

Guide to Owning and Running a Market Stall

Expert knowledge means success



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Note: This publication has not been updated since it was last published. Some of the hyperlinks may have changed and may need updating. In addition, some of the information in this publication may be out of date.

Introduction

Farmers Markets and Market Stall are big business: there are over 1,100 traditional retail markets and over 600 Farmers Markets operating in the UK today. Turnover is in excess of £3.5bn from 45,000 micro businesses supporting almost 100,000 jobs.

One of the key issues that has been identified as crucial to the viability and success of the retail market is the way in which the market itself is managed. Although over half of all retail markets are operated by local councils there are a number of different models in use across the UK. For further information, the department of Communities and Local Government publish “*Retail Markets Management models*”, available from: www.communities.gov.uk/documents/regeneration/pdf/1712972.pdf

“Retail Markets: A good practice guide”¹

Markets are the birthplace of towns and cities across the world. Starting in some cases as crossroads where travellers would barter their goods and chattels for food and products they were the catalyst for the development of hamlets into villages, villages into towns and towns into cities. Haymarket; Grassmarket; Market Rasen; Market Street – the history of the market is woven into the very fabric of English society.

The retail industry also has its roots in markets. In 1894 a young Russian migrant joined forces with a local bookkeeper in the north of England. By opening a string of Penny Bazaar stalls in markets (the first in Leeds Market in 1904), the global retail giant Marks and Spencer was born.

Markets are important. They bring vibrancy and character to the town centre, often becoming tourist attractions in their own right (for example, Camden Town). They offer opportunities to support local and national objectives in a range of areas: economic; social; healthy eating; environmental; localism and supporting the development of the Big Society.

The high street is a very competitive environment. For any retailer, including

markets, to survive they have to ensure they are providing what the customer wants. In addition to regularly reviewing the effectiveness and efficiency of its operation, it is also important for retailers to look for innovation and good practice from others around them.

On 13 September 2010, the Communities and Local Government Select Committee published a report on retail markets. It recognised the need to share good practice and recommended that the industry look in particular at how they can provide further good practice guidance and support. The retail markets practice guide seeks to highlight areas of good practice and signpost users to sources of more detailed information. It is available at: www.communities.gov.uk/documents/regeneration/pdf/1712975.pdf

Examples²

The National Market Traders Federation has talked with a German company to bring the European Street Market concept to the UK. In addition to manufacturing trading vans and trailers, the company also provides specialist support, market training and a trading pitch/itinerary for new businesses. If successful, NABMA (see below) members will be able to offer graduates of the process suitable pitches at their markets. www.borco.de/e-index.htm

Acton Market, which has been developed and managed by Action Acton, a registered charity, Development Trust, and social enterprise provides opportunities for those new to market trading to gain experience and confidence in all aspects of running a business through a community market model, market trader training and hands-on support and advice offered to traders. www.actonmarket.com/Market%20Traders%20Training.asp?t=t&pid=168&nid=164

Swadlincote, a new market trader start-up programme has been developed in a partnership between South Derbyshire District Council, Derbyshire County Council, Business Link and Geraud Markets UK. Entrepreneurs get free advice, support and planning, and discounts on rents. Further information is available from: economic.development@south-derbys.gov.uk

As the country's leading markets organisation, The National Association of British Market Authorities (NABMA) has



Street Trading and Pedlary Laws to be modernised

Reforms to street trading rules will make them both stronger and fairer, the Consumer Affairs Minister announced on 16 October 2014. The new system, being introduced next year, will remove unnecessary burdens from traders operating in market places up and down the country whilst making sure the system is compliant with EU law.

Plans set out in the government's response to a consultation held last year include:

- amending street trading legislation so that undue restrictions on licences for pedlars and street traders are removed
- character checks to include a search of the police national databases to be applied consistently across the UK
- removing the requirement for a pedlar to have lived in the area where he or she wants to operate

The planned changes are part of the government's Red Tape Challenge and will come into force in April 2015.

successfully promoted the interests of its local members for over 80 years.

Membership benefits include professional advice, a lively forum for discussion and a key role in shaping the future of markets. Membership is open to any local or public authority having control of retail, wholesale, livestock markets, public abattoirs and pleasure fairs.

