



Ross-on-Wye Town Council

OPEN RETAIL MARKETS APPLICATION FORM

Please read the attached information pack and complete and return the form below to:
Ross-on-Wye Town Council, Town Hall, Ross-on-Wye, HR9 7AN
email: admin@rosstc-herefordshire.gov.uk

If you need help completing this application or have any queries, please call 01989 562373 for advice

Full Name	
Postal Address (inc postcode)	
Business/Trading Name	
Postal Address of Food Preparation Base (if different from above)	
Landline Telephone Number	
Mobile Telephone Number	
Email Address	
Are you new to market trading?	Yes / No
Type of goods (brief description) Please specify if new, used, end of line, collectable, etc	
Please insert number of stall spaces required? (Single or Double) or specify frontage width	
Day/s Preferred	Thursday / Saturday / both
Public/Product/Employee Liability Insurance Provider & Policy Number (Minimum £5 Million)	

I/We enclose a copies of Public Liability Insurance Certificate, a Risk Assessment and Food Hygiene Certificates (where appropriate) to allow my/our application to be processed.

If my/our application is accepted, I/we agree to pay the fees set out in the current scale of charges and to comply with Market Policy and terms of the Licence.

Signed.....Dated.....

Privacy Notice

Your details are held by Ross-on-Wye Town Council (the data controller) in accordance with the Data Protection Act to enable the administration of the application.

The legal basis for processing this data is to enable the Council to process the contract. If you include any personal details on this application on behalf of an organisation or group, the legal basis for processing this data is your consent to do so. You can withdraw your consent at any time by notifying us. Our contact details to do so, or for any other queries, is Town Hall, Cantilupe Road, Ross-on-Wye, HR9 7AN.

We will keep your data for six years plus the current financial year, which runs from 1st April to 31st March. Your information will not be shared further.

Individuals have a number of rights under data protection law, including the right to request their information. You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Information you provide will only be used for the stated purpose. Further information about the processing of your data can be found on our website at <http://www.rosstc-herefordshire.gov.uk/>

Data Protection: Please confirm your consent below. You can grant consent to any or all of the purposes listed. You can withdraw or change your consent at any time by contacting us directly.

- We may contact you to keep you informed about what is going on in the Council's area including news, events, meetings and activities. These communications may also sometimes appear on our website, or in printed or electronic form including social media.
- We may use your name and photo in our newsletters, or on our website, or our Facebook page.

KEEPING IN TOUCH

- Yes please, I would like to receive communications by email.
- Yes please, I would like to receive communications by telephone.
- Yes please, I would like to receive communications by mobile phone including text message.
- Yes please, I would like to receive communications by social media including Facebook.
- Yes please, I would like to receive communications by post.
- No, I would not like to receive any further communications other than for the purposes of this application

Please return completed form to the Ross-on-Wye Town Council,
Town Hall, Cantilupe Road, Ross-on-Wye, HR9 7AN
Phone: 01989 562373 email: admin@rosstc-herefordshire.gov.uk

NEW TRADER INFORMATION PACK

1. Starting out

Casual or new traders should always make contact with Ross-on-Wye Town Council in the first instance by phone 01989 562373 or email admin@rosstc-herefordshire.gov.uk.

A trader is unlikely to get a **regular** stall or pitch on the markets without first attending as a **casual**.

Regular traders enjoy certain privileges that casual traders do not. However, some traders prefer to operate on a casual basis indefinitely.

We will discuss the requirements of both the trader and those of Ross on Wye Town Council. Most authorities have a method of stall letting, basically the longer you attend the more chance you have of being allocated a regular stall or pitch when one becomes available. The exceptions to this are if you are selling a line of goods that might clash with another trader.

We will consider this and might place such traders as far apart as possible or the casual trader may be placed on the waiting list until such time as a stall becomes available.

Market Trading is an exciting career where you will meet an array of diverse people, be your own boss and provide value for money products to the public, enjoying the fresh air and adding to the vibrancy of the street scene.

2. Deciding what to sell

The Town Council are happy to advise which lines already exist, thus allowing new traders some guidance in their choice of goods.

Hot food retailers are welcome, but need to satisfy that their items are sufficiently unique and are not currently available elsewhere in Ross. Particular attention should be given to interesting ethnic items. Commonly available items such as burgers or hot-dogs would not be considered.

The Town Council will assess all completed application forms received and will notify the applicant/applicants of their decision when made.

