



## Stallholder Information Pack

We are delighted that you would like to join us in our popular and ever-growing monthly markets

We have compiled the following information to help your stall holder experience run smoothly.

In addition to our monthly markets, we hold special event markets throughout the year which will be advertised via our social media, you can join our main group here [ACM Group](#) and follow our dedicated pages [Indie Market](#) and [All Communities Matter](#) and follow us on Instagram [here](#) and TikTok [here](#) we encourage you to use all these channels!

We also have a dedicated ACM Stallholders WhatsApp group, please request to [Join here](#), we can keep you up to date with all market information. Please avoid using this as a basic chat group, it's aimed to give you timely and useful information about events and we highly recommend that you join!

## Cancellations

If a stall holder needs to cancel, we require at least 48 hours notice. Whilst we do understand that sometimes cancellations can't be helped as emergencies do happen, we would like to remind you that our markets are a community; we have a wonderful group that help and support each other and when stallholders cancel this detracts from the market as a whole, and we really want the market to be a positive event for everybody.

Empty stalls are detrimental to the market and failing to let us know you are not attending causes issues for ourselves and your fellow stallholders.

If a stallholder cancels, payments will NOT be refunded or carried forward, except in particular circumstances which will be reviewed by the ACM Team.

**If a stall holder repeatedly cancels, the ACM Team will review the situation and may result in the stall holder being suspended from booking a stall.**

## Event Cancellations

All payments are non-refundable unless you have purchased cancellation insurance and ACM cancel a market due to exceptional circumstances. The insurance is only valid if you purchase at the same time as your main ticket. It does not apply if a stall holder decides to cancel.

### **Public Liability Insurance**

All stall holders will need to have Public Liability Insurance up to a value of £5 million a copy of your certificate needs to be sent to [vonnieclarke@icloud.com](mailto:vonnieclarke@icloud.com)

### **Stallholders selling food products**

All stall holders selling food products will need to be registered with the local council, this is free to do but you will need to allow 28 days from registering before trading, to allow a visit from the food and safety inspectors where you will be issued with your food rating. If you haven't received a visit within 28 days due to delays at the council, you may trade with us whilst you wait.

Stall holders should have at least a level 2 food hygiene certificate and public liability insurance covering food products.

To register your business and for further information and rules regarding selling food products, hygiene, labelling for allergies etc can be found on [www.food.gov.uk/food-safety](http://www.food.gov.uk/food-safety)

### **Stallholders selling alcohol and other licensable and certifiable items**

It is the responsibility of each individual stall holder to obtain the necessary licenses for the products that they choose to sell. ACM are happy to advise if you need any help with this. This includes, but is not exclusive to cosmetic items, candles and wax melts, soft toys, copyright licenses.

### **Stalls with power**

If you use a generator, it must be the silent type with a barrier around it. Please use a clean system or diesel fuel to reduce risk of explosions.

Nuneaton Town Centre has a range of 16 amp and 32 amp round connector sockets available. These supply 110V, if you need more than 110V in your stall, you will need a step up generator or transformer to increase the volts supplied. All electrical equipment must be supplied by yourselves and ACM will check it is being used safely and has the correct electrical certificates.

Any trailing cables must be covered to avoid any potential trip hazard.

Upon booking your first stall with us, please advise us if you require 16amp or 32 amp so we can plan your location at the event.

### **Stall equipment**

Gazebo and table hire is available.

If you provide your own gazebo, weights must be used to secure your gazebo. Please see our weather policy for details.

If you do not have the correct weights, you can hire these (if available) for £5 on the day

### **Gazebo Hire**

If you hire a gazebo, you agree to keep it in good condition by not damaging it, leaning anything on the sides or attaching anything to the frame, roof or sides.

If the weather forecast is for high wind, we will not attach the back wall.

We aim to erect hired gazebos in a row. Unless requested we will not attach side walls.

### **Personal Information**

All of your personal information will be kept private and your business information will only be used in the promotion of ACM Markets and your business.

Please keep us informed of any changes to your email address.

### **Promotion**

We promote the markets on the ACM Page, ACM Facebook Group, Instagram and TikTok.