The Markets Alliance

NABMA seeks to work with other market industry organisations to promote the issues that are important. Previously known as the Retail Markets Alliance, a review of the organisation has been undertaken following the withdrawal of the National Market Traders Federation and the revised Markets Alliance consists of the following organisations:

- NABMA
- Association of Town Centre Management
- FARMA
- Association of London Markets
- Country Markets

The Association works closely with the All-Party Parliamentary Markets Group who meet on two/three occasions each year and keep market matters at the forefront of the Parliamentary agenda. Ann Coffey MP, for Stockport, is Chairman of the All-Party Parliamentary Markets Group.

While the National Market Traders Federation have withdrawn from the Markets Alliance, NABMA will continue to seek to work closely with the Federation, particularly with regard to providing support to the initiative to improve existing traders and attract new traders to markets.

- Association of Town Centre Management – www.atcm.org/
- FARMA – www.farma.org.uk/
- Association of London Markets – www.aolm.co.uk/
- Country Markets – <http://www.country-markets.co.uk/>

Setting up a Market Stall

Running a Market Stall can be a great way to make your own living. Flexible working hours, the attraction of being your own boss, the fresh air and a relaxed, friendly working environment are just some of the many reasons why each year thousands of people choose to set up as Market Traders and run their business from Markets and Car Boot Sales all over the country.

Running a Market Stall

The easiest way to get involved in Market Trading is to go to your local Car Boot Sale. Car Boot Sales, in the classic sense, are informal markets held on playing fields or other designated open areas which are generally intended for selling second-hand goods. These days however, you'll find that most have a relaxed attitude towards the type of goods sold and well organised Car Boot Sales more often than not have a dedicated section for traders who wish to sell new goods. Check with the Operator of the Car Boot Sale beforehand to find out the arrangements they have in place as they can vary from location to location. You'll also need to know the following before deciding to attend a Car Boot Sale as a trader:

- Set up time: the time at which traders are allowed onto the premises to set up pitch (the open space from which you trade), this could be any time between 5:30am and 8:30am depending upon the Car Boot Sale.
- Pitch Cost & Frontage Dimensions: you'll need to know how much it's going to cost to rent a pitch as well as the pitch frontage dimensions (the amount of space along the front of the pitch) which may dictate how big a Stall or Table you can use to display your products.

On the day of the Car Boot Sale, the normal arrangement is to allow regular traders onto the site first followed by casual traders (those without a regular pitch) who are either left to find a space or are allocated one by the operator. The best pitches are generally considered those on the ends of rows or in isles where the flow of customers is greatest.

Finding a product to sell

If you're not sure what kind of product to sell, or where to find the type of product you want in wholesale quantities look no further than *Trader Magazine*, a monthly publication crammed full of advertisements for



Bureaucracy busting boost for street traders

On 23 November 2012, the Department for Business, Innovation & Skills said that **Britain's street traders** can celebrate the end of outdated red tape under new proposals announced by Consumer Affairs Minister, Jo Swinson. A consultation on pedlary and street trading includes proposals to get rid of the Pedlars Act (1871) and make changes to street trading laws to make sure they comply fully with the European Services Directive. The proposals will make it easier for street traders and pedlars to trade.

The Pedlars Act is an archaic law which requires those wishing to peddle to **obtain a pedlar's certificate** (and pay a fee for this) at a time when small businesses are at the heart of continuing growth in the UK - this is unhelpful and restrictive bureaucracy. The proposed changes will help give a boost to those that trade on the street.

Further information:

- The consultation can be found at www.bis.gov.uk/Consultations
- The European Services Directive was implemented into UK domestic law by the Provision of Services Regulations 2009. The aim of the Directive, in general, is to make it easier for service providers such as street traders and pedlars to set up or sell their services anywhere in the EU.
- In relation to the street trading regime in England and Wales, the main proposal is to insert a new clear and up-to-date definition of pedlary for the purposes of the pedlar exemption from the street trading regime.

wholesalers stocking a vast range of goods from homeware to consumer electronics, fashion goods to gardening products. The Trader Magazine's website also has an Online Stock Buying Directory with details of many hundreds of wholesalers sorted into useful categories. Also, worth mentioning is Market Trade News, essential reading for any Market Trader which also features a selection of advertisements for wholesalers.

Displaying and pricing your product

Display your product in the best way you can. Appearance can play an essential role in making a sale, as is picking an appropriate price to sell your product at. Poor appearance or too high a price will result in few or no sales. Make clear the price of an item, many customers are too polite to ask or may assume that the price is too high. Add a small percentage to your sale price which you can allow to be knocked off should you need to haggle.

