



***The Big Market
Trader Info Pack
Lewisham – Fox and Firkin***

Please read all the information carefully

Introduction

Thanks for wanting to be involved with "The Big Market."

The markets are nothing without you wonderful traders! :)

I'm striving to ensure the Big Market is a positive experience for everyone.

I'm excited for these events, reinvesting heavily and pushing the promotion to increase foot fall and keep building the profile of the market.

The ethos is variation in traders with niche and universal appeal to create a strong draw for people to come, and therefore high foot fall events.

I'm working hard to grow them because I will be trading there also.

Implementing infrastructure to make this as easy as possible for all of us, like staff meeting you on arrival with trolleys to help load in.

Happy to discuss any extra requirements you need such as electricity, extra display stands and pitch sizes.

Please clarify any extra requirements on booking form or explicitly 14 days before the event (for floor plan etc).

Feel free to contact me with any questions by email or phone.

07723410374 Owain (Owen) Jones, best to whats app for urgent issues.

bigmarketlondon@outlook.com

All the best

Owain Jones :)

(The Big Market / Cigarette Records)

REFUND POLICY

***** READ! READ! READ! *****

***** UPDATED December 12th 2024 and applies for ALL SITES *****

Bookings more than 14 days before the event - Refund available up to 72 hours after your pitch is confirmed.
*confirmed defined as, when you've paid and we've message you that your booking is "confirmed".

Bookings less than 14 days before event - No refunds after payment.
(NOT after confirmation).

Moving Dates after Booking - Generally same as refund Policy, although can sometimes make exceptions - worth messaging us. Unfortunately not able to change market date due to the structure of how we spend budget on promo vs number of pitches booked.

Product Clashes - We reserve the right to cancel and refund pitches after purchase due to conflicts of trade (too many traders of one type), issues with licensing (alcohol sale) etc.
The market needs to be carefully curated to ensure it's longevity and success for all of us.
Aiming to identify and resolve any conflicts of trade etc within 72 hours of pitch purchase, or 14 days before event.

Event Cancellations and Refunds - We always do everything possible to make sure events go ahead and haven't cancelled any. In the event that a market is cancelled or postponed due to unforeseen circumstances, including but not limited to severe weather conditions, acts of God, or other reasons beyond our control, no refunds will be issued.

We will do our best to give you as much notice as possible of any cancellations or postponements. However, please be aware that circumstances can change quickly, and decisions may need to be made at short notice.

By participating in our market, you agree to these terms and conditions.

Booking Process

1) **Booking Form**

cigaretterecords.co.uk/bigmarket

Complete booking form for each date / venue you want to book.

2) **Payment**

On same website as booking forms.

3) **Trader Checks**

Only after you've made payment we can confirm your pitch. We check for any "trader clashes" (selling similar products) and then confirm pitch by instagram message (or email if no instagram). If any similar products booked we will refund your pitch. Generally 2 - 3 days after payment.

Venue

Fox and Firkin,
316 Lewisham High Street,
SE13 6JZ

Back Load in area :
18 Whitburn Road, SE137UQ
Through the black gates.
Please try to reverse in.

Load in from front (2 spaces to unload at a time) and back (3+ spaces to unload at a time).

***** **NOTE***** front parking bays can only be used at certain times (RED ROUTE)**



Load in / out

Load in / out has to be Quick due to road/ parking restraints.
We have staff with trolleys to assist with load in / out.

Load in - from 10am, finishes 11:45am.

If you're running late let us know and we'll try to make sure staff are ready to help unload and get you to your pitch quickly.

Market Open - Midday - 6pm

Load out - 6pm -7pm

Free Tea and Coffee will be provided on arrival.
Limited amount of trolleys available,
bring your own trolley if you have one.

Load Out - Ideally we need to have all the tables returned to public use within one hour of the market finish.

Load Out - ***** **NOTE***** front parking bays can't be used after 4pm (red route).**

Front load in area

Fox and Firkin, 316 Lewisham High Street, SE13 6JZ

2 car spaces at the front of the building shown above.

RED ROUTE but 20 mins stop allowed 10am - 4pm.

Internal door to garden is 70cm wide.

***** Recommended ***** Back load in area

18 Whitburn Road, SE137UQ

3+ cars at a time through the gate into back load in area.

Whitburn Road is a residential street, so we can cue a couple cars parked there while we unload in the black gated alley.

All double doors into Garden (where pitches are). Then single 70cm wide door from garden to access pub and toilets.

