

One Day Sales Advice to Hall Owners

There are a large number of disgruntled and disappointed consumers who feel that they have been deceived at a One Day Sale. The owners and managers of community halls are often in the difficult position of being blamed by the customers for letting their halls and allowing the sale to take place.

If you are approached to let your hall or rooms - be very cautious. These events are often run by unscrupulous traders who employ sharp sales techniques.

Before you accept a booking for a sale, to protect both yourselves and prospective consumers it is a good idea to ask the company the following questions:

Will the company

- give you a named contact, and a permanent address and phone number?
- price-mark everything they sell, so customers can see how much the goods cost?
- put up a clear notice at the sale with the company name and address, and include the same information in promotional material?
- honour all consumer rights, including giving refunds for faulty goods?
- comply with the Mock Auctions Act by not giving free gifts, restricting bids or reducing prices in competitive bidding?
- allow people to buy what they want, when they want to?
- advertise in the press and in flyers only those goods that will actually be available for sale?
- allow any customers who want to leave the sale to do so, whenever they wish?
- co-operate with Trading Standards enforcement officers if they attend the sale?
- deal promptly and properly with any consumer complaints?
- guarantee that goods are accurately described for price, performance and appearance.

We suggest you notify us at Trading Standards in advance of the sale, and tell the trader that you intend to do so.

Obviously we can't attend every sale but the information we gain will deter unscrupulous traders.

If the trader refuses to sign a contract and accept these conditions, you should refuse the booking.