



"PEOPLE. PRODUCE. PLACES"

MANDATORY TRADING REQUIREMENTS:

1. Food Hygiene Rating 4* minimum (if you are awaiting audit then please let us know).
2. Food Safety and Health & Safety risk assessments and certificates relating to your food business, i.e. food preparation & storage, manual handling, safe use of equipment etc.
3. Gas Safety Certificate for LPG set ups.
4. Public Liability Insurance minimum £5m.
5. Stallholders should be ready to trade by 10am and should not, unless agreed in advance with the organisers, pack down early. Not only can leaving early be hazardous to both traders and the public, it also presents a poor community image for the market.
6. Stallholders are responsible for the removal of their own waste and rubbish.
7. All gazebos, stands and awnings **MUST**, in the very least, be securely weighted down on all 4 corners and secured by heavy commercial weights, bungees and ratchet straps. Failure to do so will cause a risk to the public, negate our insurance and put future markets at risk.
8. Stallholders must consider the visual appearance of their stall including product presentation and signage. You have been chosen based on your quality and this must be represented on market day. Quality, customer service and attention to detail is what sets us apart.
9. Stalls need to be entirely self-sufficient, providing their own tables, gazebos and any other vendor specific equipment required.

PAYMENT:

Prompt payment allows the smooth running of the market and gives us the budget to promote and invest.

The pitch fee across all Local Heroes NE markets and pop ups is £39. This fee will be reviewed annually in March with any approved changes implemented in April following consultation with traders.

You will be invoiced by My Food Stories Limited 3 DAYS PRIOR to each event.

ALL invoices must be paid IMMEDIATELY and BEFORE every event.

Failure to pay in advance will result in being declined the opportunity to trade and you will be turned away by market staff.

CANCELLATIONS:

We are an all weather market with the only exception being high winds.

Please await our guidance on weather conditions prior to each event.

In the event of cancellation by the organiser, there will be no charge levied or any advance payment will be refunded.

Should you wish to cancel your pitch then we will require 7 DAYS notice prior to the event in order to find an adequate replacement.

Failure to give notice will result in us invoicing you for the full pitch fee of £39.

No shows will not be refunded.

Three no shows or late cancellations per calendar year will result in us preventing you from trading at ANY Local Heroes market for a 12 month period.

Local Heroes NE is an enabling community of producers, traders and businesses. None of the above requirements or standards are designed to be prohibitive to trading.

We are a pro-trader initiative looking for long term, sustainable and profitable opportunities for our network and in communities who would otherwise not have access to high quality, hyper local produce.

Our attention to detail, diversity of product offer, commitment to quality, respect for our community and love of the North East is what sets us apart from other markets, events and pop ups.

Let's grow together.