

Ipswich market – Regulations for Princes Street, Giles, Queens Street

Ipswich Borough Council has a vision for the Ipswich Market and this is:

‘To create a varied and quality market, this is an asset to the town centre and to the neighbouring retailers’;

The Council’s commitment to market traders

The Council will ensure that the market operation is carried out in such a way as to:

- Provide a safe and welcoming environment in which to trade;
- Offer a balanced market, with limited duplication of both core and competing secondary product lines,
- A fair and thorough application process for traders wishing to apply to trade or introduce a new product line;
- Open and two-way communication with all traders, either directly or through their nominated representatives.
- A minimum of two market trader meetings are held per annum; wherever possible traders should attend or send a market representative.
- Continuous development and promotion of the market and campaigns to attract new shoppers and traders

The Council is committed to the highest possible standards of openness, and fairness. In line with this comment, market traders and their staff with concerns about unlawful conduct, financial malpractice or dangers to the environment, other traders, the public or the Market and Council’s reputation are encouraged to come forward and voice those concerns, in confidence if they wish.

1. Trading Days / Hours

- 1.1 Normal market trading days are: Tuesday, Thursday, Friday and Saturday (the Council reserves the right to vary these days).
- 1.2 In exceptional circumstances (for example a major event), the Council reserves the right to cancel the market. Traders will be notified no less than 10 days prior to the market being cancelled, no rent or holiday will be taken for the cancelled market day.
- 1.3 Access hours for loading and unloading are between 05:30 and 08:30 and between 17:00 and 18:30. To allow traders to access Princes Street and Giles in an orderly fashion, these times will be staggered. Each trader will be given a time slot to adhere to, with a 15 minutes grace period. Please inform the Market Enterprise Team if delayed for any reason. Failure to adhere to the time slots may result no vehicle access being provided to a pitch.
- 1.4 Trading hours are between 08:30 and 17:00 except on special event days, where trading may be extended. All stalls must be fully operational by 09:00 with all vehicles removed from site by 08:45.
- 1.5 No trader should clear their stall before the end of trading hours, unless agreed/instructed to do so by the Market Enterprise Team.

- 1.6 It is the responsibility of traders to notify the Market Supervisor of any delay in attending the market (i.e. because of illness, vehicle breakdown or other reasonable cause beyond the trader's control). In the absence of doing so, traders who fail to notify the Market Enterprise Team by 07.00 may not be permitted to trade on the market day. No refund of pitch fees will be paid in these circumstances and the Council may re-allocate the pitch to another trader in such circumstances.

2. Market Layout and Closure

- 2.1 The designated market highway for this area is north part of Princes Street, Giles Circus and Queen Street. See attached plan Appendix 1.
- 2.2 The Council reserves the right to alter any stall location, change the layout or vary the trading times in exceptional circumstances. No trader will have exclusive occupation of any pitch.
- 2.3 The Commercial Development Operations Manager shall have the right to close the market at his/her absolute discretion if they consider this to be necessary on the grounds of public safety, for example inclement weather. If cancellation of the market takes place before 10.30 on the morning of the market no charge will apply.
- 2.4 Wherever possible, traders will be given prior notice of maintenance and other work on and around the market which could affect their trading activities. The Council will not be liable for any direct or consequential loss arising from work affecting the market.

3. Pitches and Stalls

- 3.1 The standard size of the licensed pitch is 10ft x 10ft (3m x 3m) or multiples of. All pop-up gazebos will be Ipswich Borough branded gazebos. No trader owned gazebos will be allowed. Regular traders will be provided branded gazebos, casual traders will be issued a gazebo on the day.
- 3.2 Overhang "extensions" beyond the boundary of the licensed pitch are not permitted at anytime.
- 3.3 Market pitches will be allocated by the Market Enterprise Team; traders will not be permitted to set up without prior consent. All pitches will be marked out and traders must adhere to these markings at all times.
- 3.4 Traders are responsible for erecting and dismantling their stalls with minimal noise and disruption to neighbouring properties and businesses. All stalls must use adequate weights appropriate to the size of the pitch.
- 3.5 The sub-letting of any pitch or stall is prohibited.
- 3.6 Traders must ensure that during trading hours pitches are staffed, presentable and in keeping with the market at all times.
- 3.7 Traders are not permitted to encroach the highways or aisles which may impede pedestrian movement around the market, present a safety hazard or may be detrimental to the efficient operation of the market. Packaging under tables must not be visible to the public.
- 3.8 Emergency vehicle access must be accessible at all times.

- 3.9 The Council reserves the right to charge any trader the full cost of repair or renewal to any Council property related to the market, where in the reasonable opinion of the Council, the trader or anyone working with the trade caused the damage.
- 3.10 All traders must display a prominent sign showing their name, company name and if applicable the National Market Trader Federation membership.
- 3.11 Traders selling food will be required to display the sticker showing the rating awarded to them under the Food Standards Agency national Food Hygiene Rating Scheme.
- 3.12 Smoking is not permitted by traders, their employees and suppliers within or near market stalls in accordance with the 2006 legislation which bans smoking in enclosed/substantially enclosed workplaces and public spaces.
- 3.13 Traders must supply a current PAT certificate for all electrical equipment used on the market. It is the responsibility of the Trader to have all electrical equipment tested on an annual basis. Failure to provide an up to date certificate will result in the equipment not allowed on the market.
- 3.14 All stall holders must ensure that any gas/LPG appliance, installation, pipework or flue in use at Ipswich Market is maintained in a safe condition so as to prevent risk of injury to any person. For this purpose, gas appliances must be serviced annually by a Gas Safe registered engineer in order to ensure that appliances continue to operate safely. The engineer's report must be retained and produced upon request by the Market Supervisor or an authorised inspector of the Council.

4. Payment of Fees

- 4.1 Payment of market pitches will be by direct debit or debit / credit card only. No cash payments are allowed.
- 4.2 All traders must pay the pitch fee irrespective of whether they attend the market. No credits will be given for non-attendance, except where non-attendance occurs as part of a promotion, holiday or inclement weather as decided by the Commercial Development Operations Manager.
- 4.3 Casual traders will be required to pay for pitches a minimum of two weeks in advance of their trading day; no credit will be given for non-attendance except in special circumstances approved by the Commercial Development Manager.

5. Refuse

- 5.1 It is the responsibility of the trader to ensure that all refuse is placed in bin bags or boxes, bags tied and left in the designated area or taken away with them. No litter is to be left on site.
- 5.2 Two bins will be provided for general and recycling waste. Traders will be expected to flat pack all recycling and place in Recycling bin for disposal.

6. Conduct and Behaviour

- 6.1 Traders and any persons working for them are expected to conduct themselves in a manner that does not bring any adverse publicity to the market, fellow traders or to Ipswich Borough Council.
- 6.2 Traders are expected to present a positive image at the market and to treat customers, fellow traders and others with courtesy at all times.

Failure to adhere to these regulations may result in termination of a market pitch

7. Contacts:

Pauline Kane-Brakes
Market and Facilities Assistant
Mobile: 07917 803599
Email: pauline.kane-brakes@ipswich.gov.uk
Available Tuesday, Thursday, Friday & Saturday

Cari Hodkinson
Senior Enterprise Development Officer
Mobile: 07921 492516
Landline: 01473 432215
Email: cari.hodkinson@ipswich.gov.uk

Heidi Cobb / Jennifer Barrett
Enterprise Development Officer
Mobile: 07810 656986
Landline: 01473 432228