



VENDOR HANDBOOK 2012

YOUR LOCAL FARMERS MARKET SOCIETY



As a vendor in Vancouver Farmers Markets, you are part of movement of people: producers, staff, volunteers and community members who are working toward a healthy, sustainable local food system.

Governance

Your Local Farmers Market Society's Board of Directors develops policies to regulate market operations and has adopted the following regulations to clarify participation in markets it organizes. VFM has the right to change, delete or modify its policies, procedures, standards and guidelines.

The governing body of VFM, its management and its designated agents will implement and enforce all Guidelines and Standards pertaining to the operation of Farmers Markets under its control in a fair and equitable manner.

CORE VALUES

Local

The shortest distance between the producer and the consumer for seasonal and value-added items grown and made in B.C., or for those products that are "uniquely Canadian" and are brought to market by the producer. No out-of-Canada imports are allowed and nothing is resold.

Sustainability

Sustainability is defined by a self-sufficient non-profit society (where outputs do not exceed inputs on any resource level including human, financial, creative, environmental, etc) with: clear governance policies that define the nature of full participation from its main stakeholder groups; clear recognition, endorsement and support from the municipality; fair and clear working standards for all staff; simple, user-friendly working systems in office and at markets; well articulated, realizable plan for growth and development in all areas.

Community approach

A community approach actively seeks participation from, and development with, community members including neighbourhood market residents and supporters, area businesses, and institutions. A community approach also operates with an awareness of who is not participating, evaluates why this is and if and how those left-out can be included.

FARMER FIRST POLICIES

In an effort to give priority to BC's primary producers who attend the Vancouver Farmers Markets (farmers, ranchers, fishers, wild crafters and nursery growers), and to generally strengthen and support the domestic food production sector for consumers across Vancouver, VFM is proud to offer "Farmer First" policies for implementation starting in 2011.

VFM markets feature a minimum of 60% primary producers

- Farm/agricultural/primary producer stalls at the market make up 60% of Vancouver's Farmers Markets total number of stalls.

Primary producers are given priority bookings over all other vendors

- Farmers are scheduled first before prepared food and craft.

Preferred pricing for primary producer stalls at VFM markets

- Farm stalls are the lowest price per square foot
- Farm vendors who pay for the season's stall fees in full in advance will receive a 5% discount.

Special circumstances for refunding primary producers

- With approval from the VFM Board of Directors, full refunds will be given for farmers who need to cancel dates at the beginning of their season (i.e.. crops are late) & at the end of their season (i.e.. crops get early frost, drop off early).

Extended direct-buying, marketing & public awareness opportunities for primary producers

- All food service vendors will be required to source 25 % of their ingredients from local sources. Market sources should be considered first priority. (phased in)
- All prepared food vendors will be encouraged to use locally-sourced raw ingredients in their products. All food vendors will be given a "market farmer directory" to help them source the products they need.
- All food service vendors must indicate at their stall/vehicle/food cart, their local farm suppliers.
- All agricultural vendors will receive a profile on eatlocal.org and opportunity to appear on the front page of the website.

New producer & product focus at all VFM on-site market festivals & events

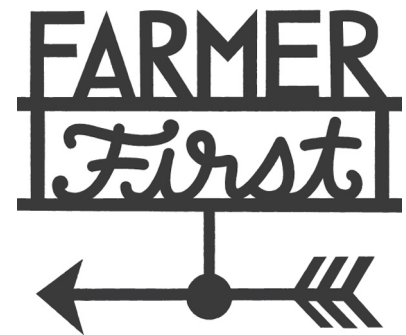
VFM's on-site festivals and events will exist to strategically drive consumers to primary producers' stalls (eg. Product-specific festivals, etc.)

Nest Egg Fund

The Nest Egg Fund began in 2009 from proceeds generated by the Chicken & Egg Dance and VFM's annual fundraiser, RIPE. 10% of VFM's yearly profit from RIPE is invested in the Nest Egg fund. Only VFM farmer vendors can access funds in the Nest Egg fund.

The VFM Nest Egg Fund operates as a micro-credit revolving loan fund. Farmers can apply for an interest-free loan from the Nest Egg fund for on farm projects and improvements, purchase of new equipment/technology or education related to their farm/business.

Nest Egg loans have a limit of \$3 000 and must be paid back within 24 months.

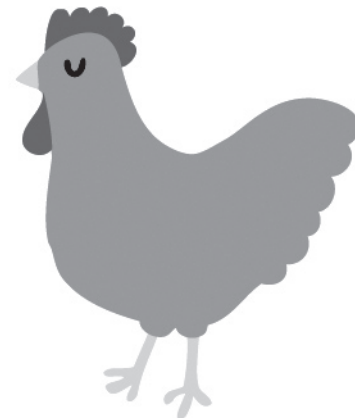


VANCOUVER FARMERS MARKETS 2012 VENDOR HANDBOOK

TABLE OF CONTENTS

Quick List of Guidelines and Standards	6
Vendor Advisory Committee.	7
Approved Vendors	8
Approved Products	9
Vendor Conduct	10
Seniority System	11
Vendor Collectives & Stall Sharing	12
Stall Allocations & Cancellations	13
Farm and Wild Harvested Products	14
Prepared Food Products	15
Craft Products	16
Food Service Vendors	16
Sampling.	17-18
Payment, Guaranteeing Stalls & Insurance.	18-19
Market Day: Arrival Times & Lateness.	19
Parking at the Market	19-20
Stall Setup, Tear down & Display	20-21
Generator Use	21
Signage, Pricing & Labelling	21-22
Market Currency	22
Non Compliance with VFM Guidelines & Standards.	22-24
Product Challenge.	24-25
Glossary	26-28

