



Redenhall with Harleston Town Council

Rules and Regulations of a weekly Wednesday Market

24th September 2025

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1. General

- 1.1. The market in Harleston is an essential community facility both for residents and visitors to the Town, it is intended to offer affordable business opportunities for traders. Market trading is an important part of our local community and ensuring that they continue to thrive and develop is part of Redenhall with Harleston Town Council's commitment to residents and visitors to Harleston.
- 1.2. The Town Council wants the market to provide an excellent standard of customer service with customers enjoying a positive experience and left wanting to visit again.
- 1.3. These rules and regulations set out the terms and conditions, standards and obligations which must be adhered to by a Trader granted a contract to trade on the Market Place. (All references made in this document to the 'Market Place' shall, unless otherwise specified, include Exchange Street and its environs.)

2. Market Trading Regulations and Contract

- 2.1. Traders on the Market are required to comply with the conditions of their contract.
- 2.2. Traders are required to conduct themselves in a manner which does not cause a danger, annoyance, nuisance or impediment to any other persons, traders, neighbouring businesses, or members of the public. This includes the use of threatening or abusive behaviour, foul language, substance abuse or drunkenness whilst attending the market.
- 2.3. Goods that are counterfeit, offensive or dangerous may not be sold on the market.
- 2.4. Trading days for contracted traders are Wednesday of each week and any additional days the Town Council allows.

3. Hours of Access and Trading

- 3.1. Access for setting-up stalls shall be no earlier than 07:00hrs on the day of the market
- 3.2. All stalls must be occupied by 08:30hrs unless otherwise directed by the Town Clerk. Traders must advise the Council Office or Town Clerk: tel. 01379 854519, email at: enquiries@harleston-tc.gov.uk at least 48 hours prior to the market, where possible, but in any event, prior to the start of the market on any given trading day if they are unable to be present to allow the pitch to be reallocated. The Clerk has the discretion to waive the fee payable for that day in exceptional circumstances.
- 3.3. If the trader fails to occupy the stall by 08.30 hrs on any day, the Town Council may offer the use of the place for that day casually to another trader.
- 3.4. All vehicles and or other equipment not required for trading purposes must be removed from the market by 08:30 hrs. Vehicles must be moved to one of the [car parks in town as per 4.4.](#)
- 3.5. Permitted trading hours are 07:00 – 16:00 hrs on each Market trading day or during such times as the Town Council may from time to time determine
- 3.6. Stalls shall be kept clean, tidy, stocked, and attended in accordance with your contract during trading hours.
- 3.7. In the event of temporary absence of the Trader a responsible adult person shall be left in control of the stall.



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- 3.8. Whenever possible, Traders will be given prior notice of maintenance and other work on and around the market which could affect their trading activities. The Town Council will not be liable for any direct or consequential loss arising from work affecting the market.

4. Access by Vehicles

- 4.1. Traders shall comply with the permitted access hours and any traffic management directions made by the Town Council; such as an allocated time to enter the market, a position for unloading and a direction of movement and point of entry and exit from the market.
- 4.2. Traders are required to comply with all Traffic Regulation Orders affecting the public highway.
- 4.3. Whilst on the market all vehicles must be positioned to avoid obstructing other vehicles. All vehicles must be unloaded and loaded without delay and not left unattended with their engine running. Once unloaded or loaded they must be removed from the market place without delay.
- 4.4. Traders and their employees should park in one of the designated Town Centre car parks (Bullock Fair or Broad Street)

5. Terms for Contracted Traders

- 5.1. Traders are granted a contract to occupy a specific stall or a "pitch" (space for a stall) on specified days of the week in return for a monthly fee.
- 5.2. The Town Clerk has the discretion to revoke the right to occupy a pitch at any time.
- 5.3. Casual traders do not benefit from the allocation of a particular pitch. The Town Councils intention is to ensure occupancy of all pitches on the market.
- 5.4. It may be necessary to relocate pitches from time to time. The Town Council will give Traders as much notice as possible in this event. However, this may be on the market day itself in exceptional circumstances.
- 5.5. The Trader must not assign, transfer, sub-contract or licence the benefit of this contract to any other person or company.
- 5.6. The Town Council reserves the right to charge any Trader or their employees the full cost of any damage to property owned by the Council.

6. Payment of Fees

- 6.1. Traders fees to be paid direct by BACS in advance
- 6.2. Failure to pay within 10 days of the invoice date may result in termination of contract.
- 6.3. The fee for the collection of unpaid stall fees or charges on each occasion will be £10.
- 6.4. If adverse weather conditions or similar prevent trading for part or the whole of the day the Town Clerk has the discretion to close the market.
- 6.5. An additional fee for use of electricity will be levied.
- 6.6. The standard daily pitch fee for the Wednesday Markets is £10 per 3x3m pitch



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- 6.7. All permanent traders attending the market on at least 48 occasions during the trading year (1 January – 31st December) will be granted 2 weeks rent free during December of that year, non-transferable from one year to the next.

