



READING
TOWN HALL

M READING
MUSEUM

CHRISTMAS MARKET

SATURDAY 21 NOVEMBER 2026

10.30am - 4.30pm

TERMS & CONDITIONS

By paying in full for an event, it will be assumed that the stallholder has fully understood our terms and conditions and agrees to abide by them. A copy of our terms and conditions will also be available as a pdf download when we send your invoice for payment.

Trading Hours

The fair will be open to the public between 10.30am & 4.30pm. Stallholders may arrive to set up their stalls from 8am on Saturday, or between 2pm & 6pm on Friday. Please do not pack away before 4.30pm as this looks unprofessional and is unfair on other stallholders making the most of last-minute sales.

Payment

Payment will be made via our website - www.whatsonreading.com. Details of how to do this will be sent once your booking is confirmed or via sign up invitation to those already on our database.

Public Liability Insurance

Stallholders MUST hold their own Public Liability Insurance, proof of which must be emailed to us with the Application Form. We hold the right to refuse attendance if a stallholder does not have/has not provided Public Liability Insurance. No refund will be made on the grounds of a stallholder not having Public Liability Insurance.

Licensing Certification Compliance

It is assumed upon booking, that all stallholders hold any necessary licenses and certificates relevant to their products. This includes such documentation as beauty product making licenses and food hygiene certificates. It is also expected that all products are in line with and comply with regulation and national guidance such as that issued for toys. Reading Town Hall & Museum reserve the right to ask traders for this documentation or certification at any of the fairs run by them. If a stallholder needing such documentation is unable to provide it when asked, Reading Town Hall & Museum reserve the right to ask them to leave the market immediately or withdraw the affected products from their stall. This is the solely the responsibility of the stallholder and no refund will be given under any circumstance. Reading Town Hall & Museum cannot be held responsible for a lack of this documentation or certification.



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Late Arrival

All stallholders MUST arrive at least 30 minutes before the start of the event, in all cases this will be 10am. Any stallholder who is delayed should call Reading Town Hall on the telephone number provided on their confirmation invoice to let us know of their delay. 15 minutes before trading commences, Reading Town Hall & Museum reserve the right to reallocate the tables of any stallholder who has not arrived. If the original stallholder should then turn up, having NOT informed Reading Town Hall & Museum of their delay, their right to a table at the fair will have been forfeited. Reading Town Hall & Museum will NOT refund the fees of any stallholder who has had their stall re-allocated due to lateness.

Unloading/loading & Parking

Unloading space is limited outside the venue. Reading Town Hall & Museum will endeavour to provide space for you to stop for unloading. This will be done by allocating you an unloading time slot and location - please stick closely to this so that we can avoid congestion in the area. Unfortunately there is no parking available for your car throughout the day. A discounted ticket will be provided for parking at Queen's Road Car Park - this will be given to you on unloading.

Removal of rubbish

Stallholders are responsible for the removal of any rubbish, boxes, or personal effects at the end of the market.

Electrical Equipment Compliance

All electrical equipment used by stallholders must be PAT tested if older than one year. Proof of PAT testing must be provided in advance.

Stall space Allocation

Positions are allocated in advance of each event. You are booking a space measuring approximately 7' by 5' or 5' by 5' with a table approximately 6' by 2' or 4' by 2' to fit within it. Any rails, signs, small tables/shelves etc that you bring MUST fit within the space along with the table and not interfere with other stallholders. Stallholders will be shown to their allocated table/space on arrival which will also be clearly labelled. Spaces are allocated considering many factors and this decision is final – no complaints or arguments on the day will be accepted. Stallholders will be asked to leave the event immediately if the above points are not adhered to and no refund will be given. Packaging under your table must not be visible to the public. The presentation of each stand contributes to the overall look and professionalism of the event. You will receive set up instructions prior to each fair.

Cancellation Rights

Stallholders have 7 working days from the date of their confirmation to cancel. Cancellations must be made by email and will not be considered accepted until Reading Town Hall & Museum has sent an acknowledgement of cancellation. Any bookings that are cancelled after this 7 day period will need to be re-sold before a refund is made and will be subject to an administration charge of £5.00 per fair booked. 'Last minute' bookings that are cancelled are not subject to the 14-day cooling off period.



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Cancellation by Reading Town Hall & Museum

In the unlikely event that Reading Town Hall & Reading Museum must cancel the market, all stallholder's payments will be refunded in full.

Quotas of different stalls

The number of stallholders offering similar goods will be limited. Although competition provides a healthy shopping experience, swamping an event with similar goods does not. Quotas are set for each type of product by Reading Town Hall & Museum to be fair and consistent to all stallholders and potential customers.

Advertising

Reading Town Hall & Museum will endeavour to attract as many people as possible to its market by posting adverts and banners in the location on the day itself and leading up to the event. We will advertise prior to the event in local publications, on social media, our own website and via digital e-shot marketing to our database. Stallholders may advertise the market themselves in any form they wish, and we encouraged them to do so. The more that we can advertise collaboratively the more successful the fair will be.

Footfall and issues beyond our control

Reading Town Hall & Museum will make every effort to attract as many people to the market as we possibly can. We cannot be held responsible for adverse weather conditions, road works, sports events or any other variable which may affect the footfall. We will not issue a refund if you feel more people should have attended. Footfall in past years has been over 2000 people.

General Data Protection Regulation

Any contact details/information you provide on your application form is only accessible by Reading Town Hall administration team for the purpose of confirming bookings, event reminders, payment reminders etc, or on rare occasions, emails may be sent informing you of any cancellations/availability of spaces or new fair dates. If you inform us in writing, we can let you know (within 28 days) what information we hold. If you do not want to be contacted, please let us know in writing (this will be actioned within 28 days) but please be aware that you would then not receive any emails reminding you of your booking/any changes to your booking or payment reminders etc.

Treatment of Staff

Please note that any poor treatment or abuse of Reading Town Hall & Museum staff, venue staff or other stallholders, either verbally, psychologically, physically, by email or phone, will not be accepted. Any bullying, in any form, will not be accepted. Reading Town Hall & Museum reserve the right to remove stallholders who do not comply with the above from both the event and future bookings.