3. Market times

Thursday & Saturday	Summer (June, July, August)	8.00am till 4.00pm
Thursday & Saturday	Winter (September to May)	8.00am till 3.00pm

4. Do you need a stall?

You might need to purchase a stall, tables or other accessories. Useful sites include <http://www.marketholdings-store.co.uk/index.html> or <http://www.customcanopies.co.uk> . Tables are also available for hire at a charge of £2.00 plus VAT each per visit and a limited number of gazebos are available free of charge.

5. Public Liability & Trade Goods Insurance

All traders must be covered by insurance for Public Liability. Current valid insurance certificates should always be carried by traders, for inspection by the Town Council staff.

Ross-on-Wye Town Council requires traders to indemnify the Council from and against all claims, demands, proceedings, damages, costs, charges and expenses.

The **minimum** amount of public liability insurance should be for **£5,000,000 (5 million)**.

Insurance cover of this type can be obtained via membership of The National Market Traders Federation www.nmtf.co.uk Membership of this organisation is not compulsory. Alternatively, independent specialist insurance advice can be found at <http://www.gmisl.co.uk/site> or <http://www.marketline.co.uk> also see LRO Insurance on 0870 142 0871 they offer 'starter' rates from £40 per annum.

6. Accounts & VAT

All income needs to be accounted for. You may find it necessary to register for VAT dependent on turnover, to be paid to HM Revenue and Customs. See <http://www.hmrc.gov.uk/vat/start/register/when-to-register.htm> or <http://www.hmrc.gov.uk/sa/register.htm> for further information.

You will of course be able to reclaim the VAT you have paid on your purchases. You will also, after the first year's trading, be required to submit accounts to the Inland Revenue, see <http://www.hmrc.gov.uk/selfemployed> for more details.

7. Legal Obligations

A market trader must also be aware of other statutory legislation applicable to him or her. As a self employed person a trader is required to register and pay National Insurance contributions, see <http://www.hmrc.gov.uk/ni/index.htm>

8. Food Safety

Food retailers should familiarise themselves with current practices and procedures and legislation regarding food preparation, especially in relation to labelling and packaging etc.

Please refer to <https://www.herefordshire.gov.uk/environmental-protection/environmental-health/business-food-safety-inspections> and read the points below:

1. **Registration of Food Premises – you must be registered with the local authority where your business is based i.e where you produce, store or prepare the food, or where you store a vehicle/unit**
2. Correct transportation of food
3. Provision of hand washing facilities where appropriate
4. Correct storage and display of food
5. Temperature control
6. Design and cleanliness of stall/unit
7. Personal hygiene
8. Waste storage
9. Food Hygiene training as appropriate

For further information and advice please contact Environmental Health on 01432 261761 or visit www.herefordshire.gov.uk and search for 'food safety'.

9. Customer Returns

If an article is brought back that is faulty or damaged or not fit for the purpose for which it was sold, then the trader must rectify the matter either by exchanging the goods, giving a credit note or a full cash refund, but remember whatever method, is used it is the **customer's choice**.

Often goods may be returned that are not faulty but the customer has found out it was not really what they wanted, or in the case of clothing, it does not quite fit. In this case **there is no obligation** to make the matter right, but if you feel the reason is genuine, then in the long term it might be better to offer an exchange or refund. You may lose a sale but you have built some goodwill, and the customer will be more likely to return again.

10. Trade Descriptions

1. All items on sale must be clearly priced.
2. Items that are legally required to be sold by weight eg. cheese, meat, most fruit and vegetables must have a metric unit price (price per kg) displayed, whether sold pre-packed or loose. If pre-packed the goods must also be marked with the weight and selling price of the pack.
3. All weighing scales used for determining the selling price of goods must be stamped.
4. No signs or notices should be displayed that attempt to restrict a consumer's statutory rights.
5. A consumer's statutory rights are that goods must be of reasonable quality, fit for purpose and as described.
6. Food offered for sale must comply with statutory labelling requirements and compositional standards.

These conditions are in no way intended to be a comprehensive summary of all relevant legal requirements

Further and more detailed advice for traders is available at www.herefordshire.gov.uk Click on Business, then Trading Standards and the Business Advice link. Alternatively, please contact business advice on 01432 261987.

Useful Services:

Accepting Credit Cards, examples of providers:

MobilePOS

nmtf **MobilePOS**

Take Credit and Debit Card Payments on your own mobile phone

- Very low set-up and running cost
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