



## **Information pack 2025**

# **Welcome to New Forest Makers Markets - Chilworth Arms**

### **Important:**

- The market will be held outside in the garden, under an open sided, roof top marquee which has lights and heaters.
- Arrival time – You will not be able to set up at the venue until the times stated below, please abide by these instructions.

**Arrival time FROM 10.00AM and no later than 10.30am to be ready for the doors to open to customers for 11am.**

- Tear down 3pm, no earlier

### **Table allocations**

We aim to allocate you to a table which suits your requirements. We will be using the restaurant tables which are just over 5ft wide.

If there is any extra space if available, I will email out a week or so before the market. Please also reply if you have any specific needs, such as two chairs, space near the doors, disabled access, along with anything else.

### **Facilities**

There is a bathroom for traders, you will be directed where they are on the day. Refreshments are available to purchase from the bar.

### **Parking**

There is a large free car park onsite around the back of the pub, which has easier access to the garden. Please do not use the front car park as this will be for the customers.

### **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 will be handed out to all the local business and are also handed out on the day of each market. A banner & flags will be put out on the day of the market.



## **Please read the following full Terms and Conditions thoroughly before booking.**

1. **Bookings & Payment:** Please email [info@newforestmakersmarkets.com](mailto: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.
2. **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.
3. **Table sharing:** Table sharing is at my discretion, please contact us prior to booking to confirm you can do it.
4. **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.
5. **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.
6. **Event cancellation due to weather:** In the event of cancellation caused by adverse weather conditions or other circumstances beyond the organizer's control, no refunds will be provided. The organizer reserves the right to postpone, reschedule, or modify the event as necessary, to ensure the safety and well-being of participants, staff, and vendors. Any such changes will be communicated as soon as reasonably possible.
7. **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.
8. **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.
9. **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>
10. **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.**
11. **Set up and pack down:** Arrival into the car park is from 10.00am- Take down is from 3pm, please **DO NOT** pack up before unless this has been agreed prior to the market.



12. **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.
13. **Rubbish:** Please take all of your own rubbish home with you.
14. **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) prior to your first market with us, and at renewal of your insurance date.
15. **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.
16. **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). 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!**

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