



Frequently Asked Questions (FAQs)

Please note that all trading at our markets is subject to our Terms & Conditions. These are available to download on our website (it is very important that these Terms & Conditions are read in addition to this section).

Where are the markets?

Uplands Market, Gwydr Square, Uplands, Swansea SA2 0HD.

Marina Market, Dylan Thomas Square, Marina, Swansea SA1 1TT

Mumbles Market, Dairy Car Park, Mumbles, SA2 8AQ

Pontardawe Market, Herbert Street (outside the Pontardawe Arts Centre), Neath Port Talbot, SA8 4ED

Port Talbot Market, Station Road (outside the Grand Hotel), Port Talbot, SA13 1DE

Who runs the markets?

Our markets are run by a single, independent company: Uplands Market Ltd. – a not for profit company limited by guarantee (a social enterprise) and registered in England and Wales, company number 08560047.

Do I need to get a license to trade at your markets?

Uplands Market Ltd. holds the license to trade in our market locations, which is provided by the Local Authority – the City and County of Swansea Council and Neath Port Talbot Council. You will be covered to trade under our license provided that we have confirmed that you have a pitch at that market and you have paid us the full pitch fee in advance. However, there are some exceptions, which our licenses do not cover - these are covered later in this document.

What time are the markets open to the public?

Uplands Market is open to the public 9am – 1pm

Marina Market is open to the public 10am – 3pm

Mumbles Market is open to the public 9am – 1pm



Pontardawe Market is open to the public 4pm – 8pm

Port Talbot Market is open to the public 4pm – 8pm

When can I set up?

You can set up in Uplands and Mumbles from 7.30am and Marina from 8.30am. At Pontardawe and Port Talbot you can set up from 2.30pm (although, in all cases, you may have to wait whilst some of the stalls are set up) and you must clear the site in Uplands and Mumbles by 1:45pm, by 3.45pm in the Marina and at 8.45pm in Pontardawe and Port Talbot.

What is a pitch?

A pitch is a single square measuring at least 2m square although most pitches are 2.5m square. We cannot guarantee you the larger pitch sizes but we will do our best. Some corner pitches have double frontage, but pitches generally have a single frontage. There are limited corner pitches with more people wanting them than we can accommodate usually – we will determine the allocation of corner pitches to best suit the market layout.

Do I need to bring a gazebo/table?

Pitches come with a gazebo (supplied by Uplands Market Ltd.). You will need to bring your own table and display equipment. The pitch coverings do not include sides/backs and you must supply these yourselves if you want them (you will find these invaluable when the weather is challenging). Due to the camber of the roads in Uplands, pitches adjacent to the kerb may require blocks to lift the front legs of tables etc. if they are to be level.

In the Marina, some pitches overlap and are adjacent to treepits, and propping etc. may be necessary.

Traders should make their own provisions for these conditions.

Where will my pitch be?

Due to the popularity of the markets, we will do our best to ensure you have as appropriate a location as we can manage, but we cannot guarantee a particular pitch. We try to give regular traders the same pitch every month but this is not always possible.



We publish pitch numbers on the website and pitches are numbered on the day but please double check with us when you arrive – we sometimes have to swap pitches at the last minute for various reasons.

Traders requiring electric power must be located in certain locations in each of the markets to avoid trailing cables across public thoroughfares. Power is charged at an additional charge of £5 at Uplands and Marina; and £10 at Mumbles, Pontardawe and Port Talbot.

We do our best to accommodate everyone, but our decision on where your pitch is final.

How much is a pitch?

The pitch fee for Marina Market and Uplands Market is £47.50, Mumbles Market, Pontardawe Market and Port Talbot Market is £40. If you share a pitch, it costs £27.50 per trader (to cover administration) at Uplands and Marina; and £25 per trader at Mumbles, Pontardawe and Port Talbot. Power is charged in addition to this cost at £5 per trader requiring it at Marina and Uplands, requiring it at Mumbles, Pontardawe and Port Talbot is an additional cost of £10. The costs cover one market.

Is power supplied?

The provision of power costs is additional to the pitch fee and must be agreed with us in advance. There is only limited power available and this will be allocated to stalls with essential requirements (such as a fridge). It is very important that we know what appliances you are using and how much power they consume (check the labels and stickers). It may be that we can't accommodate your appliance.

All appliances should be PAT tested every 12 months and we reserve the right to refuse to connect any device that is obviously unfit for use, or that causes the power to trip – this includes extension leads provided by you. It is your responsibility to ensure that electrical equipment is safe for use. Electrical supplies that we provide are certified appropriate for use by a qualified electrician and have trip switches.

How do I pay?

You will need to pay your fee at least two weeks in advance. Payments may be made by BACS (our preferred option), by cheque or by Paypal.

Our BACS details are as follows:



Account name: Uplands Market Ltd
Sort code: 08 92 99
Account number: 65672363

Please make sure that you put your stallholder name in the online reference box to help us match payments to names on our booking forms. On payment, please send a confirmation email to info@uplandsmarket.com and an acknowledgement will be sent, usually within three working days.

