



Information Pack

Welcome to New Forest Makers Markets

Lymington

WiFi: On the noticeboard in the foyer as you arrive

Important:

1. Arrival time – 8.30am if you are bringing your own gazebo, 9am arrival to those indoors and using one of our gazebos.
2. Tear down 4pm, no earlier! (Unless you have prior arrangement with me)
3. Doors open to customers at 10am
4. Please DO NOT arrive earlier than 8.30 (if bringing own gazebo) or 9am as I need time to set up the space ready for you
5. **Please Read the terms and conditions for all COVID – 19 Guidance**

We aim to allocate you to a table which suits your requirements. We ask that you let us know at time of booking what specific needs you have. For example, power needs, etc. We will do what we can but can't promise anything...

Facilities

There is a toilet for all to use, but no use of the kitchen so please bring your own refreshments, the town centre is literally a 2 minute walk away in case you need to pop out. Sometimes they will have a café on site. The library is next door and there are always groups and clubs meeting here.

Parking

There is a very limited number of parking spaces at the hall itself, manoeuvring room is tight, but we will be on hand to guide you where necessary. There is car park nearby, it is a large carpark with different areas so please read signage, we are not responsible for you getting a parking ticket. There is a walkway straight through to opposite the hall. Please see the map included for detail, the red area is the car park, the yellow is where the walkway through is, and the blue is the masonic hall.

Advertising

We promote the New forest Makers Markets as much as we can, using Social Media and banners but we 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, these are located on our book a stall page on our website

www.newforestmakersmarkets.co.uk 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 us know.



Please read the following terms and conditions thoroughly!

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. You must wear a face mask or visor at all times you are in the building including setting up times – 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. We will be putting safety signs up and there will be signs inside the hall to guide people around in a one way system- This will be in place until such time that this rule is changed by the government.

4. Safety signs- we have these, but if you have your own, please make sure they are as clear as possible if you are happy for customers to touch your products (after they have used hand gel)

5. Payments/bookings: payment is made at time of booking. (Within 7 days as you may lose your spot if failure to pay on time)

6. Payment Options: Unless otherwise agreed in writing and in advance, **all payments** must be made via BACS payment or the website

7. 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.

8. Table sharing: Table sharing is under my discretion

9. 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.

10. 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 within 6 weeks of the market date you will receive a full refund

11. Refunds: Unfortunately, we only issue refunds if you cancel within 6 weeks of your market date any cancellations under 6 weeks 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)

12. 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.

13. 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.

14. 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>



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 - 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!

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 to the side of your allocated slot as these are limited.

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.

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. 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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Please see below for Car park/ hall Map & Town Hall layout
Red – carpark (tesco), Blue- Hall location, Yellow- walk way

