



**vineyard**

# **MARKET**

farmers market | craft fair | car boot sale

# **Traders Guidelines**

*January 2019*

# Welcome!

*Welcome to the Vineyard Market. Please read carefully the following information, as you are required to comply with ALL the guidelines as detailed below. We hope you have a successful and enjoyable day's trading!*

**Vineyard Compassion Team**

## Terms and Conditions

- Venue will be open at 7.45am for traders to set-up
- We would request that all traders arrive onto Hillmans Way at 7.45am or after as any queue of traffic waiting would cause issues with AVX employees who arrive to begin their 7am shift. If anyone does arrive before 7.45am they need to park tight to the kerb on the left of the road, with their engine & lights turned off. This will allow any other traffic (AVX employees etc) to pass by safely without thinking they are stuck in a queue of moving traffic.
- Pre-booked pitches will be held until 8.45am - then released for others. Please note that the booking is non refundable and non transferrable
- All pitches to be set up and ready for trading at 8.45am
- Pitches are allocated on a 'first come, first served' basis
- PLEASE DO NOT approach other traders to purchase items while they are still in process of setting up their stalls before the market officially begins at 9am (or when traders are fully set up). Anyone who does not respect this will be asked to leave the site and may be permanently banned from attending the market. We now have CCTV in operation throughout the venues and will forward any footage to the PSNI if intimidation or thefts occur.
- Vehicles in OUTDOOR / DRIVE IN venues will not be able to leave prior to 1pm (finish time) as this causes a risk to pedestrians and other traders in these areas.

- Indoor pitch (including table) measures approximately 1.5m x 0.9m
- Outdoor Car pitch (including vehicle) measures approximately 3.5m x 6.5m
- Outdoor Van pitch (including vehicle) measures approximately 5.5m x 6.5m
- Drive-In Car pitch (including vehicle) measures approximately 2.9m x 6.0m
- Drive-In Van pitch (including vehicle) measures approximately 2.9m x 7.5m
- Foyer Craft Fair pitch (including table) measures approximately 1.9m x 0.8m
- We actively operate an Anti-Counterfeiting, Stolen and Unsafe Goods Policy. Spot checks are carried out on goods offered for sale. We reserve the right to refuse admission or to ask a seller to leave without refund should they be found to be in breach of our policy. In such cases, Trading Standards and/or PSNI may be notified
- It is your responsibility to be legally compliant where necessary whether or not advice is provided
- Be equipped to deal with accidents that could arise at your pitch
- Smoking is not permitted under any circumstances within the warehouses, at the entrance / exit doors or near any children's activities
- You are required to **remove ALL waste generated from your pitch**, including boxes, coffee cups, rubbish and waste water. These items must be cleared from your pitch and either put into bins or taken home with you.
- Items left over to be donated – If you have any items that are left over and you wish to donate to Vineyard Compassion, please bring them to the INDOOR shed and leave them at the Vineyard Compassion charity stall
- All goods sold should be as accurately described as possible
- For safety reasons please do not place items on the floor beyond the front of tables

- Vineyard Compassion is not responsible for any items lost or stolen. Each trader is fully responsible for the safety and security of their own item
- Individuals (traders or public) will be asked to leave the site immediately if threatening behaviour or abusive language is directed at our team

# Food Vendor Guidelines

If you are selling food or food related goods, including drinks, you must be pre-registered on-line prior to the Market day. It is our aim to offer a variety so there is a restriction on the number of vendors selling the same or similar products; if you are booking for the first time, please contact us on 02870220005 or email [info@vineyardcompassion.co.uk](mailto:info@vineyardcompassion.co.uk)

- A copy of each of the documents as listed below must be received by Vineyard Compassion at least three working days (i.e. Wednesday morning) prior to the Vineyard Market. You can email these to [info@vineyardcompassion.co.uk](mailto:info@vineyardcompassion.co.uk) or post them to our Hope Centre office
  - Public liability insurance
  - Food hygiene certificate(s)
  - Evidence of registration with your local Council's Environmental Health Department (can be obtained from your EHO)
  - Hygiene Rating certificate
  - Safety gas certificate (only when using gas appliance(s))
- You must also have a copy of these documents with you and available for inspection on all trading days.
- You must bring your own hand washing facilities (hot water, water receptacle, anti-bacterial soap & drying towels)

# Health and Safety Guidelines

Our goal is to make sure that everyone is as safe as possible while on our site.

