



Christmas Gift & Craft Market 2023 Booking Information and Terms & Conditions

1. Bookings

- a. Applications for stallholders must be made via the official online booking form.
- b. All applications will be considered by the Cathedral and will be allocated on a fair basis. *Not sure about that word. 'Fair' is subjective. Maybe say 'on a first come first served basis and prioritising the customer experience'*
- c. Bookings will be provisionally agreed after the submission of an application and the necessary accompanying documentation for approval.
- d. Bookings will have full confirmation and a stall allocated (via email) once payment in full is received.

2. Payment

- a. Must be made via Ticket Source. The booking fees are included in the advertised stall fees.
- b. Must be made within 7 days of the in-principle confirmation email. Stalls cannot be reserved for any longer than this and your reserved space will be reallocated to another applicant if the deadline is not met.

3. Insurance

- a. A copy of your public liability insurance, with £2,000,000 minimum cover, must be submitted at time of application.
- b. If your insurance is due to expire on or before the dates of the event please submit your current documentation and once your new documentation is issued email this to us at christmas.market@peterborough-cathedral.org.uk
- c. Failure to provide an up to date valid public liability insurance certificate will result in your booking being cancelled.

4. Risk Assessment

- a. A stall specific risk assessment must be completed and submitted at time of application. For more information on risk assessments please visit <https://www.hse.gov.uk/simple-health-safety/risk/index.htm>
- b. In their risk assessments stallholders should consider items such as: loading in and out, moving of stock, manual handling, the use of electrical items, food hygiene, payments, cash handling, stock displays, stall/ stock monitoring, staff breaks/ provisions, lone



Christmas Gift & Craft Market 2023 Booking Information and Terms & Conditions

working, transportation of takings, out of hours working, traveling to vehicles/ parking after dark, staff refreshments.

- c. The Cathedral Risk Assessment (including Emergency Procedures) will be sent out to confirmed stall holders via email closer to the event.

5. Food Hygiene

- a. Any stalls selling food in any condition is legally required to possess a food hygiene certificate. A copy of this must be submitted at the time of booking.
- b. Stallholders are reminded of their responsibility under the Food Safety Act 1900 the Food Standards Act 1999 and all relevant hygiene, health and safety laws and regulations and will be required to complete and return all relevant documentation as requested. Failure to do so may result in exclusion from the market.

6. Electricity Safety

- a. Power can be supplied if requested in your stall application.
- b. Under the Electricity at Work Regulations, if you wish to use your own electrical equipment it must have a current Electricity Safety Test Certificate (PAT).
- c. Copies to be provided to the Cathedral upon application.
- d. Maximum wattage of 120 watts will be available.
- e. Halogen lights or any type of heaters are not permitted to be used.
- f. If you are bringing any electrical items we do recommend bringing an extension lead also. Due to the nature and age of the Norman Cathedral there might be a gap between the closest socket and your stall.
- g. All leads and extensions will need to be correctly and safely covered to avoid a trip hazard.

7. Booking cancellations

- a. Cancellation must be submitted in writing (via email).
- b. Cancellations by the stallholder made less than 3 calendar months prior to the booking will be charged 50% of the fee.
- c. Cancellations by the stallholder made less than one calendar month before the event will be charged 100%, the full rate.



Christmas Gift & Craft Market 2023 Booking Information and Terms & Conditions

8. Event cancellation

- a. If, for any reason, the Christmas Market needs to be cancelled prior to the event, the Cathedral shall not be liable for any expenditure incurred by any stallholder. The booking payment will be refunded, minus a 10% administration fee, within 28 days of cancellation.
- b. If, for any reason, the Christmas Market needs to be cancelled once the event has commenced, the Cathedral shall not be liable for any expenditure or loss of income incurred by any stallholder and the booking payment will not be returned.
- c. At present there are no works or other activities planned inside or outside of the Cathedral that may impinge upon this event. Should this situation change due to unforeseen or exceptional circumstances, the Cathedral reserves the right to cancel or postpone events, services or other bookings, potentially at short notice. In the unlikely event that this should be necessary, the Cathedral undertakes to inform stallholders at the earliest opportunity and to make every effort to re-schedule the event or offer a full refund.

