



Market Trader Commitment & Early Booking Policy

1. Purpose

This policy is designed to encourage trader commitment, improve market planning, and reward those who secure their stall in advance.

2. Effective period

This scheme is initially in effect for 6 months from the start date determined by North Devon Council.

3. Eligibility Criteria

Traders must meet the following requirements to qualify:

- Be actively trading at Barnstaple Pannier Market
- Be in good standing with no violations of market trading / licence conditions
- No significant breaches or disciplinary actions within the last 30 days
- Approval from the Market Management

4. The Offer

Traders who book and fully pay for a block of at least **three (3) months in advance** will receive a **15% discount on their stall rate for that period**.

Block booking does not guarantee that the traders stall will be in the same location although management will try and facilitate this where possible.

All bookings are subject to availability, normal application and approval process.

5. Payment Terms

All stall bookings require full payment upfront at the time of booking. A booking will only be confirmed once payment has been received in full.

Only fully paid bookings qualify for the discount. Provisional or unpaid bookings will not qualify for the early booking discount.

6. Commitment to Attend

By booking a stall, traders are committing to attend and trade on the agreed market date. This commitment is essential to ensure a vibrant and reliable market experience for customers and fellow traders.



7. No Refund Policy

All stall bookings are **non-refundable**. If a trader fails to attend for any reason, including but not limited to personal circumstances, weather conditions, or travel disruptions, **no refunds, credits, or transfers will be issued**.

8. Exceptional Circumstances

As stated in 7 above, refunds or credits, are not guaranteed and will only be considered by market management (at their sole discretion) in rare and exceptional circumstances.

9. Abuse & Fraud prevention

The market reserves the right to:

- Reject applications deemed fraudulent
- Withhold or revoke rewards if abuse of the program is detected.

10. Agreement to Terms

By completing a stall booking, traders acknowledge that they have read, understood, and agreed to this policy in full.

11. Policy Review

This policy may be reviewed and updated periodically to ensure it continues to meet the needs of the market and its traders.

The market management reserves the right to:

- Modify, suspend, or terminate this scheme at any time.
- Provide notice of significant changes where applicable.

12. Contact & Support

For questions regarding the discount scheme, traders should contact the market team via:

Email: panniermarket@northdevon.gov.uk or
Tel: 01271 379084