



"PEOPLE. PRODUCE. PLACES. CELEBRATING, SUPPORTING AND SHOWCASING NORTH EAST FOOD AND DRINK"

SOUTH SHIELDS SET UP INSTRUCTIONS

LOCATION: Market Place, South Shields, NE33 1BH (head for The Word on SatNav)

MARKET DAY: Every Saturday

TRADER SET UP: 7.30am - 9am. Fixed stalls are provided for South Shields Market. The current stalls are 6ft by 11ft and include a roof canopy.

TRADING TIMES: 9am - 3pm

PLACEMENT: One of our team will be on site to ensure you are placed in our curated location on the day of the event. It is important that you go where placed by our team. A pitch map will also be posted into the WhatsApp group one day prior to the market.

LOGISTICS: All traders are to offload directly onto the market square. We ask that you offload and park as quickly as possible. Cars or vans left stationary around the periphery of the square will be at the mercy of parking wardens.

PARKING: Parking at The Word is free but limited to 3 hours only. Market trader parking is available in the secure council car park, 2 minutes from the square, at £4 per day.

WASTE: The bins provided are for public use only. Moderate waste is acceptable but NO COMMERCIAL WASTE such as boxes or oil drums.

TOILETS: Public toilets are available in The Word, approximately a 2 minute walk from the square.

PAYMENT:

The pitch fee for South Shields Market is currently £26 per stall.

Payment will be taken by card payment by a member of the Local Heroes Team on the day of the market.

CANCELLATIONS:

- We are an all weather market with the only exception being high winds. In the event of cancellation by the organiser, there will be no charge levied or any advance payment will be refunded.
- Our full Cancellation Policy can be viewed [here](#). All cancellations must be submitted via the official [Cancellation Form](#). Only cancellations submitted through this form will be registered on our system.
- Please note: Cancellations made within 7 days of the market will incur a 100% trader fee, those made within 7–14 days will incur a 50% trader fee, and cancellations made more than 14 days in advance will not be charged.

MANDATORY TRADING REQUIREMENTS:

1. Food Hygiene Certificate and Rating 4* + (if you are awaiting audit then please let us know)
2. Risk Assessments and certificates relating to your food business, i.e. refrigeration, gas and preparation on site, if relevant.
3. Public Liability Insurance minimum £5m.
4. Stallholders should be ready to trade by 9am 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.
5. Stallholders must consider the visual appearance of their stall including product presentation and signage. As we are an all-weather market, it is the responsibility of the trader to make sure their product/ stock is well-displayed and can withstand the elements. Quality, customer service and attention to detail is what sets us apart.

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.