Haggling

Haggling, or bartering as it's also known, is an ancient skill. Market Traders of Asian and Eastern European origin for whom haggling is part of their inherent nature are exceptionally skilled at it. Respect them for it and treat any haggling experience you have with them as a free lesson that you can use next time you strike a deal with a wholesaler or sell an item to a customer who wants to bag a bargain. Don't take the idea of haggling too seriously, treat it as a game and enjoy it. When you reach your final price don't move from it — be firm and stick to it. Never reveal your final price, be it the lowest price you'll sell at, or your highest price you'll buy at, that way you may walk away with more than you were hoping for.

Keeping track of your sales, working out your true profit

Keep a list of what you sell and the price you get for each item. Back home you can use this information to work out how much profit you've made by comparing your cost price (the price you buy the product at) with your final sale price. Subtracting your cost from your profit gives you your margin (profit made on a product). However, this figure doesn't take into account other expenses which you should also deduct, such as the rent for your pitch, fuel to get you and your products to and from the Car Boot Sale, food and drink and stolen or damaged goods. This will give you your true profit, referred to as net profit.

Buying a Market Stall, second hand or new

If you're lucky you may be able to get hold of a second-hand Market Stall but be wary as many will have had a hard life and very frequently have damaged or missing parts. If you do stumble across a good deal check that the Market Stall goes together properly and that the cover is of good quality and doesn't have any obvious holes or tears in it. Market Stall Covers have a life expectancy of 6 months to a year depending upon how much use they get. You'll also need at least 10 good Market Stall Clips to secure your Market Stall Cover. Ensure that the counter boards are present and fit well on the stall.

Licensing

If you trade in the street you may require a street trading licence, applications should be made in writing (including by electronic means) to your local district council, or the district council for the area you wish to trade.

You must provide specific information, including details of the street you wish to trade on and the days and times you wish to trade. You may also be required to provide 2 photographs of yourself.

You must comply with any conditions attached to a licence.

Eligibility criteria

You must be over 17 years of age to hold a licence. Licences will be refused if any of the following grounds exist:

- There isn't enough space in the street you wish to trade in, without causing interference or inconvenience to street users
- You wish to trade for less days than any minimum required trading days
- You are unsuitable to hold a licence due to any previous convictions or for other reasons
- You have previously failed to pay fees due under another street trading licence or have failed to use a previous street trading licence

It may be possible to apply for this licence online. To do this you will need to provide the location of your business in the UK, go to:

<http://online.businesslink.gov.uk/bdotg/action/licenceLanding?itemId=1085312082&type=LICENCE>

Street Trading

Street Trading is defined as the selling or offering for sale of any article in the street. This includes food such as burgers, kebabs and doughnuts or other things such as household items.

All streets in the area are designated as Consent Streets. This means that any person who wishes to sell items from a trailer or stall in a street must first obtain a Street Trading Consent.

Food traders must also be registered with their local Environmental Health office.

You do not need a Street Trading Consent if you are:

- Trading as a Pedlar under licence issued by a Police Authority
- A market trader operating at a licensed market venue
- A news vendor selling only newspapers and periodicals
- If you are trading on private land you may not need a consent. To confirm the situation you are advised to contact us. The landowner may need planning permission and you are advised to contact our Planning Office

Once you have decided when and where you wish to trade, contact us and we will be happy to send you an application form and details of any fees you will have to pay. We will also be able to inform you whether or not the location you have chosen may or may not be suitable.

You will also need to provide evidence that you have Public Liability Insurance to the value of £5 million and that your business is registered with your local council if you wish to sell food.

Applications will not be considered without this evidence. All details on the application are checked.

Your application details are circulated to:

- Our legal practice
- Local councillors
- The Police
- Trading Standards
- The Highways Authority for major roads

Local residents and businesses who may be affected by your application may also be

consulted before any Street Trading Consent may be granted.

The Local Government (Miscellaneous Provisions) Act 1982 requires street traders to apply for a licence to trade in certain designated areas.

Regulation of street traders

The Local Government (Miscellaneous Provisions) Act 1982 provides local authorities in England and Wales with the option to adopt powers to regulate street trading. Street trading for the purposes of the Act is defined as "the selling or exposing or offering for sale of any article (including a living thing) in a street." This means that the Act regulates street trading in respect of the sale of goods only (not services).

