



TRADER CHEAT SHEET

Market Trader Handbook

Edition 2026 – what every trader needs to know, at a glance

01 BEFORE YOUR FIRST MARKET

Hold these before trading and keep them current. Send copies to the organisers in advance.

- **Food Hygiene Rating of 4 or above** (let us know if pending).
- **Public Liability Insurance** to a minimum of £5 million.
- **Gas Safety Certificate** where LPG is used.
- **Written risk assessments** covering food safety, food prep and storage, manual handling, and safe use of equipment.

02 ON THE DAY

Market	Setup	Trading
Jesmond & Hebburn	from 8:00am	10:00am – 3:00pm
South Shields (pilot)	from 7:30am	9:00am – 3:00pm

- **Stalls must be entirely self-sufficient** – gazebo, tables, lighting, all kit. No power or water on site. Silent generators only.
- **South Shields pilot:** fixed stalls are provided – no gazebo needed (street food traders bring their own setup). Dress your stall to your branding.
- **No early pack-down** unless agreed in advance with organisers.
- No vehicle access onto the trading area – unload at designated points, then move off site.

03 STALL SAFETY – NON-NEGOTIABLE

- Secured at all four corners.
- Weighted with **at least 25kg of commercial weight per leg** (not domestic substitutes).
- Reinforced with bungees and/or ratchet straps.

04 WASTE

- **Take all your waste with you.** Site bins are for public use only – not for commercial waste. Leave your pitch as you found it, or better.



05 FEES & PAYMENT

Hot Food	£55
Producer	£45
Non-Food / CIC	£36

- Invoices issued by the organisers, 3 days before each event. Payment due immediately and cleared before the event.
- All markets are **cashless** – bank transfer or card, never cash.
- **South Shields pilot:** pitch fees are TBC for the duration of the 6-month pilot, and paid on the day by card machine (not invoiced in advance).

06 CANCELLATION

- **More than 14 days' notice:** no charge.
- **Within 7–14 days:** 50% pitch fee.
- **Within 7 days:** 100% pitch fee.
- **No-show:** no refund, no transfer. Three in a calendar year = 12-month suspension.
- **Weather:** we make the call, ideally 48 hours ahead. Wait for official comms; pitch fees roll forward if we cancel.

07 STANDARDS & CONDUCT

- Clean, branded and clearly priced stalls. Friendly and professional with customers; respectful to other traders, organisers and volunteers. Complaints in writing to the organisers – direct lobbying, abusive behaviour or harassment will not be tolerated.

08 SAFETY & SAFEGUARDING

- **Find the market manager.** A named Local Heroes manager is on site throughout – their name and number are shared in advance and on the day.
- **Raise concerns privately.** Any safety or safeguarding worry – about you, another trader, a customer or the public – goes directly and discreetly to the manager, as early as possible.
- **Emergency?** Immediate danger or a crime in progress – call **999**. Non-emergency medical – **111**. Non-urgent police – **101**. Always tell the manager.
- Once reported, **the operator handles the response** – you don't have to investigate or manage it yourself.
- Behave respectfully and lawfully, take reasonable care of your own and your helpers' safety, and co-operate with the manager's reasonable instructions.
- Full Safety and Safeguarding Policy is in section 12 of the handbook.