



# NoDa Street Market Pilot Program

## Operational Standards and Code of Conduct

### Welcome and purpose

The mission of the NoDa Street Market is to support local artisans, makers, and small businesses, fostering a vibrant community-oriented experience.

### Street Market Goals

The NoDa Street Market is a small vendor market located in one of Charlotte's most creative and walkable entertainment districts. The goal is to support small businesses by providing a welcoming, low-barrier opportunity for local artisans and craft makers to showcase and sell their goods.

The street market aims to:

- Highlight the talent and creativity of local makers.
- Build connections between vendors, businesses, residents, and visitors.
- Contribute to the local economy and strengthen the identity of the NoDa area.

This market is rooted in the spirit of local, handmade, and community driven. Whether you are a longtime maker or just getting started, we are glad you are here!

### Equity and Non-Discrimination Statement

The NoDa Street Market Program is committed to providing a welcoming, inclusive, and equitable environment for all participants. Discrimination of any kind will not be tolerated, and vendor participation is open to individuals from all backgrounds and communities.

Diversity strengthens the community, and the program strives to ensure that all vendors have fair and equal opportunity to participate and succeed.

### Notice of Accommodations

The City of Charlotte is committed to making our services and programs accessible to all. Upon request, auxiliary aids, written materials in alternative formats, language access, and other reasonable accommodations or modifications will be provided. To make a request, please email [NoDaStreetMarket@charlottenc.gov](mailto:NoDaStreetMarket@charlottenc.gov) or call 704-336-4119

## Permit Requirements

- Application Submittal through CDOT's Permit Portal.
  - For a paper application please email [NoDaStreetMarket@charlottenc.gov](mailto:NoDaStreetMarket@charlottenc.gov) or call 704-336-4119
- Permit Cost: A \$90 permit fee is due at the time of application submission.
- Signed Operational Standards & Code of Conduct
  - All applicants must review the Operational Standards and Code of Conduct document. A signed and dated copy must be submitted by email to [NoDaStreetMarket@charlottenc.gov](mailto:NoDaStreetMarket@charlottenc.gov). This document cannot be uploaded through the application portal and must be sent separately to complete your application.
  - Please include your Case number in your email to allow for a more efficient application review process.

## Market Operations

### Locations

Vendors will be provided a specific vending location within the district. Vendors are not permitted to vend outside their assigned space. Vending outside assigned spaces may result in suspension or revocation of the permit.

### Hours of operation

#### Market hours

- Monday through Friday: 3 p.m. - 9 p.m.
- Saturday and Sunday: 10 a.m. - 9 p.m.

#### Vendor setup/breakdown

- Setup time - No earlier than 30 minutes before the market opens.
- Breakdown time – No later than 30 minutes after the market closes.

## Vendor eligibility

### Who can sell

- Local artisans
- Craft makers
- Non-profits

## Acceptable products

- Handmade or significantly transformed items
- Original artwork
- Nursery products and plants
  - Garden items are acceptable if locally grown or uniquely presented, such as in handmade planters
- Handcrafted jewelry
- Clothing that is handmade or creatively altered by the vendor.
  - No mass-produced, wholesale, or third-party printed items
- Curated vintage or secondhand clothing carefully selected by the vendor for style and quality.
- Handcrafted ceramics or pottery
- Home decor (handmade candles, macrame, woven items, etc.)
- Paper goods (stationery, cards, hand-bound journals, etc.)
- Recycled or upcycled materials made into new products
- Woodwork and furniture (handmade or repurposed)
- Bath and body products (handcrafted soaps, scrubs, etc.)

## Prohibited products

- Food – Including but not limited to:
  - Prepared or packaged food
  - Baked goods
  - Fruits and vegetables
  - Cottage foods (e.g., honey, jams, pickles, sauces)
  - Beverages of any kind
- Products from direct sales companies or brands not created by the vendor
- Resales
- Mass-produced, factory-made, or imported goods
- Items purchased wholesale from online marketplaces
- THC, Delta-8, Delta-9, CBD products, or any items containing cannabis-derived compounds, regardless of legal status
- Drug-related or paraphernalia items
- Digitally designed products not printed or assembled by the vendor
- Political merchandise or messaging not directly tied to the vendor's original artwork
- Offensive, plagiarized, or culturally inappropriate designs

# Vendor responsibilities and compliance

Failure to comply with the Street Market Program's Operational Standards and Rules of Conduct will result in the revocation of the vendor permit.

The street market operator is responsible for the security of their booth, merchandise, and cash. Vendors are urged to report suspicious persons or incidents to the Charlotte-Mecklenburg Police Department (CMPD). All cash shall always be kept on the operator.

The City of Charlotte is not liable for the loss of any money or merchandise.