To keep our costs down it would really help us if you used internet banking and electronic payments.

You can also pay by Paypal by logging into your account on our website and clicking the MAKE A PAYMENT button.

If you would prefer to pay by cheque, please make sure it arrives 1 week prior to the date you are booking for. We don't accept postdated cheques. Pitches are not secured until cheques have been cleared.

Please write on the back of the cheque who it is from (your trading name as it appears on your booking form with us) and send to:

Uplands Market Ltd.
Unit 2
National Waterfront Museum
Maritime Quarter
Marina
Swansea
SA1 3RD

What happens if I need to cancel?

If you cancel with 7 days or more notice, a full refund will be issued. If less than 7 days notice is given (but more than 48 hours) a £20 fee will be retained by us to cover administration. If less than 48 hours notice is given, there will be no refund.

What happens if the market is cancelled due to bad weather?

If the market has started trading and has to be closed due to circumstances beyond our control, we will be unable to refund any fees. If the market is cancelled before it has been set up, your payment will be transferred to another



market and if that is not possible then we will refund you. If the market is cancelled at the last minute we will endeavor to do our best to contact you (please make sure we have your current contact details).

Can I share a pitch with another stallholder?

Yes you can, although this must be agreed in advance. The cost is £27.50 per trader at Uplands and Marina; and £25 per trader at Mumbles, Pontardawe and Port Talbot (this covers administration costs per trader). You must each complete a separate registration form and how you allocate space between yourselves within that pitch is up to you to agree between yourselves.

How do I register for a pitch?

All stallholders must use the online registration form. This helps us to keep administrative costs down. If this is a problem, please let us know and we will arrange to send you a hard copy.

How do I know if I have been allocated a pitch?

Registering does not guarantee you a pitch. The markets have a long waiting list and demand for stalls can often outweigh the number of available pitches. If your request is successful, we will contact you by email informing you that you have a pitch and request payment.

Please note that we often get last minute cancellations and we may contact you to offer you a stall, with little notice. We won't be offended if you say no and saying no to a short notice pitch does not mean that we won't ask you again in future.

How will you contact me?

We will use the contact details you provided us with when you registered. Please make sure you check your email/mobile etc. for any messages we may have left and please make sure to let us know by updating your details in the online registration form if your contact details change.

How do you decide on who gets a pitch?

We try to be as transparent and as fair as possible. We aim to ensure a mix of stalls and activities (it is not operated on a first come first served basis) and all produce should be locally sourced/artisan (hand picked/made) in nature. Do keep in touch with us and send us product photos and news of your business etc. We have many applications and it helps us to get a feel for what you do.



What do you mean by artisan produce?

The Market wants quality 'home made' produce rather than 'brand names' – if you make it then you're the type of person we mean. We generally don't provide pitches to resellers of branded items.

What do you mean by local produce?

When we say 'local produce' we mean produce that originates from within the South Wales area. We want to keep the carbon footprint down, but when we say that we mean not importing from the other side of the world – in Wales is fine!

Am I allowed to bring a generator?

Generators are not permitted – the sites are too small and the risks associated with them are too great. A small number of power points are available but only on request in advance, and only usually allocated for essential power requirements (e.g. fridges for chilled goods).

Directions and can I bring my vehicle?

In Uplands, Gwydr Square is at the very heart of Uplands on the main road thoroughfare and Mumbles takes place in a public car park (the dairy car park) - they will be closed to all public traffic from circa 6am on market dates. Vehicles can be brought on to the site for unloading and loading before and after the market. All vehicles must be removed by 8:30am at the latest in both cases and may not return to site until 1pm. Access for traders' vehicles will be from Beechwood Road and Gwydr Crescent (no access from Uplands Crescent) in Uplands and from Mumbles Road in Mumbles, please check in with a steward to see which end of the car park you should enter Mumbles Market.

For the Marina, access from Fabian Way (from the east) is left via Somerset Place, just past Sainsbury. From the west (Oystermouth Road, Victoria Quay; don't worry about these names), turn right just past Swansea Museum. Then, turn immediate right into Adelaide Street, left and right into Gloucester Place and the site entrance is ahead on the right. Vehicles can be brought on to the site for unloading and loading before and after the market. In the Marina vehicles must be removed by 9:30am and may not return to site until 3pm.

Whilst within the road closed areas in Uplands, the Dairy car park in Mumbles, and within Dylan Thomas Square in the Marina, **vehicle speeds must be kept to 5mph or lower**. Please note that members of the public may still be moving around in the road/square as will other traders and market volunteers whilst



you are loading and entering/leaving in your vehicle so please drive responsibly with extra care and attention.

Where can I park?

