

# Frequently Asked Questions (FAQs)

## Section 1 - set up and pitch information

### **Where are the pitches?**

Pitches are available along the promenade at Bournemouth East Sites will be made available on an ad hoc basis dependant on weather and footfall.

### **Are the pitches permanent?**

No. These are temporary pitches that must be vacated at the end of each trading day in accordance with the hours stipulated in the contract.

### **Who do I contact if I want a permanent opportunity?**

Permanent opportunities are let to traders under contract. We recommend you register on [www. supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk), where BCP Council's permanent opportunities are advertised.

### **How do I register my new business?**

Please visit [www.bournemouth.gov.uk/streetfoodtrader](http://www.bournemouth.gov.uk/streetfoodtrader) for information on how to set up your new business and how to get a hygiene rating for your business. You must be registered, and hygiene rated to trade on the Seafront. BCP Council reserve the right to refuse registration.

### **What insurance do I need?**

All traders must have their own insurance and must provide evidence of this prior to trading. The insurance must be against all risks including Public and Product Liability not less than Five Million Pounds (£5,000,000) and must have an adequate policy of Employers Liability Insurance in an amount not less than Ten Million Pounds (£10,000,000) if you are a sole trader.

### **Can I leave my stuff overnight?**

Pitches must be cleared and tidied at the end of each day. You must be off site by 11pm in the summer at any of our sites. There are exceptions for our major events (e.g. the Firework nights), please ask for details.

### **Where can I park my van?**

Please use a nearby car parks, noting height restrictions. Queen's Road car park is nearby, better value and has no height restriction.

### **Where can I pitch up?**

Pitches will be allocated in advance on an ad hoc basis dependant on weather and footfall.

### **How do I get onto the site?**

Access is via the Exeter Road gate onto Pier Approach at 9am. All pitches must be occupied by 10am and any ancillary vehicles removed from site by this time. There is strictly no vehicle movement on the promenade between 10am and 6pm. On site security will permit egress by prior arrangement.

### **What's the maximum size of wagon or gazebo?**

A maximum size of 6m x 3m for vehicles and 6m x 3m for gazebos.

## Section 2 - operations

### **Is there an electric hook up?**

There is no electric hook up anywhere on the seafront. All units must be self-sufficient. If using a generator this must either be a super silent diesel generator or an LPG generator. Petrol generators are not permitted.

### **Is there water on site?**

There is no water available on any site and traders must not collect water from any facility. All units must be self-contained.

### **Waste disposal**

All waste, including grey (waste) water, must be removed at the end of the day from all sites.

### **What equipment test certificates do I need?**

All equipment must have in-date tests. For electrical equipment Portable Appliance Test (PAT) certificate and for gas, a current Gas Safe certificate are required. Please remember it is a legal requirement to have separate sinks in your unit; one for utensils and another for you and your staff to wash your hands. Hand sanitising gels are not an accepted means of washing hands. Please see <https://www.ncass.org.uk/> for more information.

### **Where are the nearest toilets?**

There are public toilets available at site.

### **What time can I trade?**

Minimum trading times are 10am to 6pm.

Maximum trading times are 10am to 10pm

We can review if there is a major event happening. If a trader fails to turn up by 9.30am, then we might re-let the pitch to someone on the waiting list. There will be no refunds if you don't turn up.

### **Who else will be trading when I am?**

There may be other pitches nearby. We don't allow two traders selling the same foods at the same time - this is why we ask you to confirm your menu and tell us if you change it, when you book.

### **Are there any restrictions on food/drink type?**

If the food type is listed below, you **cannot** sell it at either site, unless otherwise stated. If your food is listed, we can discuss your options:

- Alcohol
- Foods producing excessive smoke or smell
- Traders must have a 'food' element
- Ice creams/ices

**Preference is given to environmentally friendly packaging.  
Plastic straws are not permitted.**

### **Who do I call for help at the weekends?**

In case of an emergency at the weekend or out of office hours, please call 01202 123800

### **Can I play music?**

Please note no music is permitted to be played on site

## Section 3 - general information

### How do I pay?

We will invoice you in advance.

### How do you choose traders?

Pitches are allocated on a first come, first served basis. Then by food type (because we don't allow traders with the same food type on pitches at the same time). **Preference is given to those who use environmentally friendly packaging.**

The Street Food ethos is high quality food from good-looking, well-maintained vans or gazebos. We give preference to unusual or quirky vans or units. Please refer to our application form for more details.

### How many consecutive days can I trade?

Street Food is about a changing offer. We let pitches for a maximum period of 7 days at a time (depending on the time of year) and then traders should take a break for seven consecutive days. This ensures a fresh offer for customers.

### What dates can I trade?

Pitches are open from 1<sup>st</sup> April to 30<sup>th</sup> September 2021, excluding Air Festival. Trading dates will be released in blocks and emailed to all registered traders.

### Can I cancel a booking?

If bookings are cancelled with more than 24 hours notice we will refund 50% of the fee. Bookings cancelled with less than 24 hours' notice will not be entitled to a refund.

### How much does a pitch cost?

Prices vary dependant on date as follows:

1<sup>st</sup> April to 6<sup>th</sup> June each pitch costs £100 per day +VAT.

7<sup>th</sup> June to 19<sup>th</sup> July each pitch costs £120 per day +VAT.

20<sup>th</sup> July to 31<sup>st</sup> August each pitch costs £150 per day +VAT.

10<sup>th</sup> September to 30<sup>th</sup> September £100 per day + VAT

Pitches will be allocated on a quality offer basis. All traders on our database will be notified of the opportunities as they arise.

### How can I promote my presence at Street Food Corner?

Instagram - please use #getfoodie #streetfood and tag @streetfoodbcp

Facebook - please tag @streetfoodbcp

TripAdvisor - please ask your customers to leave reviews mentioning your business

### What happens in relation to Covid-19?

Trading is subject to Government restrictions and guidance. If restrictions prevent trading, we'll cancel your booking and refund any fees paid for that period. All events are subject to alteration or cancellation.

### Who do I contact for more information?

Please email [seafont.admin@bcpcouncil.gov.uk](mailto:seafont.admin@bcpcouncil.gov.uk)

