

Briefing Document 25/26

LUSU Promotional Days

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A guide to the policies, procedures and expectations of Lancaster University Students' Union's Promotional Days.

01 Loading Procedures

Arrival Time

Vendors are to arrive and begin unloading between 08:00-09:00 and not before. You may arrive before this time but mustn't begin to unload into Alexandra Square before 08:00.

Arriving and unloading during this time slot will allow for LUSU Crew members to put up any gazebos that are required as well as any power requests.

Loading outside of this time will not be monitored by the Students' Union.

Trolleys

LUSU crew members have priority use of our trolleys. If you require a trolley to load your stall into the square, to avoid disappointment, we would advise you bring one along with you. Trolleys will only be made available once LUSU Crew have finished with them and not before.

If you have used a LUSU trolley to load or unload you stall from the square, please ensure you leave the trolley where instructed to by a staff member.

Loading Bays

There are 2 loading bays available for you to use when loading and unloading; 1: Outside the Security Lodge & 2: On the Welcome Centre Avenue. The map image below states where these areas are in relation to Alexandra Square, marked in yellow. Loading should only take place in these designated bays.

Parking

Once unloaded, vehicles must be moved from the loading bays and parked in any available parking bay. From 1 October 2025, all car parks at Lancaster University will be fully digitalised and enforced by Automatic Number Plate Recognition (ANPR).

Charges for car parking will be in operation 24 hours a day, 7 days a week.

The first hour on campus will be free to allow for pick-ups, drop-offs, and deliveries. Charges will apply for vehicles parked for longer than one hour. Please note, the hour begins when the vehicle enters campus, not when the vehicle is parked.

There will be no charge for parking during Graduation, Open Days, and Offer Holder Events.

Visitors are required to pay for their parking at an on-site, card-only **payment machine**, or using **RingGo UK**.

Hatched Areas

No parking or unloading should take place on the hatched areas on Bowland Avenue South. Clients who use this area will be issued with a fixed penalty notice by the University's Parking Enforcement Team. Pedestrian crossings must also be kept clear from vehicles at all times.



02 During the Event

Event Timings

The event will run in the Square from 10:00 - 16:00. Clients should stop at 16:00 and start packing your stall away. LUSU Crew will begin to take away power and gazebos at 17:00.

Power

If you have requested power for your stall, you will be provided with an extension lead that will supply up to 13amps. Please ensure you do not overload this or it will cut out the power to your stall and potentially others.

Equipment

If you have equipment that is being plugged in, you must ensure it's PAT is up to date. In cases where your equipment has not passed or has not undergone PAT, you will not be able to use it

Contacts

In the event where you need assistance from the Students' Union throughout the market, you can come into the SU office and ask for either Ben (Commercial Marketing Assistant) or Aaron (Commercial Marketing Supervisor). If you cannot leave your stall to come into the office please call the SU Welcome Desk on 01524 593765 and they will get in touch with us directly.

03 Unloading Procedures

You must begin to pack your stall away at 16:00.

As with the loading procedure, you must re-load your vehicles within the loading bays stated above, avoiding the hatched areas and crossings.

When your stall is packed away, please ensure you leave your pitch clean and tidy. A dustpan and brush or a mop can be made available upon request.

04 LUSU Weather Policies

In line with our Promotional Day risk assessment, the wind limit in which we can have gazebos up outside is up to 35mph gusts, which must be monitored via the Met Office. We will monitor the weather closely in the lead up to the markets each week. If the weather is too severe we may be put into a position where the markets can't go ahead, in which case all vendors who would have been attending the market in question will be contact via email.

There may also be times where the University deems Alexandra Square to be unusable such as icy weather, in which case they will cordon off the square. In this case we will give clients who were due to be in Alexandra Square the option to move your stall to Bowland Main Quad.

In a situation where the stall is moved, a pitch fee still applies.

05 Complaints & Concerns

If you have any issues regarding your Promotional Day, please do let us know!

Any feedback should be directed to either Ben or Aaron and not taken up with any of our student staff. We will be around the markets at some points throughout the day and are happy to have a chat, alternatively drop us an email via lusuadvertising@lancaster.ac.uk.

The Students' Union reserves the right to prevent anybody from trading who are disrespectful towards our staff or student members