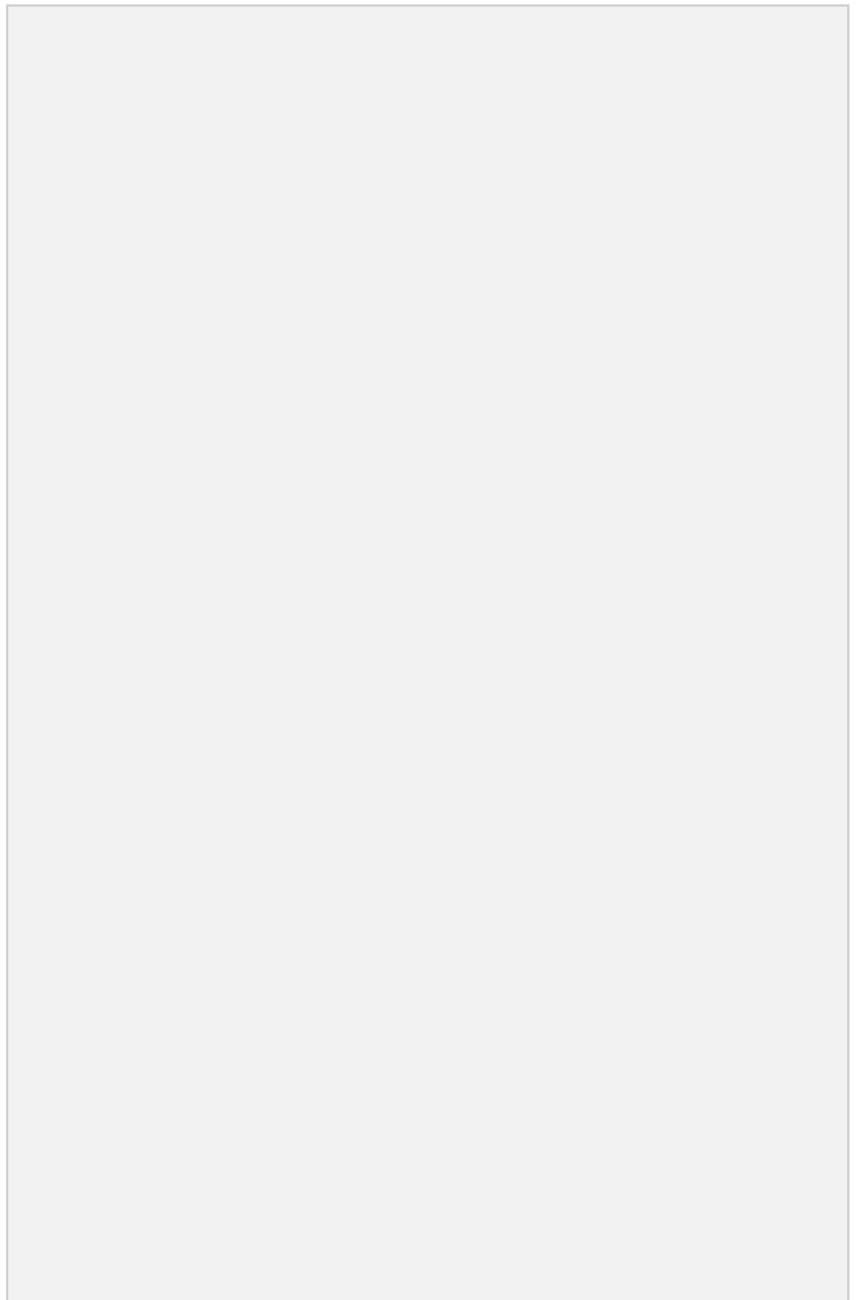
All correspondence:  
[info@clocktowermarket.com](mailto:info@clocktowermarket.com)  
On market day:  
Karen Eliatamby  
07946741988

### **Opening times**

Dedicated Saturday  
of each month  
March-December  
Market opens:  
10am-4pm  
Trader set up:  
9am onwards

### **Location**

Suspended car park bays  
on Station Road,  
SE25 5AJ



## **Booking**

All bookings are taken via the CTM booking form available on our website. It is recommended traders book early for the year to avoid disappointment. Block Pitch bookings of more than 4 markets are eligible for discounted rates. Public liability insurance must be submitted along with the booking form. (See details of what insurance is needed on page 3.)