In Uplands, there is limited parking for traders available on Gwydr Crescent, traders are allowed to park on the yellow lines within the road closure (up until the 'road closed' sign). You must display a 'Parking Permission' slip on your dashboard which can be obtained from market managers on market day. **Please keep hold of the Parking Permission slips for future use.** Please note, parking permissions are only valid from 6.00am until 2.30pm on market day and space is allocated on a first come first serve basis.

- Resident bays and short stay bays – are not covered by permission slips, normal rules apply.

There is a pay and display car park at the Grove Medical Centre at the top of Uplands Terrace – note that this is a short stay car park and so you will likely have to 'top up' your ticket midway through the market. All other parking will be 'on street' in the wider Uplands area

In Mumbles, there is pay and display parking available at Oysterwharf and at the Quarry car park, both of which are less than 1 minute walk from the market on Mumbles Road.

In the Marina, there is adequate free parking on a Sunday in the Sail Bridge Carpark – return out along Gloucester Place, turn right at the end, then left at the bottom and you will see it. In the unlikely event of it being full, free parking is also available in the Leisure Centre Carpark. Turn left at the lights on the main road and left again at the second set of lights, just past the LC2.

In all cases we expect all traders to park responsibly to minimise disruption to local businesses and residents. The normal rules for parking apply and it is your responsibility to ensure that you adhere to them – we will not be responsible if you receive a parking fine.

Do I need insurance?

You are responsible for your own insurance. You will need to ensure you have £1m public liability (for any one incident) in place. You will also need employee liability insurance cover. If appropriate you should also have Product Liability Insurance.

You are required to update your Trader Account via the Uplands Market website with your insurers name and your policy number.



Please note that by registering for a pitch you agree to indemnify Uplands Market against all actions, proceedings, costs, charges, claims, expenses and demands arising from any failure on your part to obtain the relevant licenses, insurance and consents.

The above should be kept with you and be made available for inspection. See our Terms & Conditions for further details.

Who is responsible for health & safety?

You are responsible for your own health & safety and that of your staff and customers. Please ensure you have a risk assessment in place. Keep any cooking appliances away from pitch coverings or any other flammable materials. All of your equipment needs to be made fit for purpose. Uplands Market Ltd. has responsibility for general health and safety on site.

What if I am selling food?

If you are selling food, you need to have spoken to the local authority's Trading Standards Division. In Swansea the number is 01792 635600.

All food preparation premises have to be registered with the Environmental Health Office where you pay council tax. This needs to be done at least 28 days prior to trading. You are also required to have a documented food hygiene management system in place (your local authority will advise on all of this).

Do I need a Food Hygiene Certificate if I am selling food or drink?

See above. Yes you do, and this needs to be prominently displayed at each market – this is your responsibility.

What is not covered by the market trading license?

If you are selling alcohol or providing regulated entertainment, you do need a license and in such cases you would have to agree this with us in advance and provide us with evidence of your licenses. But you should be aware that we are unlikely to have many if any stalls with such licensable activities. If you are selling age restricted products you will need to provide the market with evidence of any relevant licenses and have appropriate controls in place. It is the responsibility of the stallholders to ensure you comply with all the relevant regulations and standards for Environmental Health (and where appropriate be registered with the Environmental Health department of the Local Authority) as well as Trading Standards.



Are there any toilet facilities on-site?

Although there are no washroom facilities on site, nearby businesses have kindly offered the use of their toilet facilities for stallholders: Crumbs and The Uplands Diner.

In Mumbles, there are public toilets found in the Oysterwharf car park which is situated below the Mumbles Market site in the Dairy Car Park.

In the Marina, The National Waterfront Museum has facilities available as do local pubs and cafes.

At Pontardawe, toilet facilities can be found at the Pontardawe Arts Centre.

Please note that toilets are generally not available until 9am at Uplands Market and 10am at Marina Market.

These venues may not be used for the washing of goods/utensils.

What do I do with any rubbish/waste?

Stallholders are responsible for clearing their own waste and rubbish (and disposing of it in a responsible manner). You may not use the standard refuse bins in either of the squares in Uplands or the Marina, or in and around the market site in Mumbles, Pontardawe and Port Talbot, nor the wheelie bins of businesses located in the square in Uplands or of the Waterfront Museum in the Marina. You must not pour fats or any other contaminated water down drains.

Can I play music?

In most cases no. If it is essential for you to play recorded music, and you have the appropriate licenses to do so, then you should discuss it with us and we may make an exception if you can provide us with copies of the relevant permissions but we are likely to refuse.

How do I contact you?

We prefer to be emailed at info@uplandsmarket.com

Please note that we are mainly a team of volunteers and try to reply to queries as swiftly as possible. We are grateful to our sponsors Urban Foundry Ltd. for allowing us to use their business address for written correspondence, but please note that this is a working office for a private business.



We also have a high volume of activity on our social media accounts and limited staff resources. Whilst we try our best with these, we may not see (and therefore not respond to) messages sent via Facebook, so it is always best to email and/or phone to check we've had a message.

Thank you for taking the time to read these FAQs. Please let us know if you have any additional queries and we will try and be of assistance.