18 Whitburn Road, SE137UQ

Through the black gates (see pics below)



Sign post on black gates (turn through black gates)



Load in Routine /
Areas



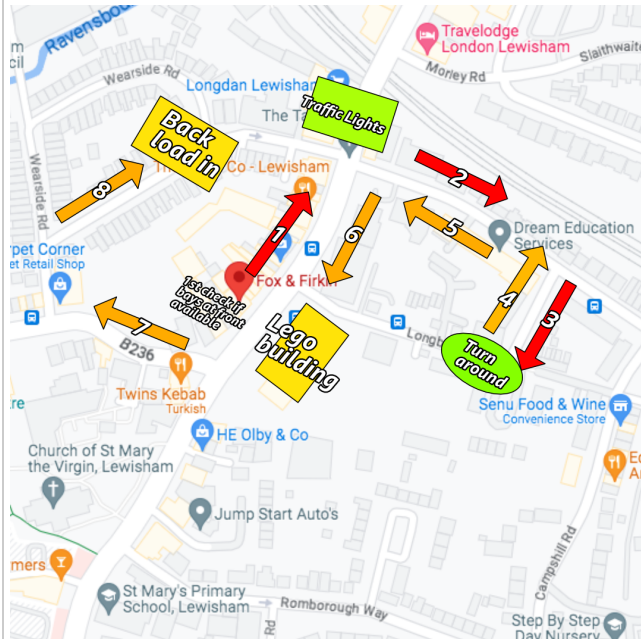
**View once you've turned into black gates,
Double doors to garden end of here.
Please reverse in (as the van has done here) ensuring to allow
space one side for trolleys to pass.**



Recommended Route

Check the double bay at front of venue first.
If free park up to unload (20 minutes max stop due to red route).

If front bays full then follow directions below to back load in.
Have to turn around due to the one way system.



Leaving Early

All traders expected to stay until end of the event.

We appreciate there are times when people need to leave early
Please speak to us first, simply so we can pack down the table and it not look bad.

Trader numbers

Up to 40 stalls.

We work hard to ensure everyone has a good chance to do good trade,
And it's important we can confirm what you sell so there aren't for example 4
people selling similar candles.
We're anticipating the pitches will sell out quickly as there's been high demand,
So feel free to purchase a pitch to ensure you get one and then we can confirm any
conflicts of trade after.

We're aiming for a diverse range of products and people representing the
communities we live in.
Driving universal and niche appeal, to attract as many demographics as possible
and therefore push for large foot fall and good sales.

*We reserve the right to cancel and refund pitches after purchase due to conflicts of
trade (too many traders of one type), issues with licensing (alcohol sale) etc.
The market needs to be carefully curated to ensure it's longevity and success for all
of us.
We're aiming to identify and resolve any conflicts of trade etc within 72 hours of
pitch purchase, or 14 days before event.*

Food + Drink stands	We're very limited on what food / drink traders there can be due to what the venue does already. Any Food / Drink vendors please contact to confirm suitability. This includes bottled alcohol/ drinks and sundries (jams, jerky etc). The best way to contact quickly is 07723410374 Owain (Owen) Jones.
Lighting	There is mixed lighting in the venue, If lighting is important for you we recommend bringing a lamp and an extension cable of minimum 5 metre + tape to secure it to the floor. Winter Months (October onwards) - Please bring a lamp with you if you are not under the main festival style tent by the outside bar.
WiFi	There is NO WIFI in the garden. There is good signal for most mobile phone providers. If you're really stuck ask our staff and we'll see how we can help :)
Workshops	FREE PITCHES if you run a Free Workshop. If you'd like to run one or can recommend someone let us know. We can give money for materials.

Pitch Size and Tables	We will provide Tables. This is due to specific spacings on floor plan. If you have your own table or gazebo feel free to bring it (let me know in advance to check if it can be accommodated). Table sizes 150cm x 150cm (functional space for display 150cm x 110cm) Mostly Picnic bench style, so other 40cm from the 150cm is the seat. Some 160cm x 80cm trestle tables used too. Trying to find the sweet spot on pitch price / number of traders to keep increasing investment in promo, have longevity and continue to grow in leaps and bounds vs me not working for £5 an hour. + avoiding charging an entry fee to public.
Additional Display Items (clothes rails, card stands etc)	We can accommodate most extra display stands and extra tables (if you bring your own) but these need to be explicitly confirmed with us on booking form or 7 days before the market. This means we can allocate you an appropriate space such as a corner spot. Really we should put a limit of one extra display stand per stall, but if it's important that you have 2+ display stands I am more than happy to discuss how we can make it work.
Chairs	Tables are "picnic bench" style so have a seat built in (seats 2 easily but doesn't have a back to the seat). Or Trestle tables and we will provide 1 chair per pitch. There are normally spare chairs but I can only guarantee 1 per pitch.
The Market is Outdoors but totally covered	Inside a large "festival" style tent / in Gazebos. All pitches are sheltered.

Electricity to pitches	We can accommodate access to electricity but this must be clarified explicitly 7 days before the market date. There is good electrical access in certain areas, so it's important for us to know your needs to position your pitch. Please bring long extension cables to be safe. Any loose wires need to be taped down. All appliances must be PAT tested.
Insurance	Venue holds public liability insurance. All traders must have appropriate level of insurance for their business / activity. By booking you confirm that you are appropriately and legally covered. If you are selling any food you must have appropriate Health and Safety, Insurance, Environmental health inspection, food business registration and Risk Assessment Documents available on the day and sent to us upon application.
Point of Contact	The "Cigarette Records" records + coffee stand is the point of contact for any queries during the market. Owain is the main point of contact for any issues, he'll introduce himself as you're setting up. We're here to help and make this the best experience possible for everyone. Queries can be directed to other staff in high vis jackets if Owain's not available. Please clarify the urgency of any issues so we can address them swiftly.
Rubbish Disposal	Limited rubbish disposal on site. Please aim to take everything with you.