It is important to note that the Act contains an exemption so that trading by a certified pedlar acting as a pedlar does not constitute street trading. If pedlars move away from these trading activities into other methods of trading on the street (e.g. static trading from a stall) then they would be subject to any street trading controls the local authority has implemented under the Local Government (Miscellaneous Provisions) Act 1982. Those councils which do adopt the powers contained in the Local Government (Miscellaneous Provisions) Act 1982 can designate streets in their area as:

- licence streets - where street trading may take place only under a licence issued by the local authority;
- consent streets - where street trading may take place only with the consent of the local authority;
- prohibited streets - where no street trading may take place

The local authority can then require street traders (but not certified pedlars) to apply for licences in order to trade in those streets.

Under the Act, it is an offence to:

- engage in street trading in a prohibited street;
- engage in street trading in a licence or consent street without being authorised to do so; or
- contravene any of the principal terms of the street trading licence.

A person guilty of an offence under this Act is liable to prosecution in the Magistrates Court and to a fine. However, street trading is lawful in any undesignated streets unless it offends against the provisions of the general law, for example, obstruction.

Since street trading consents are granted at the discretion of the district council, it may impose conditions to prevent obstruction of the street, danger to people using it, or nuisance and annoyance to people or otherwise. Alternatively, district councils may refuse to grant or renew street trading licenses if, amongst other reasons specified in the Act, there is not enough space in the street for the trade without causing interference or inconvenience to people in the street. A council may also take into account the character and experience of the applicant; the commodities to be sold; and the arrangements for the stall after trading hours.

Certain types of trading are exempt from control under paragraph 1(2) of schedule 4 to the Act, either because they are regulated in some other way, or because no controls over them were considered to be necessary. The following are not street trading for the purpose of the Act:

- trading by a person acting as a pedlar with a pedlar's certificate granted under the Pedlar's Act 1871;
- anything done in a market or fair, the right of which was acquired by virtue of a grant or established by virtue of an enactment order;

The Department for Business, Innovation & Skills (BIS) is responsible for policy concerning the street trading provisions within the Local Government (Miscellaneous Provisions) Act 1982. The Pedlars Acts of 1871 and 1881 also fall within the responsibilities of BIS.

Regulation of pedlars

Pedlars are exempt from street trading regulation. Instead they are regulated by the Pedlar's Act 1871 (as amended), which requires pedlars to apply for a certificate from the police in order to trade anywhere in the country.

Specifically, under section 4 of the Pedlar's Act 1871, no person may lawfully act as a pedlar without a pedlar's certificate granted by the police. Section 3 of the Act, which makes provision for the issue of certificates, defines a pedlar as: ...any hawker, pedlar, petty chapman, tinker, caster of metals, mender of chairs, or other person who, without any horse or other beast bearing or drawing burden, travels and trades on foot and goes from town to town or to other men's houses, carrying to sell or exposing for sale any goods, wares, or merchandise, or

procuring orders for goods, wares, or merchandise immediately to be delivered, or selling or offering for sale his skill in handicraft.

In other words, a pedlar is defined as an itinerant trader. He travels and trades on foot. However, case law has established that a trader may act as a pedlar even if he is not travelling from town to town on foot. Accordingly, a person who travels from town to town by car and then proceeds to trade from house to house on foot is a pedlar, because in passing along each street he is held to be 'travelling'.

However, if an individual tries to sell goods from a fixed position he may not be classified as a pedlar. It has been established that a certificated pedlar cannot lawfully trade from a fixed position without a street trading licence. The two cases of *Watson v Malloy* and *Watson v Oldrey* [1988 1 WLR 1026], heard together by the Divisional Court, qualified the statutory definition of a pedlar. In effect, the court's decision prevents a pedlar from operating from a pitch – he must move. A pedlar is required to go to his customers. He is permitted to stop and then to trade, but he is not permitted to set up a stall in a pre-selected location inviting customers to come to him. This view appears to be supported by the Metropolitan Police, who indicate that: A pedlar is a person who travels and trades on foot and goes from town to town or house-to-house selling goods or offering their skills in handicrafts. These are the doorknockers selling such things as, pictures, dusters etc. A person who acts without a pedlar's certificate commits an offence. A pedlar's certificate does not entitle you to undertake Street-trading activities. A pedlar must hold a certificate granted by the Commissioner of Police. The certificate is valid for one year and applies throughout the United Kingdom. Certificates cannot be issued to persons under 17.