*Welcome to Vancouver Farmers Markets!
We hope you enjoy your experience selling
with us and we wish you good cluck - uh, good
luck!*



QUICK LIST OF GUIDELINES AND STANDARDS

Only Approved Products that are made, baked, grown, raised, caught or wild harvested by the Approved Vendor can be sold at the our markets.

All products for sale need to meet the laws, regulations, and rules as specified by federal, provincial, and municipal bodies, local health authorities, VFM, and the organic certifying body the vendor belongs to. It is up to the vendor to know and comply with the Provincial and Federal sales tax requirements.

As an Approved Vendor of Vancouver Farmers Markets, I agree to,

1. Pay for booked stall spaces in advance of market date. Pay cancellation and late fines by deadlines specified by VFM. Exceptions to be arranged with the Market Manager in advance of the expected payment date.
2. Cancel at least 72 hours before market day. Refer to emergency phone number card provided with your acceptance package.
3. Arrive no less than 45 minutes and no more than 2 hours prior to the specified opening of the Market.
4. Contact market staff in the case of an unexpected delay on market day.
5. Move and/or park vendor vehicles) as requested by VFM Market staff.
6. Remove vehicles from the market area 30 minutes before official opening when vendor parking is not part of stall rental agreement.
7. Confine product display to the dimensions of the designated stall.
8. Attach ingredient labels to all prepared foods sold for home use and/or display ingredients for items sold to eat at the market site.
9. Display prominently my business/farm name on a sign that can be read clearly from at least 20' away. Display proof of certification for organic, transitional, and/or food safety handling, as applicable.
10. Ensure that product pricing is displayed in a clear and obvious way.
11. Complete awning set-up and product displays by the official start of market day.
12. Commence selling after the ringing of the VFM bell which officially opens market day.
13. Sell only products that have been approved by VFM and are of a quality that contributes to the positive reputation of both your business and that of VFM markets.
14. Hold higher risk food at the temperature required.
15. Provide samples for jurying or assessment as requested by VFM staff.
16. Write and submit complaints to VAC rather than airing them publicly at the market.
17. Not bring pets to the market.
18. Refrain from the drinking of alcohol or smoking at market.
19. Finalize sales activities by 10 minutes after the closing bell. Aim to be packed up & gone within an hour.
20. Move vehicles back into the vending area no sooner than 20 minutes after the closing bell.
21. Complete and submit Vendor Report before leaving Market or by prior arrangement, submit the report by email or phone within 48 hours of market close.
22. Remove all garbage and other visible signs of your stall by one hour after official closing of market day.

VENDOR ADVISORY COMMITTEE

The Vendor Advisory Committee (VAC) was started in January 2004 and consists of vendors representing all VFM markets and vendor categories. Due to the intense, public and economic nature of the markets, issues may arise. As a result, the VAC developed a process to deal with conflict between vendors or between vendors and administration as follows:

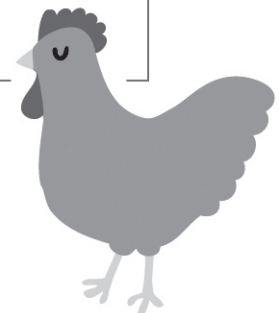
1. The VAC encourages all vendors to address their concerns directly with the appropriate persons) – another vendor or Market Administration - as soon as reasonably possible. Situations involving Market Administration or Policy are most quickly clarified by contacting Market staff directly. If after addressing your concerns with the appropriate person, you still need help to resolve an issue, the VAC is recommending the following process:
2. You can notify any designated member of the VAC of your concern in writing - either as email, mail, fax, or delivered at the market. Concerns delivered on Market day will not be discussed there (all vendors need to focus on their stalls on Market Days!). We understand that in some circumstances, you may want your name kept confidential by the VAC member to whom you are addressing your concern.
Please note: the VAC supports open communication and prefers that vendors be comfortable enough to identify themselves. If it is necessary to identify you to effectively deal with your issue, you will be notified and given the option to withdraw your concern.
3. The VAC member will review your concern and support you to resolve your issue directly with the other party. If necessary, the VAC member will connect with both parties to move towards mutual understanding and agreement.
4. If the concern remains unresolved, the VAC member will consult with the Executive Director if they have not already been involved, and may also bring the issue to a VAC meeting.
5. After an issue is resolved, your annotated written concern will be kept on file with the VAC. If you have requested confidentiality, your issue will be tallied but your name will not be kept on file.