There is NO parking on site.

We've got to keep those entrances clear for loading.

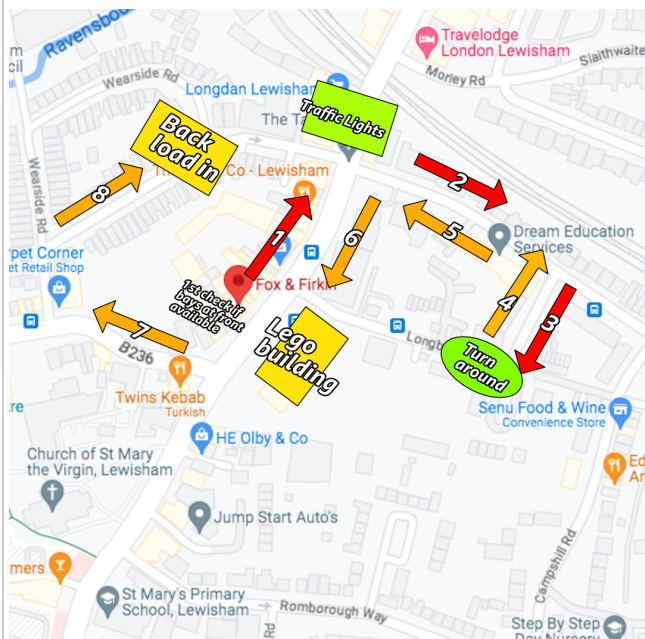
Whitburn road (outside of black gates) and surrounding streets are good.

Also in front of the "lego building" opposite the fox and firkin (pic below).

Pull up onto the pavement as seen in the pic below.

one way system on high street so included below is easiest route from front of the fox and firkin to the lego building to park.

Parking



Floor Plan

Floor plan with allocated pitches will go out a few days prior to the market.

Signage + Table coverings	Please bring a cloth, bed sheet or something to cover the tables and hang over the front, it looks much better than plain tables. Signage - in the festival tent there's limited wall space. Gazebos we can put the sides on if you want to stick things too. Please only use blu tack as not to mark anything. Signs around venue - potentially can put up signs for you such as "sale at xxxx" or "come see us at stall" etc. These must be clarified explicitly 7 days before the market date.
Selection Process	We believe markets should be inclusive in all aspects, rather than exclusive. This means that we generally operate all markets on a first come, first serve basis for booking. Giving preference to traders who are most keen for the opportunity. However, once you book we actively curate + quality control the trader line up. We analyse the booking form data to make sure there aren't any "trader clashes" e.g. too many of one type of seller, traders selling things that are too similar, or not suitable. We have preset limits per location for types of products + sectors. We refund+ cancel pitches if there are clashes. This is primarily to make sure everyone has a fair opportunity to do good trade on the day, and quality control the market (however to date we've never had to refund someone due to the quality of their products / offerings). We want to have variation at the markets, and therefore ensure there aren't the same traders at every market. + aim for a % to be new traders. There's a lot of thoughtful, active work from us that goes into ensuring the success, quality and longevity of this market for all of us.
Payments	You must complete the online booking form before payment. If you've not been sent the booking form message us and we'll send it over. Payment link is at the bottom of page on link below along with booking forms. cigaretterecords.co.uk/bigmarket
Trader features on our Instagram page	Invite us to colab on posts (in tag section) and we will always accept. This then show up on our profile too and expose your post to our followers.

Promotion	Promoting your stall There are a number of ways to promote your stall at The Big Market. Tag us @bigmarketlondon and @thefoxandfirkin. Here are a few ideas: • We welcome collab posts, and will always share/ repost something if tagged / mentioned in it (so it pops up in our messages). • All social media seems to prefer video content currently. • Create social media posts and flyers about your stall and the market. Be sure to include photos of your products and information about what you sell. Tag us and we'll share. • Share your social media posts and flyers in local businesses and community groups, and with your friends and family. • Offer "on the day" discounts or promotions to customers who follow you on social media or who bring a flyer to the market. e.g. "10% off with codeword...." • Happy to discuss any ideas you have and create interesting ways to promote the market. Marketing strategy We promote Big Market to potential customers through a variety of channels, including: • Social media • Email marketing • Press Release and Public relations • Paid advertising We also partner with local businesses and organisations to promote the market
-------------------------	---

Thanks for wanting to be involved with "The Big Market" and your time to read this.

Feel free to contact me with any questions by email or phone.

I'm happy to work with you to try and accommodate anything / find solutions.

I'm striving to ensure the Big Market is a positive experience for everyone.

07723410374 Owain (Owen) Jones, best to whats app me for urgent questions.

bigmarketlondon@outlook.com

All the best

Owain Jones :)

(The Big Market / Cigarette Records)