9. Stalls / Stallholders

- a. Accurate details of stall contents must be given when applying for a stall. All items must comply with current Health and Safety regulations.
- b. Your stall can be arranged to your preference within the boundary of your allocated space. Additional space must not be taken up by stallholders, their furniture or merchandise. Items must not extend in front of your stall or in walkways/ access routes. Stallholders will be allowed a small stock space behind their stall to keep a restocking supply. We reserve the right to ask you to move any items which are not within the allocated stall area or if any items pose a risk to the Health and Safety of shoppers, staff or stallholders.
- c. No items or display materials are permitted to be fixed to any part of the structure of the Cathedral.
- d. Marketing/promotional/advertising materials such as banners etc. may NOT be displayed in the Cathedral, except by prior agreement with the Event Organiser.
- e. We are advertising the event through all of our usual channels, if you also wanted to share the link on any forums or via social media we would of course be very grateful. This would, of course, help to encourage more shoppers to come and enjoy the market and see all of the lovely products on offer.



Christmas Gift & Craft Market 2023 Booking Information and Terms & Conditions

- f. On the Christmas Market page on our website we will be uploading a list of all the stall holders attending and links to their websites or social media so that shoppers can get a feel for the lovely items they will find at the market this year. This list will stay up for a short time after the market.
- g. It is the responsibility of the stallholder to ensure the safety of their stand. Stallholders should assess the potential hazards and either eliminate them or ensure the public is protected from them e.g. tripping, unstable objects that may fall, sharp edges etc.
- h. The Cathedral reserves the right to request the removal of items deemed unsafe.
- i. The Cathedral cannot accept responsibility for loss, damage or accidents occurring on the premises or precincts. Particular attention is drawn to the observation of safety regulations. Cathedral staff will brief stallholders on the Cathedral's fire evacuation and other relevant safety policies prior to the event, and it is incumbent on stallholders to abide by these and any subsequent Health and Safety instructions given by Cathedral staff.
- j. Please note that all personal possessions are left entirely at the owner's risk in any part of the Cathedral and Precincts. The Chapter of Peterborough Cathedral cannot accept responsibility for loss, damage or accidents occurring on the premises.
- k. During the Market opening time, attendance at all sessions is compulsory. Stalls should be staffed at all times and while the 'Cathedral' will make every effort to ensure the overall security of the Market site, no responsibility will be taken for goods or equipment brought on site.
- l. Stallholders are required to take away cash overnight and arrange their own banking as appropriate.
- m. Stallholders must ensure all items for sale comply with Health & Safety legislation.
- n. Halogen lighting, candles, naked flames, and heaters are not allowed.
- o. The Cathedral holds a license for the sale of alcohol, and stalls selling alcohol will be permitted to trade under our licence at the market. All stallholders selling alcohol will be asked to meet with the Cathedrals' Designated Premises Supervisor upon arrival and sign an Authorisation Sheet.
- p. Stallholders must comply with any reasonable instructions given regarding fire precautions and safety.
- q. Stallholders must contain their sales activity to within their allocated area; they must not block any emergency exit or walkway. Any distribution of leaflets must



Christmas Gift & Craft Market 2023 Booking Information and Terms & Conditions

take place within the stand space allowed. Unauthorised banners and fly posting will not be permitted within the Cathedral.

- r. The selling or holding of any auctions or games of chance and the sale of raffle tickets is not permitted without prior written permission from the Event Organiser.
- s. Smoking is not permitted on the premises.
- t. Loading and unloading of all stallholder equipment and products must be completed by the stallholder. The Cathedral cannot give any assistance in this process. Stallholders are not permitted to borrow or use any of the Cathedral's equipment, for example wheeled trolleys.