7. Size of Pitches

- 7.1. Standard pitch sizes are as follows 3x3m (£10), 3x6m (£20), 3x9m (£30)
7.2. Stall sizes are as per agreement and agreed in advance with the Council. All rents are calculated per stall as per the schedule of fees set out by Redenhall with Harleston Town Council.

8. Sale of Fresh Food

- 8.1. All Traders of foodstuffs shall display their name and address in a prominent position on the stall. All other traders shall display a prominent sign showing no less than their name and contact details.
8.2. It is the responsibility of Traders to ensure all edible goods sold on the market are handled, displayed, priced, and sold in accordance with trading standards' requirements and food safety regulations. No livestock to be sold.
8.3. Some types of goods may require refrigeration.

9. Refuse Disposal

- 9.1. No waste or refuse shall be left at the market. All traders will remove their waste at the end of the trading day. Litter bins provided in the vicinity by the Town Council for use by members of the public should not be used for the disposal of trade waste.
9.2. Traders shall keep their stall(s) and the surrounding area free of trade waste/refuse and litter during trading hours.
9.3. Traders shall not discharge any noxious or foul liquid waste onto the paving or into any drains.
9.4. Traders have a legal duty of care to maintain the health and safety of their employees, other Traders, and visitors to their stall. It is also the sole responsibility of Traders to ensure the safe management of waste in and around their stall, which if not handled properly can cause surfaces to become hazardous for slips, trips, and falls.

10. Prohibited Goods

- 10.1. Traders shall not bring onto the market any inflammable liquids, gases, fireworks, or similar articles which may cause fire or explosion. The exception being a gas supply for cooking food upon such conditions as the Town Council may direct.
10.2. No goods may be displayed or sold which in the opinion of the Town Council are inappropriate, dangerous or likely to cause offence to other traders or members of the public.
10.3. No goods may be displayed or sold that are counterfeit or in breach of copyright or patent.
10.4. Commercial Traders must ensure that mains-powered electrical goods sold are new items still in their original packaging.



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- 10.5. Sellers of second hand electrical goods are responsible for ensuring the goods meet the legal safety requirements and sellers may be liable to pay compensation if they sell unsafe goods, which then cause injury or damage. If the equipment sold complies with acceptable standard it will normally meet safety requirements.
- 10.6. Distributors and retailers, including second hand dealers and auctions, must only sell appliances that are correctly fitted with an approved plug, with sleeved neutral and live pins, and the correct fuse.

11. Health and Safety Requirements

- 11.1. All Traders are required to undertake a risk assessment for their stall annually or as any change to operation occurs. This is to include set up, break down, supplier deliveries as well as trading and should be provided to the Town Council. The Town Clerk reserves the right to refuse trading if the risk assessment is not submitted or if, in their opinion is not fit for purpose.
- 11.2. The Town Council shall not be liable for damage to any property or for any losses, claims demands, actions, proceedings, damages, costs or expenses or other liability incurred by the Trader or any employee of the Trader or any person or body authorised by the Trader to be within the market area.
- 11.3. There are significant health and safety risks posed to themselves the public and other traders whilst traders deliver goods and assemble or dismantle stalls. Extra care must be taken when undertaking any of the above.
- 11.4. To ensure the safety of all traders, visitors, and staff, any electrical equipment used at market stalls must be installed and operated in accordance with current UK regulations. The Town Council would recommend armoured cables however if they are not used, stallholders must provide suitable outdoor-rated alternatives (e.g. HO7RN-F rubber cable), ensure all connections are weatherproof, and protect cables from damage using ramps or elevated supports. All electrical setups must include 30 mA RCD protection and be inspected by the trader prior to trading. The Council reserves the right to disconnect or refuse any installation deemed unsafe or non-compliant.
- 11.5. Any electrical supply provision made by the Council shall not be adapted or overloaded and all electrical equipment used by a trader shall be restricted to 230 volts only, earth-bonded and RCD-protected in accordance with current electrical regulations requirements.
- 11.6. Generators are only permitted with the express permission of the Town Council.
- 11.7. All portable electrical appliance should have an up to date Portable Appliance Test (PAT) certificate
- 11.8. Traders are required to provide cable mats, to ensure that trailing cables do not present trip hazards or any other hazard and are suitably protected.
- 11.9. Any goods which are hung from overhangs must not obstruct public circulation or present any risk of injury to the public or market staff.
- 11.10. All traders using liquid petroleum gas (LPG) must conform to LPG Code of Practice 24 and have the current annual Gas Safety Inspection certificate onsite.
- 11.11. Suitable hazard signage must be displayed so as to comply with the Health and Safety (Safety Signs and Signals) Regulations 1996.



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11.12. Traders must exercise due care and attention of the stall frame, the canopy, awning, and electricity supply at all times.

11.13. Smoking is not permitted by Traders, their employees, and suppliers within or near market stalls in line with 2007 legislation which banned smoking in enclosed/substantially enclosed workplaces and public spaces. Traders should not serve members of the public in any instances whilst smoking.