In Summary:

1. Address your concerns directly with the appropriate person involved (Market Administration or vendor).
2. If you need help resolving an issue you can contact a member of the Vendor Advisory Committee in writing.
3. VAC member will support you in resolving the issue.
4. If issue remains unresolved, VAC member will consult with Executive Director (if they haven't yet been involved).
5. Your written concern will be kept on file.

The current list of Vendor Advisory Committee members can be found at www.eatlocal.org/vac.html

The Vendor Advisory Committee is always looking for new members. Ask a current member about the committee's needs.



GUIDELINES AND STANDARDS

A farmers market is a lively, busy and sometimes challenging environment. In order to ensure the success of the markets as effective, equitable and enjoyable outlets for producers to sell products directly to consumers, Vancouver Farmers Markets has established the following Guidelines and Standards. Please familiarize yourself with them as they are the basis for decisions concerning your participation in these markets. Your adherence is respectfully required.

If you have any questions about the Standards or Guidelines we invite you to contact the market office. These guidelines are reviewed on an annual basis by staff, VAC and Board.

The Board reserves the right to suspend a vendor's participation in VFM markets after a specified number of recorded violations of Guidelines and Standards. Suspension is seen as a last resort.

A. APPROVED VENDORS

1. The Market's approval of selling privileges is always for a specified period and never exceeds one market season.
2. Approved Vendors are those who are involved in the process of producing Approved Products, have read the Vendor Handbook created by VFM and have been approved to sell at VFM markets.
3. Approved Vendors will sign a contract set by the Society as a condition of their participation in a Market. By doing so, vendors agree to allow VFM staff or representatives to enter the vendor's premises for the reasonable inspection of land, crops, food preparation facilities, or artisan studios.
4. Products grown or produced at a location, or by an individual not identified on the application form are not eligible for sale. To sell as part of a group please see Vendor Collectives (Section D).
5. Approved Vendors must attend the Markets they have been accepted at. Family Members living with the producer or employees involved in production may attend instead of the registered vendor providing they are well versed in affairs of the farm/business and are able to answer a full range of questions posed by shoppers at the Market. Exceptions may be made on occasion at the discretion of Market Staff and must be approved in advance.
6. It is the Approved Vendor's responsibility to ensure that their representatives at the market comply with all market rules and regulations.
7. No vendor may assign, sublet or sell their market stall to another vendor. Stall sharing is allowed if both vendors are present in the stall to represent their products. To learn more about the Stall Sharing program, please refer to Section D.
8. Brokers, marketing representatives or employees receiving a commission for sales may not sell instead of the producer.
9. Vendors wanting to sell gift items at the Holiday Market in December must have their items juried by VFM, and must have sold at a minimum of 3 VFM markets in the previous 12 months.

B. APPROVED PRODUCTS

1. Only approved products that are made, baked, grown, raised, caught or wild harvested by the vendor can be sold, displayed or advertised at VFM markets. Co-packing arrangements are not considered producer-only and therefore not allowed, except for farm vendors who have their raw product processed by a third-party processor.
2. If an Approved Vendor wants to sell a food product (produce or prepared food) not previously approved, they must first speak with the Market Manager or Operations Manager.
3. All products for sale need to meet the laws, regulations, and rules as specified by federal, provincial, and municipal bodies, local health authorities, VFM, and the certifying body the vendor belongs to. It is up to the vendor to know and comply with the Provincial and Federal sales tax requirements.
4. Products will be accepted after the following factors are considered:
 - a) overall product mix and balance,
 - b) seasonal availability,
 - c) consumer demand as determined by a staff person,
 - d) current number of vendors with similar product,
 - e) producer's history of selling such product,
 - f) producer's history of compliance with Market guidelines.
5. Resale of purchased goods is strictly prohibited except for products sold by VFM for fund-raising purposes and by approved hot beverage/food service vendors.
6. Promotional items should be defined as those items given away with purchase and must be branded with vendors' name/logo etc. They cannot be items sold to recoup costs or make a profit – considered a cost of doing business. Items such as buttons, stickers, bags would be acceptable but would require staff approval prior to debut at the market.
7. Purchased gift boxes, containers, or purchased items that become part of the product for sale, must be approved by VFM staff prior to their sale and must make up 20% or less of the total product price. Items that are meant to enhance the use/purpose of the vendor's product are not considered packaging and should not be included for sale. Packaging should be items that hold, wrap or protect the product only.
8. Any vendor-made container that becomes part of the product for sale, must be accepted through the craft jury committee prior to its sale.
9. Quality products such as vine-ripened, fresh produce; high quality baked and prepared foods as well as professional level crafts are expected. Quality products contribute to the positive reputation of both your business and that of the farmers market. Seconds and "culls" are allowed but may not make up more than 20% of the total product for sale that day and must be marked as such and priced accordingly.
10. All items for sale at the Market are subject to random sampling. Items may be removed from sale at the market if they are not of reasonable quality and/or freshness as determined by Market staff.