10. Parking & Set Up

- a. There is NO PARKING available at the Cathedral and vehicle access is for load-in / pick-up during designated times only.
- b. Stallholders are asked to unload swiftly and considerately during load-in, with the load-in parking permit provided displayed clearly. For safety reasons failure to comply with parking restrictions may result in exclusion from the Market.
- c. Should you need access to bring in restock of items this can be done on Saturday morning between 9.30am and 10am.
- d. Friday from 12.30pm and Saturday until 4pm all cars/vans must be parked off site – details of local car parks can be found here: <https://www.peterborough-cathedral.org.uk/directions.aspx>
- e. The erection of stalls can begin on Friday 17th November 2023 from 9am. We will send out a programme of load in times and arrangements prior to the Market to help schedule vehicle movement and entry pinch points.
- f. No part of the stall can be dismantled until after 4pm on Saturday 18th November 2023 and ALL public visitors have left the site.
- g. Please ensure that you take all rubbish with you as we have limited facilities for storage and disposal of rubbish.

11. Shoppers

- a. In advanced of the event Shoppers will be able to book a ticket via our website.
- b. Tickets/ admission will be available to purchase on the door if availability allows.



Christmas Gift & Craft Market 2023 Booking Information and Terms & Conditions

- c. There will be a strict one-way system in place for visitors/ shoppers which helps to ensure that each stall, regardless of location within the Cathedral, will receive the same footfall.
- d. A list of stall holders and a site plan will be available to shoppers to view on our website prior to the market and following the event.
- e. A list/ map of stalls will be displayed at the entrance to the Cathedral during the market so that shoppers are aware of all stallholders who are at the event.
- f. During the event there will be a team of Cathedral volunteer marshals to help maintain the one-way system and assist shopper with any queries.

12. Alterations and Disclaimer

- a. Every endeavour will be made to preserve the layout of the stallholder area and timings. Should it be necessary to make any revisions, the Cathedral reserves the right to make alternative arrangements.
- b. Allocation of stalls is at the discretion of the organiser and is final.
- c. Whilst every effort will be made to secure a high level of attendance to the Market, no guarantee of numbers can be given and no discount or refunds are available if numbers do not reach the projected levels.

13. Other

- a. **One-Way System:** Stalls will be situated throughout the whole Cathedral (Nave, Transepts and New Building), there will also be a strict one-way system in place which helps to manage visitor flow and guarantees that each stall will have the same level of footfall regardless of location. To help ensure fairness this will alternate between clockwise and anti-clockwise on each day of the market. Shoppers are allowed to revisit any stalls they like by following the one-way system around the building for a second or third time should they so wish.
- b. **Tables:** All stall holders are allocated either one or two (depending on stall size purchased) 6ft wipe clean trestle tables, and two stallholder seats behind each stall. The tables will be sanitised prior to your arrival for load in. Table coverings are not provided.
- c. **Badges:** We will provide each stall holder with badge stickers (enough for all of their team members). Please wear this throughout the market so that you are easily identifiable to staff and volunteers.



Christmas Gift & Craft Market 2023 Booking Information and Terms & Conditions

- d. **Heating:** The Cathedral is heated using our beautiful Victorian Gurney-stoves. However, with such a large building it can still often be a quite cold and drafty, so we recommend being prepared by bringing additional warm layers.
- e. **Lighting:** Due to the nature of our wonderful 900+ years old building some areas of the building can be low or dimly lit. We therefore recommend bringing your own lighting, such as fairy lights or clip lights to help best showcase your stall and merchandise. We are unable to provide stalls with additional lighting.
- f. **Internet:** We have Wi-Fi within the Cathedral and will happily provide the code to stall holders to use for their electronic payments. There is also good mobile reception throughout the Cathedral should you wish to use mobile hotspots from your phones instead. The access code will be issued in a separate email a little closer to the event date.
- g. **Refreshments:** There is no provision for refreshments inside the Cathedral. We are located in the city centre and there are plenty of options (larger chain and independent options) within a few minutes' walk. We ask that hot food not be consumed inside the Cathedral
- h. **Music:** The Cathedral will have a festive playlist, a mixture of classical, choral and modern pop music playing throughout the market. This will be set to a background level. We ask that stallholders do not provide their own music due to Music Licencing.
- i. **Christmas Decorations:** The Cathedral is still an active place of daily worship. Due to this and the delicate nature of the fabric of the building we will not be displaying any Christmas Decorations other than our splendid Christmas Tree. Should you wish to decorate your stall with Christmas ornaments to help increase the festivity please do feel free.

If you require any further information, please do not hesitate to contact Natalie Freeman Email: christmas.market@peterborough-cathedral.org.uk