

## **Website - Standards of Trading**

Chesterfield Borough Council wants customers to enjoy the experience of Market Shopping. It is hoped that they will find the stallholders courteous and helpful and that the wide choice and variety of goods and services on offer represent good value.

It is generally accepted practice by our Traders to offer both refunds and exchanges as goodwill gestures, however this is down to individual traders and is not enforceable.

It is our intention that the customer will not have any problems with purchases, but should any problems arise then the law entitles the customer to certain protection.

- Goods must be safe and fit for purpose.
- Trader contact details must be on show within the stall.
- No counterfeit goods to be offered for sale.
- All new goods should carry the appropriate CE marks.
- Goods must be as described either verbally or on its label or packaging.
- Services must be as described, any description, written or verbal, must be accurate.
- Knives are not to be sold to persons under the age of 18s and must be appropriately displayed, either in a locked cabinet or under supervision.
- No animals may be offered for sale.
- BB guns are strictly prohibited.
- The sales of alcohol, cigarettes, fireworks or illegal drugs are strictly prohibited, unless, in the case of alcohol, a licence has been specifically granted.
- Glue, lighter fluid and lighters are not to be sold to under 16s.
- The sale of explicit pornographic material is forbidden.
- We have the right to request any material we find either inappropriate or offensive to be removed.
- Only the sale of vintage fur is allowed.

These rules apply to everything sold including second hand goods. However a customer should not expect second hand goods to be perfect.

We are committed to ensuring that counterfeit and illicit goods are not sold on Chesterfield Market, making it a safe and fair environment in which to shop and trade.

We support Derbyshire Trading Standards in their work and participate in the Real Deal Scheme which seeks to ensure Markets in Derbyshire are fake free. Traders who contravene these regulations risk losing their pitch.

## **Employing Minors**

Derbyshire County Council has drawn up new "Employment of Children" byelaws following recent Government changes to the law. They are not intending to stop young people from earning pocket money. If you are employing a youngster who is of compulsory school age (16 years or under by the last Friday in June) they must have a work permit issued by the County Council. The work permit specifies the task, hours, days and where he/she can work. The work permit must be available for inspection by Police or County Council officials while the young person is working for you. Generally children under 13 are not permitted to work; there are separate guidelines for 13 and 14 year olds.

Further information can be obtained from the Markets Office or Derbyshire County Council directly.

## **Food Traders**

- All Traders wishing to sell food should complete our own Registration Form. Copies are available on request. We expect a high standard from any caterer or food seller, guidance can be sought from a member of the Markets Team.
- In general caterers need to be registered with a Local Authority and hold Hygiene Certificates and have Public Liability Insurance.
- Where food is on open display sneeze guards should be used.
- Hand washing facilities are required where food is being prepared.
- First Aid kits and Fire Fighting equipment should be on site.

## **Storage Accommodation for LPG Cylinders**

Containers or cylinders of LPG, connectors and valves must be positioned in the open or outside the body of the vehicle or stall. They must never be located or stored within any working, cooking or driving compartment of the catering unit. Housing for the gas cylinders may be recessed into the body of the vehicle but it must be gas tight so that escaping gas cannot get into the vehicle. LPG only should be stored in this compartment. All cylinders must be securely attached to the vehicle with their valves uppermost. The compartment or housing must be made of non-combustible material of at least 30 minutes fire resistance. The compartment should be ventilated to the outside air using a reinforced mesh base or drilled holes to base of compartment equivalent to at least one hundredth of the floor area or 168cm sq. whichever is the greater. The storage compartment should be accessible only from the outside, it should be secure to prevent tampering but the containers must be easily removable in an emergency. A notice should be fitted to the outside of the compartment to show that LPG is stored inside and weather-proof safety signs must be displayed. No naked flame should be nearer than 1 meter from the storage compartment. Electrical wiring must not pass through the compartment unless protected.

### **Alcohol Control Zone**

Chesterfield Town Centre is currently an Alcohol Controlled Zone (ACZ); no Trader may sell alcohol without the appropriate permission and licence. Further information can be obtained by contacting a member of the Markets Team.