

Terms and Conditions - Concessions

These terms and conditions are specific to Concession Holders, food and non-food, at Mayor of London events on Trafalgar Square and form part of any agreement for concessions to trade, whether for profit or not, at such Mayor of London events.

Key terms and event details

1. "Concession(s) Holder(s)" relates to the main applicant as well as any other individual working on their behalf, whether paid or voluntary, in the operation of the concession at this event
2. "Event Organiser(s)" relates to the Greater London Authority (GLA) and/or its nominated event production contractor taking the role of event organiser on behalf of the GLA
3. The "Event" is **Diwali On The Square 2026**.
4. The Event is a one-day event taking place on Sunday 25 October 2026. It will take place in Trafalgar Square, London, WC2N 5DN
5. The event is open to the public from 13:00 to 19:00
6. Trading hours at the event are from 13:00 to 18:45
7. Concession location is allocated in advance by the Event Organiser. The Event Organiser reserves the right to reallocate stalls, if necessary, for operational reasons, or if Concession Holders arrive late.
8. The Event Organiser's decision is final.
9. All concessions must be staffed throughout the event opening times, and operational throughout the trading times. At no time will any concession be permitted to open outside of trading times, or close during trading times, without express permission of the Event Organiser.
10. The "Event Site" is defined as the area in which the event takes place as delineated by fencing - namely Trafalgar Square, Pall Mall East and the North Terrace.

Application and selection

11. Concessions will be selected from the received applications by considering all of the following criteria:
 - a. Quality of documentation (see documentation section)
 - b. Quality and authenticity of product
 - c. Environmental considerations (no single use plastics, recyclable products, ethically sourced, sustainable products)

- d. Stall presentation
 - e. Fulfilment of criteria laid out in this document
 - f. Pricing of product for sale at the event
 - g. Alignment to event aims and objectives
12. Decisions about which concessions to select for the event rests with the Event Organisers and will be final.
13. Concessions which are successful in application yet fail to comply with these terms and conditions will not be permitted to attend any further events undertaken by the Event Organisers.

Pitch fees

14. Fees for trading at the event will be stated within the application process and agreed to as part of application submission.
15. The fee is for the duration of the event. VAT will be charged on your pitch fee.
16. The pitch fee includes:
- a. A 3 x 3m structure, with branded header board (if requested), or a pitch space (size to be agreed with GLA)
 - b. Protective floor covering (Caterers only)
 - c. Access to hot handwash facilities (Caterers only - one unit shared between two traders)
 - d. 1 x trestle table (wood or plastic) (non-food concessions only)
 - e. 2 x folding chairs (non-food concessions only)
 - f. Pre-event publicity (not trader specific)
 - g. Programmed activity for audiences during the event opening times.
 - h. Supervision and management of Event Site
 - i. On-site cleaning, waste management and recycling services for the event site (see Waste Management)
 - j. On-site First Aid services during setup, opening and dismantling times
 - k. Access to W.C facilities during opening times
 - l. Access to non-potable water
 - m. Any additional kit or power can be requested at an additional cost.
17. The pitch fee does not include:
- a. Parking.
 - b. Event decorations.
 - c. Street Trading Permits & charity collection licences.
 - d. Fire Safety Equipment (see Fire Safety).
 - e. LPG Gas supply (if needed) (see Fire Safety).
 - f. Alcohol trading licence.
 - g. Staffing to clear up your concession area during dismantling.
 - h. Traders own Employer & Public Liability Insurance.
 - i. Waste disposal (See Waste Management).

- j. Product Liability Insurance, Loss, Fire & Theft Insurance (see Insurance).
- k. All other equipment certifications, risk assessments and trading Health & Safety Policy Documents (see Health & Safety and Electrics).
- l. Access to potable drinking water.