- Please be very careful when lifting any of your stock or equipment
- We have fire extinguishers available at stations around the site. If you see a small fire try to extinguish it, but only if you can do so without any undue risk. If you are not able to extinguish the fire please notify the information point immediately. The alarm will be raised through the PA system. If you hear an evacuation alarm please move quickly to the evacuation point (this is situated at the fence line beside the bottom of the indoor market shed)
- If you require first aid please make your way to the information point and a first aider will be available to assist you
- Ensure that no rubbish obstruct walkways
- Please ensure that you observe our strict **5mph** speed limit on site and please be vigilant at all times for pedestrians. We will have Marshals available in high visibility vests. Please follow any instructions that they give you - they are there to ensure your safety throughout the event
- Animals are not permitted within our INDOOR warehouse and the main Church venue. Please make sure that all animals outside are properly supervised and under control at all times. Dogs must remain on their leads while on site. Any dog fouling must be cleaned up immediately
- Toilets are provided on site. Please follow signs or ask a Marshal for directions
- If you have any health and safety concerns please speak to one of our Marshals or alternatively speak to someone at the information point

# Frequently Asked Questions

## **Q. When is the Vineyard Market?**

**A.** The event runs on the first Saturday of each month.

## **Q. Where is the Vineyard Market?**

**A.** The address is: 10 Hillmans Way, off Ballycastle Road, Coleraine. BT52 2ED

## **Q. What time does the event start and finish at?**

**A.** The Market is open to the public from 9.00am – 1.00pm

## **Q. Where can you park?**

**A.** There are free car parking facilities on site including a designated 'disabled' area. Please display BLUE badge to gain access to the disabled area

## **Q. Is there an admission charge for the public to the Market?**

**A.** The admission charge is £1 for adults (there is no admission for children and parking is free onsite)

## **Q. Is there wheel chair access to the indoor pitches?**

**A.** Yes, the entire site is accessible for wheel chair users

## **Q. What time can traders access the venue at to set up?**

**A.** The gate opens at 7.45am. We ask traders to arrive before 8.45am as all pre-booked pitches will be released after this time

## **Q. What size is the market and how many traders are there?**

**A.** The Market and parking area is on a 10 acre concrete and hard-core site. There are 100+ OUTDOOR pitches, 165 INDOOR and DRIVE-IN pitches and 30 designated CRAFT FAIR pitches available. Generally INDOOR, DRIVE-IN and CRAFT FAIR pitches are fully booked each month with the OUTDOOR numbers varying with the weather conditions.

**Q. What size are the pitches?**

**A.** An OUTDOOR pitch is 3.5m x 6.5m for a car and 5.5m x 6.5m for a van (including vehicle)

An INDOOR pitch (with table) is 1.5m x 0.9m

A DRIVE-IN pitch is 2.9m x 6.0m for a car and 2.9m x 7.5m for a van (including vehicle)

A FOYER Craft Fair (with table) is 1.9m x 0.8m

**Q. Will my small van cost the same price as a large van?**

**A.** No - Small van e.g. Berlingo, Fiesta, Kangoo, etc., can book and use a car pitch. Larger vans e.g. Hiace, Transit, Transporter, Traffic, etc., are 'Van' pitches

**Q. Can I choose my own pitch?**

**A.** Pitches are allocated on a 'first come, first served' basis within whatever venue you have booked and within whatever category – i.e. Farmer's Market / Craft Fair / Car Boot Sale. We will try to facilitate regular pitches where possible but these cannot be guaranteed

**Q. Are tables provided or do I bring my own?**

**A.** Tables are ONLY provided in the INDOOR and FOYER Craft Fair venues  
All other pitches ie OUTDOOR and DRIVE-IN do not include a table, so if required, you need to bring your own

**Q. Are tables available for hire?**

**A.** Unfortunately not at the present time



### **Q. How can I pay for my pitch?**

**A.** There are 3 methods to pay for your trading pitch:

1. Book your pitch on the website where you will be asked to pay for it either using your credit or debit card using Stripe as our online payment provider.
2. On Market day, book and pay for a pitch at the next market by visiting our Information Desk which is located just inside the bottom door of the INDOOR venue and is open from 11.30 – 12.30. Bookings are only taken for the following market at this time
3. Turn up and be allocated a pitch in whichever venue has space available, paying cash at the entrance to the venue. However, we may not have space to facilitate you and you will not gain entry until all 'booked' traders have checked in which will be at least 8.45am

