



"PEOPLE. PRODUCE. PLACES. CELEBRATING, SUPPORTING AND SHOWCASING NORTH EAST FOOD AND DRINK"

HEBBURN SET UP INSTRUCTIONS

LOCATION: Hebburn Shopping Centre, South Tyneside. NE31 1AB (head for Hebburn Central on SatNav)

TRADER SET UP: 8am to 9am

TRADING TIMES: 10am to 3pm

PLACEMENT: A trader map will usually be published in the WhatsApp group. This will help determine where to park.

One of our team will also be on site to ensure you are placed correctly on the day of the event. It is important that you go where placed by our team.

LOGISTICS: All traders are to offload directly onto the market square.

PARKING: There is free parking situated directly next to the market square.

WASTE: The bins provided are for public use only. Moderate trading waste is acceptable.

NO COMMERCIAL WASTE such as boxes or oil drums.

TOILETS: There are public toilets directly across the car park in Hebburn Central Leisure Centre. Approximately a 2 minute walk.

PAYMENT: Prompt payment allows the smooth running of the market and gives us the budget to promote and invest.

The pitch fee across all Local Heroes NE markets and pop ups is £39. This will be reviewed annually in April following consultation with traders.

You will be invoiced by My Food Stories Limited *24 hour* BEFORE each event. We will require payment a maximum of *24 hours* AFTER the event has taken place. Failure to do this may result in exclusion from future markets.

CANCELLATIONS:

We are an all weather market with the only exception being high winds. In the event of cancellation by the organiser, there will be no charge levied or any advance payment will be refunded.

Should you wish to cancel your pitch then we will require 48 hours notice prior to the event (typically before 10am Thursday) in order to find an adequate replacement.

Failure to give notice will result in us invoicing you for the full pitch fee of £39.

No shows will not be refunded and the invoice will still stand.

MANDATORY TRADING REQUIREMENTS:

1. Food Hygiene Certificate and Rating 4* + (if you are awaiting audit then please let us know)
2. Risk Assessments and certificates relating to your food business, i.e. refrigeration, gas and preparation on site, if relevant.
3. Public Liability Insurance minimum £5m.
4. Stallholders should be ready to trade by 10am and should not, unless agreed in advance with the organisers, pack down early. Not only can leaving early be hazardous to both traders and the public, it also presents a poor community image for the market.
5. Stallholders are responsible for the removal of their own waste and rubbish.
6. All gazebos, stands and awnings **MUST**, in the very least, be securely weighted down on all 4 corners at every market by heavy commercial weights. Failure to do so will cause a risk to the public, negate our insurance and put future markets at risk.
7. Stallholders must consider the visual appearance of their stall including product presentation and signage. You have been chosen based on your quality and this must be represented on market day. Quality, customer service and attentions to detail is what sets us apart.
8. Stalls need to be entirely self-sufficient, providing their own tables, gazebos and any other equipment needed. If your business is in its early incubation phase, then please speak to our staff to discuss and support required.

Local Heroes NE is an enabling community of producers, traders and businesses. None of the above requirements or standards are designed to be prohibitive to trading.

We are a pro-trader initiative looking for long term, sustainable and profitable opportunities for our network and in communities who would otherwise not have access to high quality, hyper local produce.

Our attention to detail, diversity of product offer, commitment to quality, respect for our community and love of the North East is what sets us apart from other markets, events and pop ups.

Let's grow together.