Concessions Bond (Caterers Only)

18. As part of the application process, the GLA will take a Concessions Bond from each confirmed catering concession holder. This will be managed by the GLA and charged alongside pitch fees.
19. The monetary amount of the Concessions Bond will be stated alongside pitch fees within the application information.
20. The Concessions Bond will be held until after the event and will be returned to the Concession Holder, subject to:
 - a. completion of TRACE sustainability documentation, within 14 calendar days after the event.
 - b. compliance with site rules, terms and conditions, and event sustainability policy.
 - c. successful delivery by the Concession Holder against their stated environmental practices (i.e. no single use plastic).
 - d. no damages being caused whilst on site whether through accidental or negligent actions
 - e. pitch being left clean and undamaged with all waste removed appropriately.
21. Where any one of the conditions above is broken the Bond will be retained in full.
22. Where any costs are incurred beyond the agreed pitch fee, and not related to items in the conditions above, these costs will be removed from the total amount of the Concessions Bond and a reconciled amount returned to the Concession Holder.
23. Holding, reducing or fully retaining this Concessions Bond does not absolve the Concession Holder from any liabilities or responsibilities on site. Any failure to act in accordance with site rules, and these terms and conditions will where appropriate be subject to additional charges being levied and/or legal action.

Documentation required

24. All Concession Holders will be required to submit accurate, current and appropriate documentation to the Event Organisers as part of the application process.

25. Documents required to support applications for Concessions are listed in the table below:

| DOCUMENT | Traders | Caterers |
|---|----------------|-----------------|
| Copies of electrical compliances/PAT certificates for any electrical items (if applicable) (issued within 12 months by certified contractor) | ✓ | ✓ |
| Employers Liability Insurance (to the value of £5 million, if appropriate) | ✓ | ✓ |
| Images of stall, products, packaging and vehicle (as appropriate) | ✓ | ✓ |
| List of appliances on-site | ✓ | ✓ |
| Price list | ✓ | ✓ |
| Product list / menu (Caterers must | ✓ | ✓ |
| Products insurance, where applicable | ✓ | ✓ |
| Public Liability Insurance Certificate (to the value of £10 million) | ✓ | ✓ |
| Signed terms and conditions | ✓ | ✓ |
| Charity Collections Licence (if applicable) | ✓ | ✓ |
| Council / Local authority registration | ✓ | ✓ |
| Driver details (registration number, name, phone number) | ✓ | ✓ |
| Onsite Staff list including lead contact on the day | ✓ | ✓ |
| Risk assessment and method statement including Fire Risk Assessment and COSHH (where applicable) | ✓ | ✓ |
| Street Trading Licence (if selling produce/services on Westminster City Council land) | ✓ | ✓ |
| Sustainability/environmental policy | ✓ | ✓ |
| Westminster Documentation | ✓ | ✓ |
| Certificate showing authorisation from a recognised Halal Authority | | ✓ |
| Copies of gas installation compliances/safety certificates (if applicable) (issued within 12 months by certified contractor) | | ✓ |
| Food Hygiene Inspection rating (must be rated 4 or above) | | ✓ |
| Food Safety Management System details (HACCP or similar) | | ✓ |

| | | |
|---|--|---|
| Full Menu including raw/cooked food. Must include minimum of two vegan/vegetarian options | | ✓ |
| Allergens List | | ✓ |
| Food Business Registration Letter | | ✓ |
| Organisations sustainability/environmental policy | | ✓ |
| Produce list (and where sourced) | | ✓ |
| Staff Food Hygiene certificates for all food handlers | | ✓ |
| Trafalgar Square Catering Concessions Form | | ✓ |
| Westminster Council Catering Notification Form (if selling food) | | ✓ |

26. The Event Organisers reserve the right to require additional documentation where required, especially in cases where Concession activities are away from the usual.