Street Trading and Pedlary Laws

A joint consultation on modernising Street Trading and Pedlar Legislation, and on draft guidance on the current regime's case for amending and modernising the law as it applies to the control of street trading and the certification of pedlars.

This consultation discusses, among other things, the relationship between the UK-wide pedlars' certification provisions and local authority powers to licence street trading. Specifically, it sought views on the following options:

- Ways of making the street trading and pedlary regulatory regime more proportionate and effective.
- Providing local authorities with additional enforcement options in respect of illegal street trading.
- Updating the Pedlars Act 1871 to modernise the certification scheme and the definition of a pedlar.
- Consider introducing a means by which, local authorities might exert proportionate limits on certified pedlar activity in designated areas.
- Options for revoking the Pedlars Acts and providing for adequate regulation of itinerant traders within the street trading regime.
- Draft guidance on the application of the current regime in England and Wales for enforcement officers, street traders and pedlars looking at what constitutes acceptable street trading and pedlary practice.

The consultation document can be viewed in full at: www.bis.gov.uk/Consultations/street-trading-and-pedlary-laws

Inconsistencies with the street trading code

It is argued that since certificated pedlars are exempt from the regulatory scheme of the street trading code set up under the *Local Government (Miscellaneous Provisions) Act 1982*, they enjoy significantly greater privileges than other street traders. The Association of District Councils [the ADC] has argued that the *Pedlars Act 1871* undermines the street trading code as pedlars are free, for example, to trade even in a prohibited street.

Background to consultation

In 2008 the previous Labour Government commissioned Durham University to look at the way that licensing and enforcement practices were applied in respect of street traders and pedlars. This was in response to an increasing number of local authorities seeking to extend their enforcement options in relation to street trading, and to limit the activities of certified pedlars within their areas, and in the light of a number of Private Acts with similar provision already having achieved Royal Assent. During its research, Durham University contacted local councils,

the police, street traders, certified pedlars, and consumer organisations in England, Wales and Scotland. A report was published in 2009. It can be viewed in full at: www.bis.gov.uk/files/file49664.pdf

On publication of the research, BIS announced that it would begin work towards a full public consultation on national guidance and options for possible legislative change to ensure that the right balance was being struck between the interests of business, consumers, pedlars and street traders.

Current position

The new Coalition Government has not made any formal announcement about the regulation of street traders and pedlars.

Trading Standards

The Contract

When a consumer buys goods and/or services from a trader, both consumer and trader are making a legally binding contract. The contract may include various express terms and implied terms. Express terms are those that are specifically agreed between both parties - for example, the price in most contracts, or an agreed delivery date. Implied terms are those, which are deemed to exist, even if they have not been specifically agreed, and they cover issues such as quality, description and fitness for purpose.

Failure to comply with the terms of the contract is referred to, as a breach of contract, and the person committing the breach normally has to correct it in some way. In order for an express term to be binding, it must clearly be part of the contract and be legal. Terms given to a consumer after the contract is made (for example, terms written only on the back of a receipt) are not part of the contract and they have no effect.

A contract does not have to be written down, but where there are key express terms, it is advisable to detail these in writing so there can be no dispute later on.

How is the contract made?

When a trader displays or advertises goods or services (for example, by displaying goods on a shelf in a shop alongside a price ticket), he/she is giving consumers what is referred to as an 'invitation to treat'. The consumer can then make an offer to buy the goods or

services, and at this point the trader is under no obligation to accept the offer. A contract is made if and when the trader accepts the offer.

Sometimes, the process works the other way round, i.e. the trader makes an offer to the consumer, and a contract is made when the consumer accepts the offer.

Under the contract, the consumer will agree to pay the trader a sum of money, and/or to do something else in return for the goods or services the trader supplies. This commitment is known as the 'consideration' in the contract. If there is no consideration, i.e. if a trader offers to supply goods or services completely free of any charge or other obligation, there is no contract at all.