C. VENDOR CONDUCT

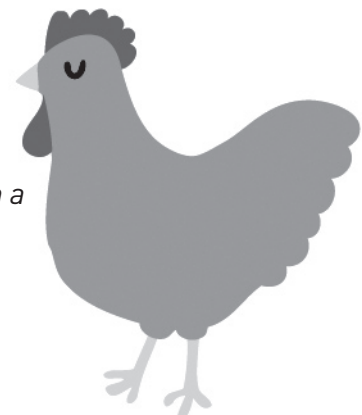
The market is a place of business and a public forum. Polite professional behaviour as well as fair and honest business practices are expected.

1. Complaints about other vendors, their products, pricing issues or the operation of the market are to be given in writing to the Vendor Advisory Committee (VAC). Public airing of these concerns at the market is not permitted.
2. Conflict. Vendors experiencing any difficulty with customers, health officials, market volunteers or another vendor should refer the matter promptly to the Market Manager.
3. Smoking is not allowed by vendors in the market area.
4. Alcohol in any form is not permitted within the Market area.
5. Vendors may not bring pets to the market.
6. Aggressive hawking of products is not permitted. Vendors are encouraged to address shoppers as they pass by the front of their stall (i.e. saying hello, inviting to try a sample) See Glossary for further explanation of "Aggressive Hawking".
7. Collusion and deceptive pricing practices are strictly forbidden. Vendors are not allowed to pressure other vendors to change their prices of their product.
8. **Harassment of any kind will not be tolerated.** Vancouver Farmers Markets is committed to providing and maintaining a collegial working environment that is free from harassment where all individuals are treated with respect and dignity. Every shopper, employee, volunteer and vendor has the fundamental right to work, shop and sell in an environment free of harassment, therefore, it is expected that all contact between co-workers, the public, and others be respectful, professional and courteous at all times.

This policy applies at any time and at any location where VFM business is carried out, work related functions, and includes any other location where such behavior may have an impact on the work relationship, environment or performance.

If you feel that harassment has occurred please call VFM office or report it to your manager.

Remember, you're on stage when that market bell rings! Be ready for business and greet every shopper with a smile!



SENIORITY SYSTEM

Farm, Prepared Food and Craft accrue seniority “points” – one point for each market date they attend.

Accrual occurs over a rolling 4 year period. Starting in 2009 with 2005 – 2008 dates.

Accrual is per market (IMAS) and overall (OMAS)

IMAS – Individual Market Accrued Seniority

OMAS – Overall Market Accrued Seniority

Each vendor will have IMAS for each market they attend and an OMAS number for their overall accrual. The Winter Farmers Market will have it’s own IMAS. The Holiday Market does not have a seniority system.

A vendor’s OMAS will help determine their place in a new market where no seniority has been accrued.

Seniority is one of 6 factors that determine market dates. The other 5 are:

- History of compliance with market rules
- Product mix
- Demand for product/ number of other vendors selling same product
- Number of spaces available and other market limitations to physical space
- Timely receipt of application forms, documents and payment

Applicants with low seniority who have a product that is underrepresented at a market may over-ride an applicant with higher seniority who has products that are well represented at the same market.

Applicants with higher OMAS and same IMAS as another vendor with the same product, would be given preference.

For the purpose of initial scheduling (not cancellations), no new prepared food, craft or service vendors will be accepted to the East Vancouver Farmers Market. Vendors would need to attend other markets in their first year, or receive East Vancouver dates via cancellations only.

1st year – No East Vancouver dates

2nd year - 6 dates maximum

3rd year – 12 dates maximum

4th year – no maximum

As cancellations become available, any vendor would be eligible to take them. It is the vendor’s responsibility to monitor cancellation notices, to notify the office when they are available and to check in as they feel necessary to make it known that they are interested in cancellations.

D. VENDOR COLLECTIVES & STALL SHARING

1. Vendor collectives are open to all vendor categories except fishers.
2. The number of vendor collectives is limited to 20% of the vendor category. For example, out of 80 approved farm vendors, up to 16 could be farm vendor collectives.
3. Each member of the Vendor Collective is required to complete an individual application form and pay the annual application fee, as part of the vendor collective group application process. We suggest one member of the group coordinate this.
4. In addition to the individual application forms, to complete the Vendor Collective application a designated member of the group needs to provide the following details:
 - a) The benefits of working as a collective venture for both the applicants and the Market.
 - b) A description stating how you will work collectively and how expenses for, and revenue from the market, will be allocated to each member of the collective venture.
 - c) The name of the member(s) who will attend the market (and dates if alternating).
5. Each member's application will be assessed individually to ensure a balanced range of products is maintained at our markets. Only approved products are allowed for sale.
6. Acceptance as a Vendor Collective in one VFM market does not guarantee acceptance in all markets.
7. At least one producer in any collective is expected to be present at the Market, and this producer needs to be knowledgeable about the Approved Products including growing and production methods.
8. Collectives must have a sign visible from 20 feet naming each producer involved in the vendor collective group. Optional signage identifying each producer's product is recommended.
9. Any collective wishing to identify itself as organic must have all produce or prepared foods "certified organic" to do so. Otherwise, product at stalls run by the collective must identify all products with the lowest certification level in the group, unless each item is identified with its own organic and/or non-organic label.
10. Vendors who leave their vendor collective group will have their seniority based on the number of years they themselves have sold at specific VFM markets (whether through the collective or on their own) and not the number of years the vendor collective as a whole has sold at specific VFM markets.
11. Stall Sharing is allowable when **2 vendors from the same category** (i.e. craft, prepared food) share one regular stall. Both vendors must be present at the market to represent their products. Vendors in double/triple stalls may not share stalls but rather should relinquish the extra stall for a refund. Stall Sharing arrangements require prior approval by VFM staff.

