

2015 Vendor Policies & Procedures

MISSION STATEMENT

It is the mission of Marigold Enterprises Farmers Market to provide easier access to fresh vegetables, homemade baking and handcrafted products within our community. This will provide inclusivity to the individuals with developmental disabilities who we support at Marigold Enterprises.

VISSION STATEMENT

We are located at 4932 51 Ave in High Prairie. We set out sign each market telling people where we are and hours of operation. We have signs on Main Street that provide knowledge to people passing through to stop by the market. The employees at our store remind customers that there is a farmers market and provide to directions to increase customers at the market.

Help create a community well-being by providing a centre for non for profit organizations, allowing them to champion their fundraising causes and benefit from the energy generated by a regular, high profile community like the farmers market.

Act as a catalyst to build relationships between urban and rural communities by bringing people together in one common area. Create weekly/ bi-monthly events and special events, a venue where people can enjoy shopping, eating, entertaining and fundraising in a friendly and vibrant atmosphere. To help promote shopping local.

1. Vendor Presence:

Vendors are expected to stay for the full duration of the market. If a vendor has sold out they have the option to talk to a Market Manager to get approval to leave. If approval is granted they must get one of the sold out signs provide and write their name and the date of next market they will attend.

Vendors are expected to be there a minimum of 30 minutes before the market opens to set up. If a vendor has not arrived 30 minutes prior to the market commencing their table may be reassigned if no notice was given to Market Manager. If you are going to be late or at the last minute are unable to attend please contact Marigold. Failure to communicate may result in a \$10.00 fine.

Vendors who wish to leave their products, if they leave their table it must be manned by a responsible person and they must be aware of the policies and procedures of the market.

Permission must be given to leave products with another person. If there are any issues when another person is manning your table any disciplinary actions will apply to you.

2. Sales of goods

All products being sold must be new, the sale of used items is prohibited.

Selling of good prior to the opening of the market is prohibited. Tearing down and packing up is not to be down until the market is over.

Vendors are only allowed to sell what was written on their application form any changes must be presented to the Market Manager to be approved by committee. New goods cannot be sold until approval is received.

All merchandise must be within the rented space. Any boxes or containers must be stored under table or in vendors vehicle.

3. Table Rentals

Each table is \$10.00

If merchandise is taking up more than the tables rented vendors will be charged an additional \$10.00

There is maximum of two tables per vendor unless permission given by Market Manager

If a vendor is requiring power there is an additional \$5.00 charge.

Stall assignment is at the SOLE DISCRETION of the Site Manager

4. Organic goods

Vendors who are selling organic goods must have certification document on display at table and photocopies must be given to market manager to be attached to application form.

5. Food Regulations

All vendors that sell food products must have Alberta Agriculture Food Handling Home Study Course for Farmers' Market or better. Vendors will be made aware of any changes as we receive them from Alberta Health Services.

It is a requirement that all food products be labelled with your name, phone number and ingredients.

6. Pets and smoking

No animals, with the expectation of service animals, are allowed at the Farmers Market. We have a non-smoking environment at the market. Anyone wishing to smoke must smoke off of the markets property or in their vehicles.

7. Responsibilities

Marigold Enterprises Farmers Market Board and its employees are not responsible for any damage to vendor property, including products and vehicles. Things are left at your own risk.

8. Complaints/Suggestions

All complaints or suggestions must be in writing. Letters must be dated and signed and placed in envelope provided prior to being handed in to the market manager in order to be addressed.

A positive attitude is expected from all vendors.

9. Code of Conduct

Vendors should be neat and clean in appearance, and must conduct themselves in a professional manner at all times. Any complaints received concerning unprofessional conduct, including the use of profane language, smoking, cleanliness of the vendor or vendors' product, etc., may be considered grounds for dismissal from the market. No warnings are required nor are refunds given.

Vendors have the sole responsibility for maintaining their areas. Vendors must remove all garbage including bags, boxes, and any waste from produce. All vendors are responsible for cleaning up their stall area.

Any disputes/concerns among vendors and/or customers must be brought to the Market Manager (see Complaints/Suggestions for proper procedure). These issues are not to be brought to customers or other vendors. Failure to follow this steps may result in suspension or eviction from the market.

Rude and/or crude behavior towards anyone will not be tolerated in the marketplace. Discrimination in any form will not be tolerated.

Harassing and bullying in any form will not be tolerated at the market. This hurts the image of the market and the vendors at the market whether they are involved or not. The market is a safe and caring place for all individuals who access it. The following are examples of the behavior that will not be tolerated and can lead to eviction from the market.

- i. Verbal abuse: any language that can be found offensive or inappropriate that degrades others. This includes but is not limited to racial comments, name calling and threats of any kind.
- ii. Physical abuse: includes touching, hitting, throwing things or blocking the path of another person.
- iii. Interference/ causing a hostile environment: Any actions that cause a vendor to be unable to conduct business as usual. Causing an intimidating/ unpleasant environment at the market.
- iv. Sexual Harassment: includes but is not limited to sexual comments, unwanted touching, requests for sexual favours that make a person feel uncomfortable and interfere with them doing business.
- v. Bullying is actions that are intended to cause fear, distress, or harm to another person. Examples include intimidation, fear tactics and the use of offensive language.

10. Penalties and Appeal Process:

If a vendor doesn't follow the Vendor Policies the first warning given will be a verbal warning. If there is a second occurrence a written warning will be given to vendor. If there is a third occurrence the vendor will be immediately removed from the market and the board will be in touch with vendor the conditions of the removal.

Any appeals must be written to the board of directors with 30 days of receiving the third warning and it will be discussed at the next meeting.

The Market Manager and Board of Directors reserve the right to bypass the verbal and written warnings if they see fit.

11. All vendors must sign this form acknowledging that they understand these policies and understand the consequences of any infractions. Vendors will be given a copy to keep and a copy will be kept for Market Manager.

Vendor Signature

Date

Market Employee Signature

Date