Sale and supply of goods

The law provides that, in every transaction for the sale and supply of goods (including hire purchase, hire, part exchange and contracts for work and materials), certain terms are implied. The person transferring or selling the goods must have the right to do so, and the goods must:

- Correspond with the description - Many transactions involve a description of some kind. When goods are supplied and the consumer relies on such a description, the goods must be 'as described'. If the description is false, a criminal offence may also have been committed.
- Be of satisfactory quality - Goods must be of a standard that a reasonable person would regard as satisfactory (taking into account any description applied to them, the price and all other relevant circumstances). Quality is a general term which covers a number of matters including:
 - appearance and finish;
 - freedom from minor defects;
 - safety;
 - durability.In assessing quality, all relevant circumstances must be considered, including price and description. In consumer contracts, the manufacturer's advertising can also be taken into account.
- Be fit for the purpose - When a consumer indicates that goods are required for a particular purpose or where it is obvious that goods are intended for a particular purpose, and a trader supplies them to meet that requirement, the goods should be fit for that specified purpose.

A Guide to the Consumer Protection from Unfair Trading Regulations 2008

The Consumer Protection from Unfair Trading Regulations 2008 (the CPRs) came into force on 26 May 2008 and implement the Unfair Commercial Practices Directive (UCPD). The aim of the UCPD is to harmonise consumer protection laws across the European Union to prevent business practices that are unfair to consumers, and all Member States are introducing equivalent legislation. The Regulations replace a lot of consumer protection legislation including Part III of the Consumer Protection Act 1987 (which dealt with misleading prices), the majority of the Trade Descriptions Act 1968, and the Control of Misleading Advertising Regulations 1988.

What do the Regulations cover?

The CPRs cover commercial practices ("acts, omissions, course of conduct, representation or commercial communication (including advertising and marketing) by a trader, which is directly connected with the promotion, sale or supply of a product to or from consumers, whether occurring before, during or after a commercial transaction (if any) in relation to a product") between traders and consumers.

A product is any goods, or service, and includes rights and obligations.

What is prohibited?

Effectively the CPRs prohibit trading practices which are unfair to consumers. There are four different types of practices to consider:

- 31 specific practices which are always considered to be unfair.
- Misleading actions and omissions.
- Aggressive practices.
- A general duty not to trade unfairly.

For practice types two to four (above) it is necessary to show that the action of the trader has an effect (or is likely to have an effect) on the actions of the consumer. There does not have to be a physical consumer, as this is a test looking at how the average consumer is, or is likely, to be affected. The CPRs identify three different types of consumer - the average consumer, the 'targeted consumer' and the vulnerable consumer - recognising that different types of consumers may react to a practice in different ways.

Guidance on consent

Consent may not be granted when adverse comments are received from the consulted parties.

Consent will not be granted where there is a risk to road safety or possibility of a nuisance being created.

A Street Trading Consent can be revoked after it has been granted. This may be for a variety of reasons such as: non-compliance with conditions, non-payment or because other agencies such as the Highways Section require access to the trading location. You will be given at least 10 days' notice if your Consent is revoked.

If your application is refused or revoked you may discuss the application with the appropriate council officers. Other than Judicial Review there is no statutory right of appeal against our decision.

Useful links

- Retail Markets – A good practice guide: www.communities.gov.uk/documents/regeneration/pdf/1712975.pdf
- Village fetes - Everything you need to help start your own Profitable Stall Holders
Business: www.villagefetes.co.uk/startup/stallholders/
- Guide to market Stalls, Mobile Caterers and Outside Catering
Events: http://media.weymouth.gov.uk/docstore/envh/food/Inf_Marketstalls.pdf
- Wolverhampton City Council – Information for Market Traders: www.wolverhampton.gov.uk/NR/rdonlyres/0288D762-52DB-4665-956A-69E17FC13A20/0/rt316markettraderpack.pdf
- Craft Guide – Selling Work at a Craft Fair: www.ukcraftfairs.com/guide-to-selling-work-at-a-craft-fair.asp
- Food Safety Guide for Farmers Markets in Scotland: www.food.gov.uk/multimedia/pdfs/farmermarketscot0706.pdf

References and Acknowledgement

¹ The section is excerpted from "Retail Markets: A good practice guide", published on 13 September 2010 by the Department of Communities and Local Government. ©We acknowledge Crown copyright therein.

² Also excerpted from the Department of Communities and Local Government guide as above. © We acknowledge Crown copyright therein.

Further Information

A good practice checklist is available from the NABMA website: www.nabma.co.uk

Examples and templates will be developed and made available on the Retail Markets Alliance website, <http://www.retailmarketsalliance.org>

This guide is for general interest - it is always essential to take advice on specific issues.

We believe that the facts are correct as at the date of publication, but there may be certain errors and omissions for which we cannot be responsible. If you would like to receive further information about this subject or other publications, please call us – see our contact details on the next page.

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