E. STALL ALLOCATIONS & CANCELLATIONS

1. The vendor's location, stall size and other factors of assigning a stall space shall be at the reasoned discretion of a market staff member. In making any determination in this regard, the staff member shall consider the following:
 - a) The history of neighbouring vendors and their cooperation with each other,
 - b) The maintenance of good product mix and consumer traffic flow,
 - c) The benefit and disadvantages of placing select products next to each other,
 - d) The quality of the product, its display and presentation
2. Farm products will be given priority in stalls designated as "farm".
3. Prepared food vendors are limited to participation in a maximum of 2 markets per day. No prepared food vendor may receive more than 80% of the dates at any one market in any given season.
4. Seniority will not determine stall assignment or the assignment of extra large stalls within a Market.
5. Extra large stalls and stall locations are not guaranteed from year to year. Double & triple stalls are only available to farm category vendors. To qualify for double (or larger) stalls, the vendor must be present for a minimum of 2/3 of the season (East Vancouver & Kitsilano Markets only)
6. Vendors are asked to cancel at least 72 hours before market day.
7. For the first 2 times in the market year, vendors who cancel or change an assigned stall date with a minimum of 72 hours notice prior to the Market day, will be refunded 50% of their stall rental fee. Cancellations with less than 72 hours notice will not receive a refund.
8. Refunds will be processed quarterly with the periods ending March 31st, June 30th, September 30th and December 31st.
9. Cancellations or changes of dates are to be processed through the Market office only. Date swapping between vendors will be treated as a cancellation.
10. Cancellations without notice (i.e. no-shows) will be subject to a No-Show fee of \$50.00 and a Notice of Violation will be issued. Two no-shows within a calendar year will mean forfeiture of future market dates and could jeopardise the vendor's long-term relationship with the market.
11. Emergency cancellations made by phone on market day will be considered a No-Show until the vendor makes contact with Market Management to explain the reason for their absence.
12. The VFM Board of Directors reserves the right to allow exemptions when circumstances to cancel a date are due to emergency situations (i.e. Medical or family emergencies or crop failure). These exemptions will be made on a case-by-case basis and require a letter of explanation from the vendor to the Board.

F. FARM AND WILD HARVESTER VENDORS

1. VFM welcomes a wide variety of growing methods to the Markets. Please refrain from critical comments at the market about your fellow vendors. Negative or disparaging comments about another vendor's products, their growing methods or their pricing decisions are not in line with the professional behavior expected at the market.
2. Organic, Biodynamic or first, second, or third year Transitional claims must be supported with the appropriate certification submitted to VFM and displayed at your stall.
3. Farmers wanting to sell their products as Naturally Grown need to include notarized affidavit in their application stating that "at no time during the growing season or post-harvest handling of this commodity have any synthetic pesticides, fungicides, herbicides, or fertilizers, been used." In the case of animals, it should read " at no time during the life of the animal have synthetic growth enhancers or medications been used."
4. A maximum of 20% of farm stalls can be used for nursery stalls during the peak food-growing season unless no food-producing farmer has requested them.
5. Signage displaying growing methods of edible farm products is not mandatory, but when used, will follow the following guidelines:
 - a) Signage naming products as Organic, Biodynamic or first, second or third year Transitional must support these designations with prominently displayed certification documents at the front of your stall.
 - b) Signage naming products as Naturally Grown: must prominently display a copy of the notarized affidavit supporting these statements.
 - c) Farms and products that are not Certified Organic, should not display signage that includes the phrases "organic" or "organically grown" or "non-certified organic". All such statements should have certification to back up claims.
 - d) Products that include organic ingredients but that which are not certified organic, may use the word "organic" when listing ingredients on product labels.
 - e) The term "no sprays" is misleading and should not be used on signage or when speaking to shoppers about growing methods.
 - f) Vendors who misrepresent non-organic products as organic risk receiving a rule violation or penalties levied by the Canadian Food Inspection Agency.
6. All other required permits and licenses shall be brought to the Market and made available when requested. (Example: Food Safe Certificates, Letters of Confirmation)
7. Farmers wishing to sell prepared foods must have a minimum of 80% raw farm product for sale in order to qualify for a farm-designated stall. Exception: When value-added foods are made from product grown by the vendor (example: dried or juiced produce).
8. Poor Quality Produce: The Market Manager or Executive Director has the authority to ask that poor quality produce be removed. Vendors who repeatedly bring large quantities of low quality produce to sell at top quality prices, risk having their ability to sell suspended.