## Contact Information

Vendors must maintain up-to-date and accurate contact information for both the vendor and designated on-site personnel. CDOT and/or CMPD may need to contact participants in the Street Market Program in case of safety, operational, or regulatory issues. Failure to respond to official outreach can result in the loss of permit.

## Expectations for professional behavior

- Vendors must treat customers, staff, volunteers, and peers with respect.
  - Professional Language: Always use respectful and professional language.
  - No harassment, discrimination, or aggressive sales tactics.
- Vendors should maintain a family-friendly environment.
- Vendors are expected to respect the original work and creative efforts of fellow vendors. While the market does not actively monitor for duplication, we encourage all participants to bring their unique offerings.
- Vendor smoking is prohibited within the vendor area.
- Vendors may not sell or access inventory directly from vehicles during market hours.

## Booth Standards

### Presentation expectations

- Vendors are responsible for maintaining a clean and orderly space throughout the market hours.
  - Maintain a clean, professional, visually appealing setup.
  - Avoid clutter and keep display areas clear for customer accessibility.
  - Ensure canopies are clean, in good repair, and properly secured.
  - No offensive and inappropriate imagery, language, or messaging in display and signage.
- The official vendor permit placard must be visibly and clearly always displayed within the booth for inspection purposes.

## Booth configuration

- All booth elements must be freestanding and properly weighted.
  - Vendors may not attach canopies or tents, signage, or displays to any city or private property, including sidewalks, trees, fences, light poles, benches, buildings or landscaping features.
- Tables, chairs, and display racks must be stable, level, and suitable for outdoor use.
- Keep within the assigned area, do not block sidewalks
  - Tables must be kept inside site dimensions.
  - All products for sale must be displayed within the vendor's assigned booth space.
- Vehicles should not be used for product display or storage in a way that resembles active selling.
  - This helps maintain a consistent look and ensures walkways remain clear and safe for all attendees.

## Booth Setup/Breakdown

- Setup and Breakdown activities should occur within 30 minutes of the market closing/opening.
- Breakdown and cleanup must be completed promptly and respectfully, without disrupting neighboring vendors or the surrounding area.
- Vendors must leave the designated space clean of all merchandise and other items.
- Vendors are responsible for their own trash removal. Leave nothing behind.

## *Parking and loading zone expectations*

- All load-in/load-out activity must occur from designated loading zones or legal curb space.
- Vendors may not double park or block travel lanes at any time during setup or breakdown.
- Vendors may not park or utilize any space restricted for parking or stopping, including but not limited to, the area in front of Charlotte Fire Department Station 7 and the CATS bus stop.
- Once unloaded, vendors must immediately move their vehicles to non-vendor parking areas to leave spaces open for customers and neighborhood visitors.
- Vendors should be prepared to carry in their products from an off-site location or use a wagon, hand truck, or cart to transport goods to their booth.
- Vehicles may not remain near the market locations for ongoing restocking or display purposes.

## Equipment

### *Signage*

- All vendors must clearly display their business or vendor name.
- Signage should be professionally presented and securely attached.
  - No cardboard signs allowed.
- Signs must not block walkways, neighboring booths, or visibility for other vendors
- No offensive language, images, or messaging allowed. Signage must reflect the respectful tone of the market.

### *Tents and Canopies*

- Tents and/or canopies are prohibited at locations 1-4.
- Canopies no larger than 8'X10' may be utilized at the YMCA site.
- Canopies must be securely anchored with sufficient weight to prevent tipping or blowing away in the wind.
- Any stakes used as part of the setup must be properly installed and flush with the ground to prevent tripping hazards.

### *Electricity and sound*

- The use of generators is strictly prohibited.
- Unauthorized tapping or bootlegging of electricity is strictly prohibited.
- No amplified sound or music permitted to ensure noise control and a pleasant environment for all vendors and visitors.

### *Safety*

- Open flames, including candles, grills, or burners, are strictly prohibited.
- Tables, chairs, and display racks must be stable, level, and suitable for outdoor use.
- Cords and tripping hazards must be off sidewalks and patron walkways.

## Violations

Vendors are expected to follow all operational guidelines and the street market's code of conduct. Failure to do so may result in the revocation of your vendor permit.

## Acknowledgment and Agreement

By signing below, I acknowledge that I have received, read, and understand the guidelines and expectations for participation in the NoDa Street Market Program. I agree to comply with all policies within this document.

I understand that failure to follow these guidelines may result in removal from the program or denial of future participation.

Vendor Name:

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Business Name (if applicable):

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Signature and Date:

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Questions? Email [NoDaStreetMarket@charlottenc.gov](mailto:NoDaStreetMarket@charlottenc.gov)