Permitted/prohibited products and activities

27. The Event Organisers will enforce controls on prohibited items for public entry to the event.
28. Wherever possible Concession Holders are required to ensure they also do not bring items from the prohibited list to site.
29. Where items are required for the legitimate operation of the Concession activity, such as knives for food preparation, or tools for installation of the Concession equipment, branding etc, these items must be kept under control and away from public access.
30. No items on the prohibited list can be included within products available from the concession, or for the decoration of the Concession. For the sake of clarity, this includes flags, unless otherwise expressly agreed by the Event Organiser.
31. Drip trays and matting must be provided under hot food cooking areas and where there is the risk of anything dripping onto the floor, i.e., vehicle oil, cooking oils or fat.
32. No open fire or uncontrollable fuel sources are allowed onsite (e.g. barbecues, fires etc).
33. You are not permitted to directly approach members of the public with any marketing/promotional and information literature/leaflets or engage the public in conversation unless they show a direct interest in your activity. If a member of the public is not interested in your activity, then all members of your group must respect the wishes of the public on the square.
34. Items on the prohibited list are as follows:

- a. Bladed items, including pen knives, fixed bladed knives and scalpels
- b. Offensive weapons e.g. tasers, etc.
- c. Imitation or toy weapons, including toy hand grenades and guns
- d. Items that could be readily converted into weapons
- e. Component parts of weapons
- f. Flares or fireworks
- g. Party poppers and party canons
- h. Helium filled balloons
- i. Strobe lights, high intensity torches and lasers
- j. Hazardous materials e.g. CS gas, pepper spray, acids and alkalis
- k. Gas canisters are allowed on site provided they are safely stored away from public areas and have a suitable barrier around them. Please note that jubilee clips or any other adjustable fittings should not be used. All safety certificates and inspection or service records should be made available upon request. All gas must be in cages.
- l. No deep fat fryers will be allowed, unless agreed in advance or incorporated in a trailer, and all hot food stalls must have a suitable fire extinguisher.
- m. Spray paints or cans of paint
- n. Stickers or adhesive materials
- o. No balloons, fun snaps and stickers are allowed onsite.
- p. Face painting is only allowed if written permission is given by GLA.
- q. No Moffets are allowed, and all vehicles must have drip trays and spill kits
- r. Handing out flyers is not permitted outside your designated marquee space
- s. If it is agreed by the event organiser that flags can be sold, the trader should advise the buyer at the point of sale to keep the flag in their bags, as per Square entry conditions
- t. No flags poles are allowed on site
- u. Powders that are not personal prescription medicines or for cosmetic purposes
- v. Illegal drugs
- w. Opened bottles / cans of alcohol
- x. Pointed scissors / pointed tweezers
- y. Knitting needles
- z. Syringes (unless required for personal medical use)
- aa. Placards, Banners and Flags
- bb. Mobile phone jamming devices
- cc. Full facial masks
- dd. Items that could cause loud audible disruption e.g. whistles, megaphones, sirens, air horns, large radios /
- ee. CD players
- ff. Covert surveillance and recording equipment
- gg. Climbing and abseiling equipment
- hh. Tools e.g. pliers, screwdrivers, wire cutters, saws, etc.

- ii. Animals, other than assistance dogs
- jj. Bottles containing liquid, water refill points are available within the Square
- kk. Glass items
- ll. Any items considered to be suspicious or unacceptable by security staff that the owner cannot provide a reasonable explanation for possessing

Sustainability requirements

- 35. To support the Event Organiser in monitoring the carbon footprint of its events, Concession Holders are required to submit information to an online sustainability tracking system called TRACE.
- 36. The Event Organiser will share information on how to complete this and what information is required, if/when your application is successful.
- 37. All Concession Holders will be required to submit their final information to TRACE within two weeks after the event.
- 38. Concession Holders are required to submit their own environmental and sustainability policy within the documentation supporting their application.
- 39. Non-completion of TRACE or failure to follow the Concession Holder's own environmental and sustainability policy will result in forfeit of the Concessions Bond (caterer's only)

Vehicle access and operation (inc. parking)

- 40. Parking is not provided.
- 41. There are several local parking areas including on-road parking where restrictions do not apply on a weekend. Please use this website to find a space <https://www.westminster.gov.uk/parking>
- 42. Unless it is for a pre-agreed food truck, parking is not available on site and vehicles can under no circumstances be kept by concessions.

