



## Information pack

# Welcome to New Forest Makers Markets - Lyndhurst

**WIFI:** You will find this on your name card placed on your table when you arrive, please give me the card once you have made a note of the wifi code.

### Important:

- Arrival time – 8.30am.
- Tear down 4pm, no earlier! (Unless you have prior arrangement with me)
- Doors open to customers at 10am
- Please DO NOT arrive earlier than 8.30am, I need time to set up the space ready and wipe all tables down for you, this gives you 1 hour to set up.
- **Please Read the terms and conditions for all COVID – 19 Guidance**

### 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. All tables are 6ft in size, and everyone is given the same size table, please practise your layout so you know that you can fit within the size you re given.

In the past few markets, I have noticed more and more people are bringing small tables and /or free standing display stands, these are taking up more and more room meaning less main tables will be allocated, with this in mind, I will be charging a small fee for the extra space you require to make it fair on everyone, the extra charges are as per below:

Table costs			
	Lyndhurst	Lymington	HOW TO BOOK
Single 6ft Table	£ 33.00	£ 36.00	Book Your Main Table Online and Email Regarding Your Extra Space
Double table	£ 55.00	£ 58.00	Email Your Booking
Extra space next to table up to 2ft (own table/stand)	£ 5.00	£ 5.00	Book Your Main Table Online and Email Regarding Your Extra Space
Extra space next to table 2-4ft (own table/stand)	£ 10.00	£ 10.00	Book Your Main Table Online and Email Regarding Your Extra Space

Any queries regarding your allocation spaces please email me on [info@newforestmakersmarkets.com](mailto:info@newforestmakersmarkets.com)



## Facilities

There is a bathroom for traders, head up the stairs from the foyer and to the right. Please bring your own refreshments we don't have use of the kitchen facilities., sometimes the venue organise a café, if they are in on that day please do support them and use the café where you can rather than going up the high street.

## Parking

Unloading is to the side of the Hall only, there is FREE parking BUT please be aware that your car may be penned in by other makers. Please unload whilst being aware of. I will be on hand to help with parking where necessary.

## Advertising

I promote New forest Makers Markets -Lyndhurst as much as I can using Social Media, but we do need you to do some sharing too. You can find all the relevant promo posts for you to download and utilise as and when you wish to.

You can find the promotion material by hovering over the book a stall tab and then a promotional material tab will be in the dropdown menu. Here is the link: [www.newforestmakersmarkets.com/promotionalmaterial](http://www.newforestmakersmarkets.com/promotionalmaterial)

These will tell everyone that you are selling with us near the event. We have posters/Flyers if you would like to hand any out, please let me know.

## **Please read the following terms and conditions carefully**

### Terms and Conditions

Please read as these are important for our community to thrive well.

I hope you all feel welcome and able to contact us should you have any queries; we will try to accommodate/help as best we can.

- 1. COVID 19 - If you have symptoms, suspect, or have tested positive for COVID or if anyone in your household has got COVID and isolating, you must stay home. Although our markets are outside, we must avoid any chance of spreading the virus to anyone.***
- 2. Even though it is now not compulsory to wear a face mask or visor at all times you are in the building including setting up times it is at the request of the hall organisers that we still wear masks/visors – we have hand gel, but please also bring your own and make sure that if you are exchanging goods through sales that all precautions are taken to keep everything germ free.***
- 3. Covid Safety Signs – Please provide your own, making sure they are as clear as possible and if you are happy for customers to touch your products (after they have used hand gel) please make this clear.**



4. **Payments/bookings:** payment is made at time of booking. Any bookings made over the phone will need to be paid via the confirmation email which contains the invoice and must be paid within 7 days of making the booking to secure your space.
5. **Payment Options:** Unless otherwise agreed in writing and in advance, all payments must be made via BACS payment or the website.
6. **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 so that we are not filling the hall with too many of one type. If you are not happy with the space that you are allocated, please speak up before the day as I cannot rearrange table spaces on the day.
7. **Table sharing:** Table sharing is only permitted by prior agreement and at my discretion and not permitted when booking a double table space.
8. **The use of 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. It is your responsibility to supply yourself with an extension lead if you need one as I can't guarantee you will be right next to a plug socket.
9. **Cancellation:** Cancellation: You must give plenty of notice if you no longer require your table so that we can allocate it to the next available maker. If you cancel your space with 6 weeks or more notice of the market date you will receive a full refund, anyone cancelling within 6 weeks and no less than 14 days of the market date, will not be eligible for a refund but can transfer the date.
10. **Refunds:** Unfortunately, we only issue refunds if you cancel with 6 weeks or more notice of your market date any cancellations under 6 weeks but not less than 14 days prior to the market will not be refunded but can be transferred to the next available date. This is because all costs must be covered and if we cannot re-allocate your table, it must still be covered in the cost. (If you can find someone else to cover you before you cancel, it is the organisers discretion to accept them as a substitute) Anyone cancelling within 14 days of the market will not be eligible for a refund or date swap regardless of any reason
11. **Right of refusal:** I reserve the right at my discretion and without any reason to refuse any application and as such we will refund in these circumstances.
12. **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 remove those items from your table. All products stalls must be filled with AT LEAST £80 HANDMADE products. For example If you sell predominantly wax melts and want to have an option of 2 wax melt burners on display or as part of a package that is fine.
13. **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.
14. **Electrical items:** 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>



**15. 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 jewellery

It 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>

**16. I will not accept the sale of any UK banned items-** IVORY, any item sourced from poached or trafficked animals.

**17. Set up and pack down:** Arrival is at 9am onwards no earlier!! - Take down is from 4pm, please DO NOT pack up before we have said you can, which will be when the last customer has left the hall! Packing down early will make customers feel uncomfortable and want to leave.

**18. Displays:** Walkways must be kept clear to enable access to all and adequate social distancing- If you do need hanging space, please arrange this with me prior to the event and I may be able to but cannot promise to allocate you a table with space that allows you to hang items behind you on the picture rail.

**19. Rubbish: PLEASE TAKE ALL YOUR RUBBISH HOME.**

**20. Insurance:**

**It is your responsibility to ensure that you have adequate public liability insurance. Please email a copy to [info@newforestmakersmarkets.com](mailto:info@newforestmakersmarkets.com).**

**21. 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 table holders obviously competing for customers, we reserve the right to stop you booking in future. The reason is that it can unsettle and upset others, everyone has good and bad days please be considerate to others.

**22. 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](mailto:info@newforestmakersmarkets.com). We 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!**

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