9. Eggs, dairy, meats, fowl, fish or seafood are subject to the Temporary Food Market Guidelines for display and sale. Please refer to this document for further information.
10. **VFM Markets are a Cage-Free Egg Zone.** All eggs for sale at VFM markets are to be from cage-free chickens. Organic certification and SPCA certification are considered suitable proof of cage-free status. In the case of vendors who are not SPCA certified or organic, photos or a farm visit will be required.
11. Fish Vendors. While you are not currently required to submit fish slips, log books etc as part of your application, we may ask at anytime for access to these documents and future review of requirements may make these documents required for vending approval.

G. PREPARED FOOD VENDORS

Prepared food vendors should consult the *Temporary Food Market Guidelines* available on eatlocal.org or from your local Health Authority before applying to sell at VFM markets.

1. All Prepared Foods must be juried and accepted to be considered an Approved Product.
2. Vendors who sell prepared foods or sample edible products are required to take "Market Smart: Applied Food Safety at Farmers Markets" a free workshop which is offered several times a year. This is required in addition to the Food Safety Certificate. **Vendors who have Market Safe are not required to take Market Smart.**
3. Vendors who use a home based uninspected kitchen are required to display a sign that is clearly visible to the consumer at the point of sale stating that "THIS FOOD HAS BEEN PREPARED IN A CLEAN HOME KITCHEN AND NOT IN A KITCHEN INSPECTED BY A REGULATORY AUTHORITY."
4. Higher Risk Prepared Foods such as cheese and spreads (does not include eggs, frozen meat, poultry or fish) that are not canned under pressure, must use mechanical refrigeration to maintain a temperature of less than 4 degrees C or if frozen, less than -18 degrees C. Eggs can be kept in a non-mechanical cooler as long as 4 degrees C is maintained. Frozen meat, poultry or fish can be kept in a non-mechanical cooler as long as the product is maintained in a frozen, hard state at all times. Product that has thawed at any time cannot be re-frozen and offered for sale.
5. Certified Organic or Bio-dynamic prepared food products that have a current copy of their certificate on file with the Society may be labelled as "organic" or "bio-dynamic". The vendor can choose to display a red "Certification on File" sign or have their certificate publicly displayed at their stall. All other required permits and licenses such as FoodSafe/ MarketSafe certificates shall be brought to the Market and made available when requested.
6. Attach ingredient labels to all prepared foods sold to eat outside of market. Display ingredients at point of purchase for items sold to eat at market.
7. Prepared food labels should include the name and contact information of the producer.

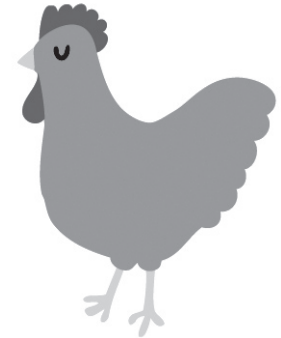
8. New vendors who have one retail location in BC (independent business, not franchise or chain, in business for 3 years or less) can be considered for space in VFM markets. New “vendors with retail” will be limited to a term of 3 years of participation with VFM.
9. Established VFM vendors who open a retail location may continue as a vendor with VFM for 3 years after the opening of their retail location.

H. CRAFT VENDORS

Craft vendors make up a maximum of 20% of the stalls at any market.

We're very proud of our reputation for having the best in local craft.

1. All craft products must be made in BC by the vendor who will be representing them at the market.
2. Craft vendors are accepted once a year through a craft jury. The jury is usually held in January or February and is judged by a third-party panel made up of craft professionals and community members.
3. Craft members accepted through our annual jury are eligible to apply for market dates for 3 seasons before re-jurying.



I. FOOD SERVICE VENDORS

This is the first year that Food Service Vendors are included in the VFM Handbook. These rules will be reviewed over this season to be sure they meet the needs of management and the FSV community.

1. All Food Service Vendors must have a current Mobile Food Service Vendor Permit from Vancouver Coastal Health (or appropriate Health Authority) and be eligible to sell food at farmers markets. Submit permit upon application.
2. At least one operator must have completed the Food Safe program. Submit Food Safe certificate upon application.
3. VFM encourages all food handlers receive Hepatitis A & B vaccinations.
4. Food Service Vendors must carry a minimum of \$1 million liability insurance including product liability. Your Local Farmers Market Society must be included as an additional insured. Submit proof of insurance prior to your first market date.
5. FSVs must provide their own power as most of our sites do not have electricity. Approved power sources include: batteries, silent generators (invertors), propane, power packs. Conventional generators require prior approval before use and must be less than 85dB as measured at the source. See VFM generator policy for more details on generator use at the markets.
6. There is no seniority system for Food Service Providers. Product uniqueness, use of local food ingredients, popularity/demand among shoppers, history of compliance with market guidelines and timely application submission and payment will determine stall date assignment. Returning vendors will have first opportunity to apply before new vendors are accepted.