Set up and breakdown

- 43. Concession Holders will be allocated a specific arrival slot on the morning of the event and must arrive within this timeslot.
- 44. Concession Holders will need to be set up and ready for inspection by the Event Safety Officer at a time to be communicated in induction packs. Usually around 10am.
- 45. There will be a vehicle curfew time, usually around 9:30am, after which no vehicle movement will be permitted on site – all vehicles must be off-site by this point.

46. Deliveries will be permitted within early hours of the event day exact times to be communicated in induction packs. Concession Holders will be held responsible for any persons coming on site to deliver to or service their concession. Deliveries are not allowed during event opening hours, and you must ensure that you have sufficient stock for the full duration of trading times.
47. All deliveries must be pre-booked with Event Organiser and vehicle details submitted on the vehicle registration system.
48. The event officially ends at 19:00, trading must cease at 18:45.
49. Vehicles will not be allowed to re-enter the site until the Event Organiser deems it safe and appropriate.
50. All concessions and vehicles must be cleared by 22:00 on Sunday 25 October.

Catering Concessions must trade in a secure way

51. Washing hands regularly with warm water and wearing gloves to limit contact with food.
52. Encouraging contactless payments where possible to limit the spread of infection.
53. Ask customers to not touch or lean on surfaces or touch products where possible.
54. Food stand/truck should be kept clean and wiped down regularly.
55. Stop trading immediately if you or any of your staff begin to show any symptoms of illness.

Trading operations (queues, general behaviour, music, area to be used)

56. It is the responsibility of the Concession Holder to present their concession as attractively as possible throughout the event.
57. Using space beyond the front of a stall is subject to the Event Organiser's discretion and may be subject to change at any time.
58. Concession Holders will be expected to manage queues to their own stall and ensure they do not endanger crowd safety.
59. Where heated cooking equipment / hot food is located at the front of the pass, Concession Holders should provide a suitable protective barrier to the public
60. The Concession Holder must provide any required shelving, display cabinets, tablecloths etc.
61. Structures must appear as per photos submitted as part of the application and must be decorated and presented in an appropriate

- and festive manner. Any fabric used must be fire retardant
62. Concession Sharing - It is not permissible to share a stall with another trader without express advance permission from the Event Organiser. Only the person/s and business/es named in an application will be permitted to trade at the event.
 63. Concession pitches are non-transferable.
 64. No music, radio or other audio element is to be played by Concession Holders, whether acoustic or amplified.
 65. Any damages or cleaning costs incurred as a result of Concessions operating in Trafalgar Square will be charged back to the Concessions Holders.
 66. Directions from Event Organisers must be complied with at all times by Concession Holders.
 67. The Event Organiser reserves the right to object to anything in any way associated with a stall, which is not deemed appropriate, suitable, or benefitting the appearance / ethos of the event. The Concession Holder shall comply immediately with any requests made by the Event Organiser in this regard.
 68. Menus and price lists at the event, should be consistent as per your application.
 69. An allergens list must be clearly displayed on all catering stalls.

Waste & recycling

70. Trafalgar Square is a listed heritage site; the stonework and surrounding area must be treated with respect.
71. Concession Holders shall not damage, deface, interfere with or climb on any built structure forming the fabric of Trafalgar Square and shall not attach any article on any built structure forming the fabric of Trafalgar Square. Any damages incurred will be taken from the Concessions Bond where possible or charged as additional if required.
72. Concession Holders are required to manage their own waste and minimise the amount of waste produced. Single-use plastics including bags, plates, cups, cutlery, sachets and other items are not allowed on this event site. You are required to use environmentally friendly plates, cups and cutlery and any other sustainable products.
73. Concession Holders are responsible for keeping their area tidy including the frontage and prep area behind the Concession. All rubbish should be placed in the appropriate recycling/composting bins provided. Failure to clear your area will result in the forfeit of the Concessions Bond.
74. Wastewater must be put in grey waste containers and not poured on to

the ground or into drains; any Catering Concession Holder found disposing of waste into drains will forfeit their Concessions Bond.