## **Market pitch fees**

	<b>April - November</b>	<b>December / Christmas market</b>
Full pitch	£35*	£40
Half pitch	£20 (sharing with another trader)	£22

\*Booking Discounts: block-book 4 market dates or more for a discount of £32 for a full pitch and £17 for a half pitch.

## **Market equipment fees**

Table hire	£5 (per table)
Full gazebo hire	£5**
Half gazebo hire	£2.50**
Electricity	£3**

\*\*Limited equipment: there are a limited number of items for hire, electricity points and half pitches. These are allocated on a first-come basis.

## **Payment terms**

1. Booked traders will be invoiced up to 4 weeks before the market.
2. Booked traders must pay their invoice 2 weeks before the market or the pitch is reallocated.
3. Cancellation 1 week before the market or later will result in all fees being retained.
4. A receipt will be provided by return.
5. Cash on the day is not accepted.
6. The Clock Tower Market bank details are:  
Bank: HSBC  
Sort code: 40-05-26  
Account number: 21809105

## **Insurance**

Along with their booking form, all traders must submit valid Public Liability insurance documents registered in their name. As organisers The Clock Tower Market holds our own Public Liability insurance policy.

### **Unloading and deliveries**

The entrance to Station Road is via Selhurst Road A213 which crosses Portland Road by the Albion pub and The Jolly Sailor. Once you arrive please contact the organisers who will direct you to your pitch and help you unload.

### **Parking**

If you require local parking, free parking is available on Sangley Road, Oliver Avenue and the top parts of Whitworth Road and Albert Road. All are a five minute walk from the market. (The organisers can mind your stall during this time if requested.) Please check parking signs on the day.

### **Facilities**

Electricity is only available on site if requested and confirmed prior to market day. All electrical equipment must be PAT tested. All generators must be silent and gas canisters can only be used if you have a legal certificate that you are trained to do so.

### **Pitch location**

You will be sent your pitch location on arrival, our volunteers can show you to your pitch on the day. Please do not ask to move location: pitch allocation is pre-planned to accommodate health and safety, events, council licensing and over all traders.

### **Health and safety**

We (the Organisers) operate within the Health and Safety at Work Act 1974. We are responsible for ensuring that both ourselves and all traders comply with all safety rules, procedures and methods of working. In turn traders must do whatever is reasonable to make sure that any work they do or control is safe. All Health and Safety documentation will be available on site with the organisers.

### **Code of conduct**

By attending, volunteering or organising the Clocktower Market you are confirming you agree with CTM code of conduct (page 6) which has been put together to protect your business, CTM and our visitors.

### **Trader and volunteer complaint management**

If you, or a member of public, enquire about raising a formal complaint please ensure this is directed to the chair of the Clock Tower Market committee, Karen Eliatamby, at [info@clocktowermarket.com](mailto:info@clocktowermarket.com). All formal complaints will be dealt with in a timely manner post event.