We also encourage you to submit your own promotion posts to the group and to share the market posts to increase our audience – the more people who see our adverts the more footfall we will have.

You can help to promote the event by

- posting photos of your products on your own page
- tagging @nuneatonindiemarket and @acmnuneaton in your posts
- sharing our promotion posts to your page
- liking and commenting on our promotion posts to aid the algorithms
- using our posters to say that you are attending each event
- using #hashtags such as #shoplocal #nuneaton especially on Instagram

### **Bringing Communities Together**

The ACM Markets create a welcoming environment for everyone, bringing communities together with a vibrant and friendly atmosphere.

The markets help to combat loneliness, encouraging makers and crafters who feel isolated at home to come and hold a stall, to make friendships and to feel part of a community again.

Visitors have a reason to come out of their homes, to browse the stalls, meet our stallholders who are always happy to have a chat and to provide a safe environment for them to have conversations with friends.

### **Stall allocation**

Please report to a member of our team on arrival who will show you to your allocated space.

For markets in Nuneaton Town Centre - 10am till 4pm ARRIVE NO EARLIER THAN 8AM

### **Arrival and unloading**

**Nuneaton:** You enter the town centre at the Iceland entrance on Queens Road, please use CV11 5JU for your sat-nav. Do not use other entrances, unless asked to do so.

As you approach the bollards, they will lower automatically, proceed when the light is green. Please use your hazard lights and drive at 5mph.

You will be shown where to set up, you can unload next to your pitch. Please unload as quickly as possible so your vehicle can be moved out of the pedestrianised area in a timely manner to avoid blockages and delays.

The town centre is one way, please do not turn around. The nearest exit is Coventry Street (by the Toolbox) the barriers will lower automatically, again proceed when the light is green.

There are car parks nearby, which are chargeable. They are located behind the Town Hall, Ropewalk and Dugdale Street.

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Once your gazebo (if using) is erected, please wait for a member of our team to check your positioning before placing your tables and displaying your items. We have strict placement criteria that we must adhere to and it is a lot harder to move stalls once they are set up. Please be patient with us at this time, we know you are eager to get set up but we cannot control when people arrive and we will go through periods of time during set up when we get very busy.

You will need to be set up and ready to trade by the listed start time.

### **Packing up at the end of the day.**

Please do not bring your vehicle back to your stall until you are ready to load. Stalls must be fully dismantled and stock away before you fetch your vehicle.

Please be vigilant of pedestrians and again use your hazard lights travelling at 5mph. Please do not block the path of other vehicles and leave clear room for pedestrians.

You can start packing up from 3pm. Cars are permitted back into the town centre after 4pm for loading purposes. The entrance and exit points are the same as when you arrived.

## **Health and Safety**

We need to make sure we do everything to minimise any health and safety risks and appreciate you also being vigilant at all times, to ensure we have a successful event.

Please ensure boxes and crates are cleared out of the way of the public which may cause a trip hazard.

There are strict rules where gazebos can be placed and we need to leave the correct gaps between stalls and shop windows / doors. We also need to ensure emergency access is maintained, so your cooperation in adhering to the pitch boundaries would be really appreciated.

If you need to leave early for any reason, please inform a member of our team.

In case of an emergency you can contact any of the ACM committee members who will be wearing a HI VIS vest or call 999

You can ask for a copy of our risk assessment at any time

## **Medical Emergency**

In case of an accident or medical emergency, please alert us so we can assist.

## **Facilities**

Public toilets are located in the Ropewalk shopping centre. There are facilities available in cafes, if the stall holders would like to support the cafe by purchasing refreshments.

## **Stallholder behaviour**

We expect stallholders to conduct themselves in a respectful manner whilst attending the ACM Markets.

You must be respectful and professional when dealing with event staff, fellow stall holders and visitors. We believe everything can be resolved in a courteous and polite manner, everyone is entitled to a safe and positive working environment.

We will be enforcing a zero-tolerance policy regarding rude, offensive and negative behaviour towards event staff, traders and visitors

We look forward to you joining us and hope you have a very successful event

The All Communities Matter Team