7. Food Service Providers will be directed to their stall location by Market Management. Stall locations are not guaranteed from week to week or year to year.
8. We encourage the advertisement of local food ingredients whenever possible. Clearly display on the outside of your trailer your menu and ingredients for all items offered for sale. (VFM will offer signage to help with this)
- Sourcing (in order of preference)
- | | |
|------------------------|---------------------------------|
| 1. From Market Sources | 3. From Canadian Sources |
| 2. From BC Sources | 4. Imported from outside Canada |
9. We encourage FSVs to provide alternatives for those with dietary restrictions (ie. gluten free, vegetarian, vegan). We also encourage those vendors participating in morning markets to provide a breakfast option.
10. No bottled beverages or pre-packaged food are allowed. Food Service Vendors may provide one drink option to compliment their menu. Drinks must also be made by the vendor and not pre-packaged.
11. The area around the food service vehicle must be kept free of garbage and in good condition at all times. Constant monitoring of the area is required.
12. FSVs are to sell only the items described in their application or other items as approved by VFM. Changes to menu offerings require prior approval from VFM management.
13. VFM encourages the use of recyclable, earth-friendly take out containers. If your food products create waste that is not recyclable (ie. foil, soft plastics), you must provide a waste bin at your stall. No Styrofoam please.
We encourage you to offer incentives for people to bring their own mugs/containers.
14. Disposal of grey water in the market area is strictly prohibited.
15. VFM charges a set fee per market day, please review the fee schedule included in your Vendor Handbook. Payment is due 15 days from date of invoice.

VFM's cancellation policy applies to Food Service Vendors as well. Please refer to your Vendor Handbook – Section E: Stall Allocations and Cancellations for more details.

J. SAMPLING

1. Samples should be portioned off-site will be transported in clean, sealed containers.
2. Any portioning performed on-site requires the vendor to have a Hand Washing Station setup and ready to use for the duration of the market. *(See description and diagram in Glossary section).*
A person who has a FoodSafe or MarketSafe Certificate on file with VFM must be present while portioning of samples on-site. Customers cannot cut, divide or otherwise portion

product at the market.

3. Samples are to be displayed in a single layer on a covered plate so they are protected from contamination.
4. There should be adequate space between displayed samples to prevent customers from touching more than one sample. Use of toothpicks or other single use utensils are encouraged as are individual, single use containers.
5. Vendors will use tongs, or gloves to handle samples or unpackaged products like bread. No skin to food contact is allowed by vendors. Tongs and gloves cannot touch customers' hands or fingers.
6. Customers cannot handle unpackaged prepared foods. If foods are treated in this manner, they must a) be bought by that customer or b) be removed from sale or sampling.
7. Higher Risk Foods: Visual displays of products which require temperature control but are displayed outside of Refrigeration for longer than 10 minutes are to be marked as "Display Only" and will not be offered for tasting or sale.
8. Samples of foods requiring refrigeration should be made available in small amounts and replenished frequently to ensure food safety standards.

K. PAYMENT, GUARANTEEING STALLS AND INSURANCE.

1. Payment of the invoice is expected within 15 days of receipt of the invoice to guarantee your market dates.
2. Late payment fees:
Up to one week past payment due date - penalty of \$25
Eight days to 2 weeks past payment due date - penalty of \$50
Beyond 2 weeks past payment due date - retraction and reassignment of unpaid dates.
3. Advance payment may include post-dated cheques. Cheques should be made payable to YLFMS and dated 2 weeks prior to the first date they are covering.
4. Post-dated cheques may not be cancelled in the event of a change or cancellation of dates. The cheque will be deposited as soon as its date is current. The vendor who has cancelled will receive a refund according to the cancellation policy.
5. Returned cheques will be charged an NSF fee of \$20.
6. Vendors are expected to pay for booked stall spaces in advance of market dates, and to pay for Cancellation Fees and Late Fines by deadlines specified by VFM. Exceptions to be arranged with the Market Manager in advance of the specified payment deadline.
7. Pre-paid stall assignments will be guaranteed up to 45 minutes prior to the Market opening.

After this time, vacant spaces will be allocated on a first come, first served basis to other parties.

8. Vendors are provided with \$1 million general liability insurance when they register with VFM. This insurance is for trip and fall incidents happening at the market on market day. VFM's general liability insurance does not cover food poisoning or injury caused to shoppers by a vendor's products. Vendors are encouraged to have their own liability insurance to prepare for these possibilities.
9. VFM liability insurance covers the Markets only during its advertised hours of operation (from opening bell to closing bell). Therefore, vendors may not start selling prior to the ringing of the bell except to identified staff, on-site volunteers or other vendors who sell at the Market.
10. Requests for additional dates will not be considered until outstanding stall fees owing have been settled. Outstanding fees not paid by the due date will mean forfeiture of dates. Vendors with unpaid fees due at the end of the season will not be invited to return.

L. MARKET DAY: ARRIVAL TIMES & LATENESS

1. Vendors should arrive no less than 45 minutes and no more than 2 hours prior to the opening of a Market.
2. Market staff are reachable by cell-phone in case of an unforeseen event delaying a vendor's arrival at the Market. Vendors experiencing an unexpected delay are expected to call the cell phone. A cell phone number card will be distributed to vendors in their acceptance package. We suggest keeping the card with these numbers in your wallet so they are readily available.

M. PARKING AT THE MARKET

Vendor Parking is arranged differently for each market. Please read the "Market Setup Details" for site-specific information on each market. Vendors are asked to co-operate with market staff when requested to move vehicles or change parking arrangements.