75. Concession Holders are responsible for the removal and disposal of any waste oil from the site. Failure to clear waste oil will result in the forfeit of the Concessions Bond, or charged as additional if required.
76. Drinking water for use by Concessions will not be available on site.
77. Drip trays and matting must be provided and positioned under hot food cooking areas and where there is the risk of anything dripping onto the floor, ie vehicle oil, cooking oils or fat. Any damages incurred will be taken from the Concessions Bond where possible or charged as additional if required.

Power access and usage

78. Power may be available on request at variable rates as stated in the application. You cannot use 4-way adaptors as these can overload systems.
79. It is essential the Event Organiser is fully aware of your electrical requirements prior to the event. Power will only be provided according to the specific requirements listed in the Concession Holder's application.
80. Concession Holders are not permitted to bring generators on site. All power requirements must be communicated to the Event Organiser in advance.
81. All electrical equipment on site must have been tested and have a current PAT certificate.
82. Concession Holders shall be liable for any costs of repairing electrical faults caused at the event by the Concession Holder's use or negligence of electrical appliances. This cost will be taken from the Concessions Bond where possible or charged as additional if required.
83. The use of any heat producing electrical appliances such as fan heaters are prohibited.

Example Guide: How to calculate your power requirements

To calculate the total amps for a catering unit, list all electrical appliances, find their wattage (W) on the label, and divide by the voltage (240V in the UK). Add up the amps for all equipment which will be used on site, adding a 20% –25% safety margin to prevent tripping.

Step-by-Step Calculation Guide

- **List All Appliances:** Identify everything that will be plugged in on site (e.g., hot water urn, coffee machine, fridge, fryer, lights, etc.).
- **Find the Wattage (W):** Check the sticker or manual on each device for its maximum wattage.
- **Calculate Amps for Each Device:** Use the formula:
 - $Amps(A) = Watts(W) / Voltage(V)$
 - **Calculate Total Load:** Add the amperage of all items that will be running at the same time
- **Add a Safety Margin:** To ensure safety add on 20% additional power requirement.

| Example Form / Table for Completion Item | Watts | Amps (Watts / 240) |
|---|-------------------------------------|---------------------------|
| Example: Kettle | 2000 | $2000/240 = 8.3A$ |
| Example: Fryer | 3000 | $3000/240 = 12.5A$ |
| Sub Total | $8.3 + 12.5 = 20.8 Amps$ | |
| 20% Safety Margin | $20.8 \times 0.2 = 4.16 Amps$ | |
| Total Requirement | $20.8 + 4.16 = \mathbf{24.96 Amps}$ | |

Insurance

84. There will be security provision at the Event, however traders are advised to take out sufficient insurance to cover their goods and equipment for Loss, Damage, Fire and Theft and to ensure their stalls are properly secured at night (see Insurance).
85. The Event Organisers cannot be held responsible for any loss or damage to equipment left onsite.
86. All products that are brought onto site are done so at the Concession Holders risk and must be suitably insured. The Event Organisers cannot accept responsibility for any loss or damage that may occur during the event.
87. Concession Holders are responsible for ensuring contractors delivering to, or working at, their concession are suitably insured.

Health & Safety

88. Concession Holders must comply with all current Health, Safety and Food and Drink Hygiene and Licencing requirements of the Event Organisers, Westminster City Council and the Greater London Authority.

89. Westminster City Council's environmental health requirements for food traders must be complied with. These can be found at <https://www.westminster.gov.uk/sites/default/files/guidance-for-food-applicants.pdf>
90. Concessions are not permitted to commence operation until they have been given a permit to trade by the Event Organiser's Event Safety Officer, following a Health & Safety Inspection, which will take place before the event opens, at a time stipulated by the Event Organiser.
91. Emergency access routes must be kept clear of obstacles at all times, back of house space must be tidy and litter-free.

