



Frequently Asked Questions

Traders (see below for Patron FAQs)

- **How much does a market stall cost?**

Our market prices are £40 for community groups, £50 for retail trader and £55 for food & drink traders.

- **How much space will I get?**

Pitches are 3m x 3m.

- **Is the stall and table provided?**

Yes. You will be provided with a fully erected white gazebo and 2 tables that will be placed in an L shape. One is 8ft and the other is 6ft. Stretchy tablecloths are also provided to fit over the tables unless otherwise indicated.

- **Where can I keep excess stock?**

You can keep any excess stock underneath the tables provided and there is also plenty of space at the back of the gazebo as it's such a large space.

- **Do you have any spaces left at the market?**

If you are able to book through our website then there are still spaces. Spaces are limited and we reserve the right to cancel any traders whose products are not suitable or are already sold by another trader.

- **I have applied to join your market, but haven't heard back from you yet**

If you have not heard back from us within a couple of days, please contact us on markets@togetherlevenmouth.co.uk. You will either receive an email asking for payment and confirming your booking or you will receive an email telling you that you have been unsuccessful. If our market is fully subscribed, we will add all suitable applications to our reserve list and invite you to a market when a space becomes available.

- **When and where should I set up my stall?**

We usually ask that traders arrive between 8am and 9am on the day of the market but we will be in touch with all traders in the week of the event to let everyone know exact set up times and positions in the market. We will inform you of parking after you have unloaded, on the day.

- **Can you send me a receipt/invoice for the market?**

Once we accept your application to join our market you will be sent a receipt by Stripe, our online payment system.

Patrons

- **I am unhappy with the product I bought at your market!**

If you have a complaint about a product, please send us your contact details which we will pass on to the relevant Trader. Together Levenmouth accept no responsibility or liability for faulty products, but we will help as much as we can to resolve the issue.

- **Where and when is the market and what times do you operate?**

We are based in South Street car park at the back of the High Street in Leven on the 2nd Saturday of each month. Trading times are 10am – 3pm.

- **What happens if the weather is poor?**

In extreme weather conditions – eg, high winds, heavy snow - the market will be cancelled. The safety of traders and the public is of utmost importance to us. Please see our Facebook page for updates.

- **Where do I park?**

There are many car parks surrounding the Leven area and parking is free. The nearest to the markets are the one right next door to it, one at the bus station (Shorehead) and there is plenty of parking at the Promenade.

- **Can I bring my dog?**

Yes. Well-behaved dogs on leads are welcome but you may be asked to leave if your dog's behaviour is concerning our other patrons.

- **Can I smoke in the market?**

For the comfort of patrons and traders, we ask that you refrain from smoking in the market.

- **Should I bring my own carrier bags?**

Yes! But most of our traders will have bags if you forget.

- **Who operates the market?**

Together Levenmouth run the markets. We are a social enterprise, working under the banner of Brag Enterprises which is a fully registered charity. Visit us on Facebook or at www.togetherlevenmouth.co.uk