### **Market rules:**

1. All traders and volunteers are responsible for their own personal property on site.
2. All traders will be made aware of emergency procedures and these site rules before being allowed to open.
3. No power supply is to be connected without first having been signed off by the organisers and appropriate documentation provided.
4. No work at height to be carried out unless a risk assessment has shown compliance with the Working At Height regulations 2005.
5. There is a risk from moving vehicles making deliveries and collections. ALL vehicles attempting to reverse or carry out any difficult manoeuvres must be accompanied by a competent banksman in hi-vis clothing or one of the organisers.
6. Vehicles must not be left in the loading bay without organiser agreement.
7. Consumption of intoxicating substances or other substances that may impair judgement is strictly prohibited on site or where it may affect work on site.
8. Any traders performing tasks that may affect the safety of others are required to document the hazards and controls and to inform all other contractors likely to be affected of the risks before carrying out the work.
9. No hazardous substances may be brought onto site under any circumstances.
10. All traders are responsible for providing Personal Protective Equipment and ensuring that their staff wear or use PPE as required and are trained in its use.
11. All trip hazards are to be removed or protected. This includes all cables. Cables must cross escape routes and access/egress routes above head height.
12. All accidents and incidents (however small) must be reported to the organisers at the earliest convenience. Accidents are to be recorded in the accident book.
13. Each trader is responsible for ensuring the provision for first aid cover for their own staff during the loading, fit-up, strike and load-out is adequate. First aid is available at the venue during the event. Visibility of the contents of the first aid plan is available upon request to a market committee official.
14. It is your responsibility to ensure your staff are trained in manual handling and are fully training in how to use your equipment
15. Long items must be carried by at least two people while they are being moved on site and in public areas.
16. All your equipment must be PAT tested with visible labels shown.
17. All products traders wish to sell must be confirmed by the market organisers prior to the market day to avoid duplication and to ensure prohibited substances or non licenced items are available for purchase
18. All rubbish must be taken away and disposed of by each trader

### **Fire evacuation procedure**

In the event of a fire or any other public emergency you are to leave the market immediately and meet at the assembly point situated outside The Pump House shop entrance on Station Road.

If you discover a Fire or Smell Smoke

1. Inform A market volunteer immediately
2. Evacuate - do not stop to collect personal belongings or stock, do not run
3. Any visitors are contractors that you are responsible for are to accompany you to the evacuation point
4. Ring 999
5. Only use a fire extinguisher if you have been trained to do so and you consider that it is safe to do this.
6. If in doubt – EVACUATE

### **Suspicious packages**

If you encounter a package that you deem to be suspicious:

1. Move away and alert those nearby in a calm manner
2. On no account should the item be touched or moved
3. Advise the event manager immediately

## **Trader, Volunteer & Visitor Code of Conduct**

- 1. Behavioural advice and guidance:** If you witness any behaviour which could jeopardise the safety or comfort of our traders, organisers or visitors please report it immediately to a market official. Anyone behaving unprofessionally will be dismissed from the site immediately. Complaints should be directed to Clock Tower Market committee chair, Karen Eliatamby, at [info@clocktowermarket.com](mailto:info@clocktowermarket.com) and will be responded to within a reasonable time frame. Smoking is prohibited. Any unacceptable behaviour including aggression, abusive language or refusal to comply with a reasonable direction will be treated as a breach of these conditions. Such a breach is likely to result in that person being required to leave the market immediately and could lead to a ban from trading at future markets. We will investigate disputes if a complaint is made after the market in question. The findings from our investigations are final. Any stallholder using equipment or practices that could endanger the health and safety of others will be asked to leave the event.
- 2. Lateness:** Whilst we accept lateness is on occasion out of your control, repeated lateness is unacceptable due to the effect on other traders and the market as a whole. If you have been late three times you will be removed from the market. If lateness does take place you will receive a warning from the Market team via email.
- 3. No Show:** In the event that you are unable to attend at short notice, you must notify the market team immediately. Out of office hours please do so via email. Not communicating lack of attendance three times within a year will result in you being removed from the market.
- 4. On the Stall:** We expect professionalism at all times when trading at our events from traders and the presentation of their stall.
- 5. Leaving the Market:** We expect all traders to stay for the duration of the event. If traders sell out they must request permission to leave from a market organiser if it is more than 1 hour prior to the closing time. Traders must take all rubbish with them on departure.
- 6. Abusive Language:** Under no circumstance do we accept any abusive language whether through social media, email or in person. Abusive language will result in termination from our markets. If abusive behaviour is witnessed, reported or known to have taken place there will be an investigation into the situation which will result in action being taken against the perpetrator. Initial response will be to remove them from the next event whilst investigation takes place.
- 7. Abusive Physical Behaviour:** Under no circumstances do we accept any abusive physical behaviour. Physical abuse will result in termination from our markets. If abusive behaviour is witnessed, reported or known to have taken place there will be an investigation into the situation which will result in action being taken against the perpetrator. Initial response will be to remove them from the next event whilst investigation takes place.

