



## **SERVICE LEVEL AGREEMENT**

**between**

**(STALL HOLDER)**

**and**

**BRAY ASSOCIATES**

**In respect of**

**Market Stallholders**

This agreement outlines the different but reciprocal roles and responsibilities Stallholders and Bray Associates for market days.

The Agreement covers the following aspects:

- **Market Details**
  - Days and Location
  - Trading Hours
- **Market Logistics**
  - Set up and Dismantling
  - Vehicle Movement
  - Parking
  - Waste Management
  - Health and Safety
- **General Market code of conduct**

## **MARKET DETAILS**

### **Days and Location**

- The markets are held in the High Street, Staines. They operate every Wednesday, Friday and Saturday.
- Stallholders may be presented with opportunities to participate in other events on other days throughout the year. The Market Manager will communicate these as they arise.

### **Trading Hours**

- The market operates from 08.30 and 17.30.
- Stallholders who have booked a Stall are entitled to a Stall only during specified trading hours (above). Stallholders who are not set up by 08.00 may forfeit their stall booking and will not be entitled to any credit or refund of Stall fees. In this instance the Market Coordinator reserves the right to allocate the Stall to another Stallholder.

## **MARKET LOGISTICS**

### **Set Up and Dismantling**

- Stallholders must be set up between 06.00 and 08.00 with exception granted by the market operator.
- All stalls must be set up and ready to commence Trade Activity by 08.30.
- All stalls must be cleared by 20.00.
- Stalls are not to be dismantled until 17.30 unless at the discretion of the market contractor.

### **Vehicle Movement**

- Vehicle access will be allowed into the High Street between 03.00 & 08.00 and 17.30 & 20.00 (subject to change by Spelthorne Borough Council).
- Stallholders must turn on hazard lights and drive at a maximum of 5 miles per hour when driving their vehicle in Staines High Street.
- Due to space restrictions and high pedestrian flow, vehicles can only remain in the High Street to drop off or collect equipment and stock. Once equipment has been set down vehicles need to be removed prior to stall set up commencing.
- All vehicles must be removed from site by 08.30.

### **Parking**

- Stallholder vehicles must park in permitted parking areas.
- No vehicles are permitted to be left in the market area.
- Permits can be obtained from Spelthorne Borough Council for parking in Elmsleigh Surface Car Park.

## **Waste Management**

- Stallholders are required to remove from the Market on leaving, all rubbish, waste, litter and other rubbish that the stallholder has either brought onto the Market or obtained at the Market. The rubbish bins provided at the Market are for the purpose of the disposal of litter by the general public and are not available for the disposal of stallholders waste or packaging materials.
- At the end of the day's trade, the stall holder is required to clean their site and ensure that it is clear of discarded rubbish and waste materials.

## **Health and Safety**

- Stallholders must comply with regulations of the Health and Safety at Work Act 1974. Stallholders must notify the market co-ordinator as soon as they become aware if any health and safety issues or hazards that may have arisen.
- It is the responsibility of the Stallholder to ensure that all equipment brought to the market has been correctly set up and is operated in a safe manner.
- Portable Appliance Test Certificates are required for all electrical equipment used stallholders to ensure all equipment is safe.
- All stallholders must hold their own Public Liability Insurance with minimum cover of £5 million. Stallholders must also have Product Liability and where appropriate, Employers Liability.

## **GENERAL MARKET CODE OF CONDUCT**

- Stallholders and their staff are expected to behave in a professional and socially acceptable manner at all times having regard to the interests of all traders and the market as a whole. Verbal abuse or physical aggression will not be tolerated in any circumstances towards any customer, trader or employee of the market.
- Any excessive activity involving calling shouting, playing music or any other action intended to attract shoppers' attention to a particular stall or group of stalls ('pitching') is not permitted. This will be enforced at the discretion of the market contractor.
- Anyone found selling illegal, counterfeit or inappropriate goods will be removed from site and the relevant authorities will be informed.
- The stallholder will comply with all the terms contained in this agreement and will comply with any changes to the Market Terms and Conditions. The breach of these rules may result in dismissal from the market.

By signing this Market Agreement you agree to indemnify Spelthorne Borough Council and its employees from all legal liability whatsoever if injury occurs to any person(s) as a consequence of any negligent, reckless or improper action or lack of action by you concerning any matter to do with your Stall.

.....  
**Stallholder Name**

.....  
**Stallholder Signature**

.....  
**Date**

## **SPELTHORNE BOROUGH COUNCIL RULES AND REGULATIONS**

1. Deposits taken as advanced rental to be "worked off" (i.e., after giving notice you may trade rent free of weeks as applicable) and cannot be refunded. Notice will not be accepted to working off during December or January. Rents are collected daily on commencement of trading. Rents "missed" on trading days are chargeable.
2. No vehicles will be allowed on the site and approach roads during market trading hours. All vehicles must be clear of trading area half an hour before opening. – 08.30am
3. Occupation of the stall or space must be completed by 08.00am. Otherwise, the Council reserve the rights to let the stall/space to another trader.
4. No additions to the stall will be permitted and no re-arrangement of the stall without permission of the Market Manager.
5. The stall or space allocated must at all times be kept clean and tidy. Rubbish must be boxed or either kept within the space allotted or put in the receptacle provided. At the end of trading, all rubbish will be swept up by the Traders and put into the receptacle.
6. No boxes, stock, or any article will be left in the designated passageway, which must be kept clear and clean for the passage for the public at all times.
7. Every trader must display a clearly printed stall number.
8. Any complaints by the general public or by any officer or trader or representation of any authority must be referred to and dealt with by the Market Manager and his decision is final.
9. No credit notes will be given. Either the items will be replaced by the stallholder, or a cash refund will be given.
10. Any trader may only sell those items applied for on the application form provided and previously agreed with the Manager.
11. Selling by mock auction will not be permitted at any time.
12. Under no circumstances will a Trader be allowed to leave a stall before the end of trading, without the Manager's permission.
13. The Council will insure for public liability, but traders are responsible and must take out their own public liability insurance.

\* All vehicles must be off site by 08.30am. They are permitted back on at 17.30pm\*