12. Accidents

12.1. All accidents and “near misses” involving Traders, their staff or members of the public must be reported immediately to the Town Clerk for investigation and entry in to Redenhall with Harleston Town Council’s Incident report form (IRF). It is the responsibility of Traders to report all notifiable accidents and “near misses” occurring during stall set up and dismantling to the HSE, as required by legislation.

12.2. Traders should ensure their stalls are equipped with a First Aid Kit.

13. Traders’ Insurance and Identity Requirements

13.1. All licensed and casual Traders are required to hold and maintain valid insurance cover for third party public and products liability with a limit for claims of not less than £2 million, and employers’ liability insurance cover with a limit for claims of not less than £5 million.

13.2. Traders shall provide evidence of insurance cover upon application for a contract to trade on an annual basis. This data will be kept secure and confidential between the parties.

14. General Conditions

14.1. No child shall be employed upon the market except in accordance with statutory legislation.

14.2. Any sale by auction or personal questionnaire or any stall advertising or promoting a political or religious organisation is expressly forbidden.

14.3. Traders may only extend or change product lines with the agreement of the Town Council (which shall not be unreasonably withheld).

14.4. The Town Council reserves the right to restrict numbers of any particular type of stall, to determine whether the type of goods sold will benefit the market and town as a whole offering a good variety of stalls for residents and visitors.

14.5. The sale of alcohol or alcohol-related products must comply with all relevant legislation and guidance. It is the responsibility of the Trader to ensure they have the correct permissions and licence. The Town Clerk must be informed of intention to sell, and the appropriate licence must be produced on request.

15. Behaviour

15.1. Responsibility for adherence to the rules and for behaviour of any person employed or manning a stall remains with the person to whom the licence/permit is allocated.



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- 15.2. Stall holders must ensure that they, or any person working for them, does nothing which, in the opinion of the Town Clerk is a nuisance or annoyance to a member of the public or detrimental to the efficient operation of the market.
- 15.3. The following codes of conduct are to be adhered to at all times by licence holders and their employees.
 - 15.3.1. No swearing
 - 15.3.2. No arguing or fighting
 - 15.3.3. No drugs or alcohol
 - 15.3.4. No children under the age of 16 (unless prior arrangement is made on each occasion of attendance with the Town Clerk, please note the safety and welfare of children will be the sole responsibility of the Trader)
- 15.4. Failure to comply with the rules may result in disciplinary action.
- 15.5. Traders are expected to present a positive, professional image at the market and behave accordingly.
- 15.6. Traders are expected to treat customers, fellow traders and others with courtesy at all times. If a Trader's contract is suspended rather than terminated and there is no prescribed penalty, the length of suspension will be decided by the Town Clerk.

16. Complaints

- 16.1. Complaints should be made in the first instance to the Town Clerk who will seek to resolve and issue a direction. If the complainant is not satisfied with the result the complainant should read the complaints policy which can be found at: www.harleston-tc.gov.uk.
- 16.2. Complaints will be treated in confidence and all parties notified of the complaint and given the opportunity to respond. The complainant will be required to substantiate same under normal rules of evidence. If complaints are found to be vexatious then disciplinary action will be taken against the complainant.
- 16.3. Complaints made by a member of the public against any Trader will be notified to him/her in private and the Trader requested to resolve the dispute.
- 16.4. Any substantiated complaints may result in the removal of a Trader's contract.
- 16.5. Breaches of rules or regulations will normally be discussed with the Traders concerned as soon as the Town Clerk is aware of any breach. Traders will normally be asked to correct any breaches or comply with any rules in the first instance.
- 16.6. If a Trader does not comply with a verbal request, or if a further breach occurs on the same day, then a formal written notice will be issued as soon as possible.
- 16.7. Any written notice issued will remain active for a period of 6 months. If a further written notice is issued during this period, the Trader will be automatically suspended for the next trading day.
- 16.8. If any Trader incurs two periods of suspension in any period of 12 months, then their contract will be terminated. Traders will be permitted to reapply for a pitch but will be placed at the bottom of any waiting list.
- 16.9. A Trader who has been suspended from the market or whose contract has been terminated or has been refused permission to transfer their contract to another Trader, may appeal in writing to the Council Chairman within five working days from, but not including, the day the Trader is notified of the decision against which they wish to appeal.



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- 16.10. The Trader is entitled to request a hearing to make representations to explain why the decision against which they wish to appeal should be overturned. Such request must be made at the time of submitting the written appeal.
- 16.11. The Council Chairman will conduct the hearing of the appeal in person within 28 days of receipt of the written appeal.
- 16.12. In considering any appeal the Council Chair will have access to any relevant documentation and may call to give evidence such person, including the Trader in question, as s/he considers appropriate.
- 16.13. The written decision of the Council Chair will be sent to the Trader within 14 days of the hearing to the registered address of the Trader, and will include an explanation of the reasons for the decision. There shall be no further appeal from the decision of the Council Chair.

Redenhall with Harleston Town Council adopted this Policy at the Town Council meeting held on 24th September 2025.

Signed (Chair)

P. Mba

Next Review is on or before September 2028