



Information pack 2023

Welcome to New Forest Makers Markets - Audely Stanbridge Earls

Important:

- Arrival time – You will not be able to get into the car park or venue until the times stated below, please abide by these instructions.

CARPARK OPEN FROM 9.30AM

- Tear down 3pm, no earlier (Unless you have prior arrangement with me)
- Doors open to customers at 11am

Table allocations

We aim to allocate you to a table which suits your requirements. I ask that you let me know at time of booking what specific needs you have such as two chairs, space near the doors, disabled access. I will do what I can but can't promise anything. The tables are 5ft and 6ft in size, I will allocate your table and I cannot take requests for particular sizes I am afraid.

Please note that there is no additional tables or extra space available at this location.

Facilities

There is a bathroom for traders, you will be directed where they are on the day. You will also be provided with 1x Tea/Coffee vouchers for you to use.

Parking

Unloading is at the entrance of the main building, you will need to unload and move your car immediately to the free designated car parking area to allow space for the visitors to park.

Advertising

I promote the New Forest Makers Markets as much as I can, using Social Media, local 'Whats on' magazines, along with banners and sign boards at the venue, however I do need you to do some sharing too. The relevant promo posts will be emailed out a few days before the market and there are some available for you to download and utilise as and when you wish to, these are located on our book a stall page on our website

Posters and Flyers have been handed out to all the local business and are also handed out on the day of each market. Unfortunately, we are no longer aloud to put up any posters or banners on lamp posts etc due to the New Forest Council.



Please read the following full Terms and Conditions thoroughly as some have changed since 2022.

- Bookings & Payment:** Please email info@newforestmakersmarkets.com to apply for your space. Once confirmed an invoice will be sent and payment **MUST** be made within 7 days to secure your booking.
- Allocations of tables:** Allocation of space at the venue is at the sole discretion of the organiser. As there is limited space, we will aim to create a balanced selection of goods to sell.
- Table sharing:** Table sharing is at my discretion, please contact us prior to booking to confirm you can do it.
- Electrical Items:** All electrical items must be PAT tested and display the date of testing, if your item is not displaying a valid date, we will ask you to remove it.
- Cancellation/Refunds:** If you cancel your space with 4 weeks or more notice of the market date you will receive a refund minus a £5 admin fee. For any cancellations with less than 4 weeks' notice, you will not be eligible for a refund. (If you can find someone else to cover you before you cancel, it is the organisers discretion to accept them as a substitute).
- Right of refusal:** I reserve the right at my discretion and without any reason to refuse any application and as such we will be refunded in these circumstances.
- Items to sell:** We **only** accept handmade goods at our Makers Markets- if we see any item which is manufactured elsewhere, we have the right to request that you remove those items from your table.
- Restricted sales:** All goods on sale must comply with national and local laws and regulations with regards to restricted items. Examples of restricted items include weapons, drugs, tobacco, alcohol, and knives. We ask that any electrical products sold are safe and properly maintained (note that we do not accept responsibility for faults found with any items sold by individual traders, that responsibility lays solely with the trader All electrical items must be pat tested before they can be sold <https://www.pat-testing-training.net/articles/making-and-selling-lamps.php>
- Regulations and documentation** – If you sell products in one of these categories:
 - 1)Anything food related
 - 2) Alcohol
 - 3)Soaps and cosmetics
 - 4)Toys and teddys
 - 5)Electrical items
 - 6) Silver jewelleryit is important that you follow the correct regulations, please click on this link to find out more: <https://www.newforestmakersmarkets.com/post/do-you-know-what-regulations-you-should-be-following>
I will not accept the sale of any UK banned items- IVORY, any item sourced from poached or trafficked animals.
- Set up and pack down:** Arrival into the car park is from 9.30am- Take down is from 3pm, please **DO NOT** pack up before unless this has been agreed prior to the market.
- Displays:** Walkways must be kept clear to enable easy access for everyone. If you do need hanging space, please arrange this with me prior to the event and I will do my best to accommodate.
- Rubbish:** Please take all of your own rubbish home with you.
- Insurance:** It is your responsibility to ensure that you have adequate public liability insurance. Please email a copy to info@newforestmakersmarkets.com prior to your first market with us, and at renewal of your insurance date.



14. **Courtesy and Competition:** We are a friendly community and as such, expect that you are always courteous to your fellow traders. Competing is **NOT** something which is in our ethos, and if we see any stallholders competing for customers', for example stepping out to the front of your stall before the customer has come over to your table, or calling customers over to you whilst they are stood at someone else's stall, then we reserve the right to stop you booking in the future. We do our best not to duplicate stalls, this means it is **VERY** important that you only bring the items you have stated upon your booking. Anything new or different, must be confirmed by us prior to the market. The reason is that it can unsettle and upset others, everyone has good and bad days so please be considerate.
15. **Complaints:** If you have any complaints, please chat with me first, I do my best to accommodate everyone's needs and would rather you talk through any problems you have with me. (Sometimes an issue can become bigger than it needs to be if it is not discussed at the time) However; If you need to put something in writing please do so, by emailing me at info@newforestmakersmarkets.com. I will aim to reply to all emails within 24hrs.

Please remember you and your talents are what makes our markets work with a fantastic atmosphere, please chat, make friends, and enjoy your time with us.

YOU ARE WHAT MAKE OUR MARKETS AMAZING!

Sarah Topp
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