



A  LOVE FOR LOCAL

Independent Wirral -Frequently Asked Questions

1. Can I have just one day, two days or weekends only during the holidays?

Normally we would say yes you do need to book for the Saturday and Sunday and any extended weekends during the holidays (Friday to Sunday or Saturday to Monday) however, there may be some occasions where we can accommodate you. For enquiries contact your Independent Wirral Team on 0151 650 6940 or email hello@independentwirral.co.uk.

2. Can I book 52 weeks a year?

Whilst we would love to have you 52 weeks a year, we have to give everyone a chance to book! The exception would be a cancellation if you wanted to step in at late notice, if you would be available at short notice please let the team know so we can put you on the list to call. Please also let us know in advance of dates you would like to book, you can do this using the contact details in section 1

3. Do I have to be an Independent Wirral Member?

We are open to all Independent Business's but Independent Wirral members will have priority booking.

4. Does my business need to be registered in Wirral?

No, just a local Independent!

5. What are the opening hours?

11am -6pm, set up 9am chalet to be ready for 10.45am

6. Can I share a Chalet with another Independent?

At the moment we are not sharing Chalets, however, we can arrange for you to book neighbouring chalets to support each other selling items and cover.

7. Can I prepare food in the Chalet?

No, not yet. We will let you know if this changes.

8. What are the Chalet sizes?

Small 8ft x 8ft Medium 8ft x 12ft Large 8ftx16ft and the Waterfront containers are 10ftx10ft.

9. What is the cost of the Chalets?

Costs range from £22.50 excl VAT per day depending on the size of the Chalet, for more information see the contact details in section 1

10. Can my products be pre ordered by my customers?

Yes, although you will need to have at least 50% of stock sold on the day, this is so your new customers won't be disappointed if you have sold out.

11. If I do sell out, do I have to stay?

In the event that you do sell out, we would request that you stay till the end of the trading day and keep your Chalet open to the public, you can still technically stay by staking pre orders, giving out cards and promoting your brand.

12. Can I sell from a third party?

No, all products and services sold or offered must be made by your business.

13. Do I need to be a registered business?

You can be a sole trader or a registered business.



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14. Do I need to be registered with Environmental Health?

Yes if you are selling food to ensure customer safety and the highest standards are met.

15. Do I need a Street Traders Licence?

No, Woodside has done all the hard work for you so you don't need one!

16. What time can I access my unit to set up?

You can access the Chalet from 9am, all of this will be discussed with you when you book and in your confirmation details.

17. Can I leave my stock over night?

This is entirely up to you, you will not be insured and we accept no liability, but, if you do wish to leave things you can but it will be entirely at your own risk.

18. Do I need to be insured?

Yes, you will need Public Liability insurance. Other traders have used Protectivity Insurance Comparison site for Market and Stall Holders. Again, it is up to you to make sure you have the right insurance and again, we accept no liability in recommending this site.

19. What is the cancellation policy?

If you cancel more than 2 weeks before the date of the booking you can move to another date, if you cancel within 7 days we can not offer a refund or a date move with such short notice.

20. What if the weather conditions are poor?

Although we are an outdoor market and we live in the UK with unpredictable weather, your safety is our priority. All of this will be discussed as and when the time arises.

21. Do I need to be an Independent Business?

Yes, that's what Independent Wirral is all about!

22. What can I sell?

So long as you don't duplicate anything that we sell at Woodside Ferry Village you can sell everything and anything as long as your business makes the products! No counterfeits are permitted but you can sell a service that your business offers. If you have any questions, ask your team.

23. If I have my own business premises can I still rent a Chalet?

Yes, by renting a Chalet you can promote your business to a different audience each time.

24. Can I rent more than one Chalet?

Usually not, so we can show case as many different business's as possible but, there may be occasions where you may be able to. Again, contact your team should you wish to do this.

25. Can I decorate my Chalet inside and out?

Yes, but you will need to leave the chalet as you found it. Other than bunting and signage on the outside of the Chalet, please discuss this with your team so we know what you are planning to do.

26. Does my Chalet have electricity?

Yes it does but we will need to know the wattage of what you are planning to plug in, this will be discussed at the time of booking with your team.



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27. How can I display my goods?

There are boxes on the walls and you have your Chalet window.

28. How do I book?

Call us 0151 650 6940 or email us at hello@independentwirral.co.uk

29. Can I book in advance?

Yes, we always advise you to book as early as possible to avoid disappointment!

30. Do I have to sign a Rental Agreement?

No, but you do have to complete your booking form including our Terms & Conditions.

31. How do I pay?

Once your booking has been confirmed one of your team will contact you to take payment over the phone, this is the quickest and easiest way to confirm your Chalet as until payment is made, your booking is not confirmed and we have to work on a first come first served basis.

Please do contact us if you need any more information, we are only a phone call away!