

Hello Dorking Maker's Market

Stallholder Terms and Conditions

Thank you for your interest in being a stallholder at the **Hello Dorking Maker's Market**.

All stallholders are required to:

1. Read and agree to the Terms and Conditions below.
2. Complete and submit the Stallholder Application Form and make payment for their stall.
3. Provide a copy of their valid Public Liability Insurance certificate.
4. Complete and return a Risk Assessment Form once their application has been approved.

Terms and Conditions

1. Public Liability Insurance

All stallholders must hold valid Public Liability Insurance with a minimum cover of **£1,000,000**. All stallholders are responsible for ensuring that Hello Dorking is always provided with an up-to-date certificate of insurance. This includes providing a renewed certificate upon expiry or replacement of their policy.

2. Stall Set-Up

You are responsible for bringing everything you need for your stall. We will provide 1 trestle style table and you will have a space approximately 3 metres wide. You will be required to set up by a certain time and will be expected to stay until the close of the market.

4. Pitch Fee and Payment

The cost of a pitch is **£30**, unless you are a **Hello Dorking BID Member**, in which case your pitch will be **free of charge**.

Payment must be made within **2 weeks** of your application being accepted, or at time of filling out the booking form. If your booking is made **28 days or fewer before the event**, payment must be made immediately to secure your pitch. Payment details will be provided on confirmation of your stall space.

5. Cancellation by Stallholder

Cancellations made **28 days or more** before the event will receive a full refund.

Cancellations made between **14 and 27 days** before the event will receive a **50% refund** of the pitch fee.

Cancellations made less than **14 days** before the event are non-refundable.

6. Set-Up and Take-Down Times

Stallholders will be sent set-up and take-down times in advance of the event. These timings must be followed for health and safety reasons.

7. Leaving the Site

All stallholders must remain on site until the market has officially closed, unless otherwise agreed by the event organiser.

8. Single-Use Plastic

Hello Dorking aims to minimise single-use plastic wherever possible. Stallholders are encouraged to avoid single-use plastic and use more sustainable alternatives where they can.

9. Waste Management

All stallholders are responsible for removing their own waste from the site at the end of the event and must leave their pitch clean and tidy.

10. Food Trading Requirements

Any stallholder selling food or drink must comply with all relevant food hygiene and safety regulations. Stallholders may be asked to provide copies of relevant licences, registration documents, hygiene certificates, or allergen information before the event.

11. Licences & Permits:

Stallholders are responsible for obtaining and displaying any licences, certificates, or permits required for their type of trade.

12. WhatsApp Group

Successful applicants may be added to a stallholder WhatsApp group to receive important event information and updates.

13. Power and Equipment

Any stallholder requiring power must request this in advance. Stallholders must ensure that any electrical equipment brought to the event is safe and suitable for use, and may be asked to provide evidence of PAT testing where applicable. All equipment, products, and activities must comply with current Health & Safety legislation.

14. Allergens and Labelling

All food and drink stallholders are responsible for clearly displaying allergen information and ensuring that products are labelled in accordance with current food regulations.

Disclaimer

It may occasionally be necessary, due to circumstances beyond our reasonable control, to alter the advertised content, timing and/or location of event. We reserve the right to make such change at any time.

Where the time and/or location of the event is changed, stallholders will be notified as soon as possible and offered either:

- the opportunity to attend the event as amended, or
- a credit towards a future event, up to the value of the amount paid.

The organiser will not be liable for any travel, accommodation, loss of earnings, or other costs or expenses incurred if the event is cancelled, postponed, or relocated due to circumstances outside our control. This includes, but is not limited to, severe weather, flood, fire, acts of terrorism, industrial action, public health emergencies, pandemics, or any other unforeseen event beyond the organiser's reasonable control.