### **Q. Can I pay for my pitch when I arrive at the Market?**

**A.** Yes, only if there is space available. Your cash payment will be collected at the entrance to the available venue. It is strongly recommended to pre-book your pitch online to avoid disappointment

### **Q. My booking has not worked**

**A.** You might have exceeded the time allocated to make a booking or may be using an invalid link to access the website. Please make sure you complete your booking in a single sitting and use [www.vineyardcompassion.co.uk](http://www.vineyardcompassion.co.uk)

### **Q. I have not received my booking confirmation**

**A.** The booking confirmation is automatically sent to the email address that was entered. For security, some businesses e.g. government offices may not accept emails from an outside source. Please use your own personal email address.

**Q. If I am unable to attend the market that I am booked for, can I reuse my booking for another month?**

**A.** No, bookings are not transferable to any future Market date. As our venues are regularly fully booked it creates administration difficulties for our web site booking system and for our volunteers to try to re-allocate any bookings. The Vineyard Market is operated by volunteers to raise funds for Vineyard Compassion which is a local charity seeking to help others who are in need. If you would like to know more about how funds are used, please visit [www.vineyardcompassion.co.uk](http://www.vineyardcompassion.co.uk).

**Q. Can I get a refund if I am unable to use my pitch?**

**A.** Unfortunately we are unable to process any refunds. The Vineyard Market is operated by volunteers to raise funds for Vineyard Compassion which is a local charity seeking to help others who are in need. The amount you pay when booking a pitch is non-refundable. If you would like to know more about how funds are used, please visit [www.vineyardcompassion.co.uk](http://www.vineyardcompassion.co.uk).

**Q. As a trader, can I pack up and leave the Market earlier than 1.00pm?**

**A.** Due to the public safety we are unable to allow any traders in an Outdoor or Drive-In pitch to start or move their vehicles prior to closing to the public at 1pm. It is important that the public get the best experience possible when visiting the market and as we advertise that the market is from 9am to 1pm we ask that you keep your goods displayed until 1pm which will mean that your packing up time will allow time for the public to vacate the site before cars start moving around. Please also note that gates from the trading area will not open until after 1pm

**Q. Can I bring a clothing rail to the indoor market?**

**A.** You can bring a maximum of 1 small clothing rail, but it must not interfere with neighbouring traders' tables/stalls or extend more than 1/2ft beyond the front of the table. It must not be on more than one end of the table (i.e. not on both sides), and must not block traders ability to get in / out of their positions behind the tables.

**Q. Where does my fee go?**

**A.** The Vineyard Market is organised and run by Vineyard Compassion, a Coleraine based charity that exists to tackle poverty in the local community. All the money raised through the event goes towards the charities' community based projects that offer a holistic approach to tackling poverty and its underlying root causes.

Vineyard Compassion's mission is 'to provide people with practical and emotional support at their point of need while empowering them to tackle the underlying root causes'. A key focus is always on the person and not just simply their 'problem', as we seek to restore dignity and revive hope. Another priority is to empower people to move from dependence to independence, where we don't simply give a 'hand-out' but a 'hand-up'.

Vineyard Compassion currently delivers over 650 interventions to individuals and families each month and during 2018 almost 350 volunteers were involved in organising and delivering this support. The 19 different projects includes a Foodbank, Clothing Bank, Debt Counselling, Job Club, Supported Volunteering work programme, Life Skills course, Reset social supermarket, Supported Housing, Drop-In centre, Allotment and more Check out [www.vineyardcompassion.co.uk](http://www.vineyardcompassion.co.uk) for more information.



**Please note Vineyard Compassion or Causeway Coast Vineyard is not responsible for any injury, loss, claim, damage, or any direct, incidental or consequential damages of any kind which arises out of or is in any way connected with your pitch or attendance at this event**

**[www.vineyardcompassion.co.uk](http://www.vineyardcompassion.co.uk)  
[info@vineyardcompassion.co.uk](mailto:info@vineyardcompassion.co.uk)**

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