Fire safety

92. A fire risk assessment will be required from all Concession Holders.
93. Open fires and naked flames are not permitted – therefore items such as candles will not be allowed to be lit whilst on display.
94. Concession Holders will not be allowed to smoke within the event site, including within the Concession area.
95. No personal generators are allowed on site.
96. Concession Holders must ensure adequate exit points in the event of a fire, and ensure suitable fire safety equipment (fire blankets, H2O and CO2 fire extinguishers) is in place.
97. All fire safety equipment must be to the satisfaction of the Event Organiser's Event Safety Officer and must have been tested in the last 12 months. All Concession Holders should be trained in the event of a fire (i.e. where to meet and how to raise an alarm), and all structures and drapes must be durable flame-proofed to BS3120.
98. Fire points will be established at the event site which will be identified to Concession Holders during their Health & Safety sign off.
99. Concession Holders are only permitted to bring one spare container of bottled gas (LPG) on site which shall be of a fixed type installation stored outside any stall or vehicle, and be secured in an upright position. All gas containers used must be kept outside any structure and secured to stakes or other to ensure they cannot fall over. Concession Holders should speak to the Event Organiser if they envisage any problems or require further clarification on this.
100. Concession Holders are required to keep both the 5-metre area in front of their concessions, as well as the area behind, tidy and free of rubbish.
101. Concession Holders are required to comply with the terms of the local authority's licence conditions and to cooperate with their officials, and the Event Organiser's personnel.

Charity collections

102. Any Concession Holder wishing to collect donations for charity at the event, whether for their own or a third-party charity, should seek permission from the Event Organiser first.
103. If allowed in principle, the Concession Holder is then required to obtain a Charities Collection Licence via the Metropolitan Police, unless otherwise instructed by the Event Organiser.
104. Charities Collection Licence applications can be made online at <https://www.met.police.uk/ar/applyregister/ccl/met/apply-for-charity-collection-licence/>.
105. The collection licence must be shared with the Event Organiser prior to the event and displayed clearly at the Concession location on event day.

Cancellation

106. The Event Organiser reserves the right to change the date of, or to cancel the event, if it is prevented from or delayed in the carrying on of its business due to circumstances beyond its reasonable control including, without limitation; acts of God, governmental actions, licensing restrictions, war or national emergency, acts of terrorism, protests, riot, civil commotion, fire, explosion, flood, epidemic, lock-outs, strikes or other labour disputes.
107. Should the event be cancelled, all Concessions will be refunded their pitch fees, and any additional fees paid in full. No payments will be made for additional costs incurred by the Concessions including transport costs, loss of earnings and goods bought.
108. If the Concession Holder wishes to cancel their booking they must notify the Event Organiser in writing.
 - a. For cancellation with more than 28 days' notice, up to and including the date of the event, Concession Holders will be refunded 50 per cent of the pitch fee.
 - b. For cancellation with less than 28 days' notice of the date of the event, pitch fees will not be refunded and the Event Organiser will retain all monies paid, with the exception of the Concessions Bond which will be refunded in full.

Disclaimer

I acknowledge that:

- the GLA, its production partners, their servants or agents will not be responsible for any accident, loss or damage however caused, that may occur to any trader, his/her servants or agents, or his/her property brought onto the event site, or whilst entering or leaving the site. Please ensure all staff and Concession Holders are vigilant.
- the GLA, its production partners, their servants or agents will not be responsible for effects on the level of trade caused by weather or any other unforeseen circumstances
- I have read, understood, and agree to comply with, the terms and conditions set out above.

| | |
|--------------------------------|--|
| Concession / organisation name | |
| Concession Holder name | |
| Concession Holder signature | |
| Date | |

To be signed, dated and returned with documents supporting any application for concession at the Event.