



# DARTMOUTH TOWN COUNCIL

## CODE OF CONDUCT FOR MARKET UNIT HOLDERS AND TRADERS

Approved at Finance and General Purposes on Monday 18<sup>th</sup> September 2023

### **AIMS**

Dartmouth's Old Market is situated in the town's Historic Market Square, which is a listed building. The purpose of this 'Code of Conduct' is to protect and enhance the reputation of the Dartmouth Market as a vibrant and safe environment for the shopping public, market stall holders, unit holders, their employees, council employees and Dartmouth Town Councillors.

This code should be read in conjunction with the Market Regulations.

### **PERSONAL BEHAVIOUR/GENERAL CODE OF CONDUCT**

Market stall holders, unit holders, their employees, council employees and Dartmouth Town Councillors should:

1. Be expected to behave in a professional and socially acceptable manner, having regard to the interests of all other persons in the market as a whole. The use of any verbal or physical aggressive or offensive behaviour will not be tolerated.
2. Conduct themselves responsibly and lawfully and exhibit a high degree of personal integrity, ethics and professionalism at all times.
3. Never discriminate against age, gender, race, sexual orientation, disability, gender reassignment, religion or belief.
4. Not smoke in the market units, toilets, storage areas or within the confines of any stall, gazebo or the Butter Market.
5. Not cause or encourage any nuisance or annoyance to the public or other users of the market or surrounding area. (this includes shouting and throwing of items)
6. Not play music without the relevant PRS licence or play music that is considered to be a nuisance or inconvenience to other users of the market or surrounding area.
7. Not shout, play loud music or any other action intended to attract shoppers' attention to a particular stall or unit ('pitching') is not permitted.

8. Not cook on their stall except where this is part of their product line and all the relevant food Hygiene certificates, PAT testing certificates have been submitted to the council.
9. Be responsible for keeping the immediate area around their unit or market stall unobstructed or free of litter and rubbish, spillages or other hazards at all times, any rubbish is to be taken away and not placed in the market public waste bin or 1100 litre waste bin belonging to DTC.
10. Report any problems and complaints of any kind (including damage to Market premises and equipment) to Dartmouth Town Council 01803 832281 or email [reception@dartmouthtowncouncil.co.uk](mailto:reception@dartmouthtowncouncil.co.uk)

### **LEGAL REQUIREMENTS**

11. Maintain a valid contract of public liability insurance, the minimum cover provided by that contract shall be £5,000,000. The stallholder shall produce the required contract of insurance before trading is permitted.

### **TRADERS, UNIT HOLDERS SHOULD NOT**

12. Not sell the following items: firearms or any weapon that can propel an item; knives (other than domestic cutlery); fireworks; flammable liquids or gasses; counterfeit goods; drugs; cigarettes and tobacco; offensive publications. Replica firearms or other weapons are also forbidden
13. Ensure that any electrical appliances used/sold are PAT tested to confirm their safety in accordance with the relevant standards and to provide appropriate evidence of compliance upon request.

This list is not exhaustive and may be reviewed by Dartmouth Town Council as and when necessary.