

Executive meeting on Tuesday, 14 April 2026

Written representation in relation to agenda item 7, York Christmas Market Operating Hours and Economic Impact

Dear Executive Members,

We are writing with regards to the forthcoming meeting to discuss the possibility of a “rest day” each week during the market.

We have traded at the Christmas market for many years as well as many large events through the year and other Christmas markets. We have also retailed at various locations with shops in North Wales since 1978. Therefore, we feel that we have a long and valuable experience in retail and events.

The York Christmas market is an important date on our calendar and feel that it is in the top numbers for Christmas events in the country.

As we’ve observed over time the market is extremely well organised and run whilst it’s trading.

Points that we note with regards to the meeting:

- The investment in Anti-terrorism measures is the safest we’ve seen. The bollards and their staffing alongside the general security team are very reassuring and professional.
- The Make it York team are also set up well for assistance at all times. Any incidents or concerns are dealt with quickly, calmly and professionally. From a safety point of view for customers we have only witnessed two issues when a customer has required help which was involving someone exiting Pret a Manger falling and someone who had come of M&S and felt faint. We, at the market asked the Make it York team to help which they did and people who were with them were extremely grateful.
- We find that locals come in to do their shopping and browsing early on Mondays to Thursdays particularly or early evening. We

always get great feedback from locals and a great deal of our repeat business is from locals.

- The issue of courier deliveries doesn't seem to apply as the courier companies drivers are all aware of the restrictions in the city centre, which would still apply if we were open or closed and we have never had any problems with deliveries.
- We have observed that York is a clean and tidy city and the extra wheelie bins by food / drink stalls works well. The provision for flat cardboard works well and stall holders appear to keep it tidy. We all help with clearing empty cups, food containers etc when they are dumped.
- Having the experience of trading at York for so long we have noticed that even locals are unaware of opening hours. Many come in after work and are disappointed that we are closing at 7pm. Likewise not impressed if we can't serve them until the opening time. We would like to see 10am opening but understand that delivery drivers are still on the streets until about 10:20. One later night (often a Thursday elsewhere) would be beneficial for customers and when linked in with shops works well for total Christmas experience.
- Tourists and locals would most definitely not expect the market to be closed and we would certainly get complaints following closures. We even had this situation when we had to close due to weather warnings in 2024.
- As we are quite far from York we book accommodation and staff the chalet accordingly to enable us to work at the entire market, as a lot of stall holders do so a break day would be of no assistance.
- I am a blue badge holder and feel that as city centre restrictions apply regardless it would not help mobility with the market being closed. York itself caters very well for disabled persons and at the chalets we are as helpful as possible.
- The only point that we have made previously in feedback is we feel staff lanyards would help with security, customers to identify people if they needed help and for restocking in evening when security are working.

Many thanks for the opportunity to offer our views.

Kind regards,

Caroline and Terry Matier
Celtic Knitwear Company