1. Set-up and tear-down are typically chaotic times. **Please drive slowly in the market area and roll your windows down so as to hear any directions.** We appreciate your help in keeping our markets safe.
2. Parking space at all markets is limited. First priority is given to farmers. Vendors whose stall agreement with the Market does not include the option to park a vehicle in the space behind/beside their stall are asked to remove their vehicle from the market site a minimum of 30 minutes before the market opens.
3. Vehicles longer than 17' which are parked behind the vendor's stall will need to extend into the vendor's selling space to not impede the flow of cars in and out of the parking lot. Vendors not wanting to lose selling space due to their extra long vehicle will need to park outside of the parking lot. Vehicles parked behind stalls must remain there for the duration of the market.

4. The deadline for vendors entering the site with their vehicle is 45 minutes before official opening. Vendors arriving less than 45 minutes before opening will need to park outside the market area and carry their supplies to their booth.

N. STALL SETUP, TEAR-DOWN & DISPLAY

1. Awnings, tables, displays etc should be assembled by the official opening. Every market day, no matter the weather, all canopies and umbrellas are required to have sufficient weight on the 4 corners of the stall to keep the cover in place during windy conditions. Sufficient weight is considered to be a minimum of 25lbs per corner. In the case of umbrellas, a heavy metal base in addition to 25lbs of weight is sufficient.
2. Stalls are to remain assembled until the official closing, regardless of weather, turn-out or being sold out. Vendors, who have sold out prior to the end, may place a sign saying, "sold out" in their stall if they choose to leave their stall. Exceptions to this rule may be requested in writing and may be approved in extenuating circumstances only.
3. Food should be displayed at least 6" off the ground to prevent contamination by chemicals on the roadway/sidewalk.
4. Vendors must stay within their allotted space while vending and may not extend displays, sampling or equipment into public area nor distribute literature or samples outside of their stall area. Be sure to leave enough room to enter/exit your stall without traveling through your neighbour's booth. Space between two rows of stalls facing one another has been established to permit emergency vehicle access and cannot be infringed upon.
5. Vendors using appliances that generate heat (i.e. generators, propane heaters) must have a fire extinguisher within easy access at their stall.
6. Vendors whose products generate waste (e.g., ready-to-eat items and free samples) must provide an easy-to-find trash receptacle at their booth for customers to use. Vendors are strongly encouraged to keep disposable packaging to an absolute minimum. Vendors are responsible for maintaining the cleanliness of their garbage facilities.
7. All vendors are to clean up their space after the market closes, including sweeping up any debris and removal of trash. A \$50 fine will be levied to vendors who leave their stall messy. On-site trash receptacles cannot be used by Market vendors; using them could jeopardise good relations with our site hosts.
8. Disposal of water & ice should not be done in the market area - onto grass or down storm drains is appropriate. Be aware of where water run-off flows when disposing.
9. Please finalize sales activities by 10 minutes after the closing bell and clear the market area by 90 minutes following the market close.
10. Vendors can move vehicles back into the vending area no sooner than 20 minutes after the closing bell. Please wait for direction by your Market Manager.

11. Please complete and submit Vendor Report before leaving Market or by prior arrangement, submit the report by email or phone within 48 hours of market close.

GENERATOR USE

Electricity is not available at any of our outdoor sites. Prior approval to use a generator is required - please check with your Market Manager or VFM Operations Manager before your first market day. Here are some guidelines:

- Generators should be in good working order and well maintained and be no louder than 85dB as measured at source.
- A fire extinguisher must be present when a generator is being used.
- Generators should be placed as far away as possible from the path of shoppers.
- Generators should be placed at least 10' away from buildings or structures.
- Gasoline canisters must not be stored next to a generator. The area around the generator must be clear of flammable materials and structures.
- When generators are used in close proximity to other vendors, use baffles to direct exhaust fumes away from vending stalls and shoppers.

0. SIGNAGE, PRICING & LABELLING

1. Vendors are required to display a sign (visible from at least 20 feet away) bearing their business name and location. Banners that span the width of the awning and are attached over head on the valance are preferred as they increase vendor visibility to shoppers.
2. Food Safe certificates must be on-hand at the vendor's booth. Acceptance/Confirmation letters from Health Authority must be posted at the front of the vendor's stall.
3. All items for sale at the Market must be clearly marked with their price. Prices of items for sale must utilize one or more of the following signage techniques:
 - a) individual price stickers on each item, or
 - b) individual price signs for each type of item, or
 - c) a list of prices on a large sign or board.
 - d) in the case of volume sales, the minimum weight must be listed as well as the price.
4. VFM reserves the right to regulate vendor signage and product labelling. VFM does not however regulate pricing.
5. All scales must be "legal for trade" and approved by Canada Weights and Measures.
6. Drastically reduced first-rate product may not make up more than 20% of the total booth stock (i.e.: no "everything must go" clearance sales) Products can be discounted during the market day to reflect downgraded quality. (i.e. it is okay to sort out "seconds" during the day and sell at a discounted rate)
7. Pricing of goods sold at the Market should reflect the cost of goods, including labour, marketing expenses and a reasonable profit.
8. Collusion and deceptive pricing practices are strictly forbidden. Vendors are not allowed to

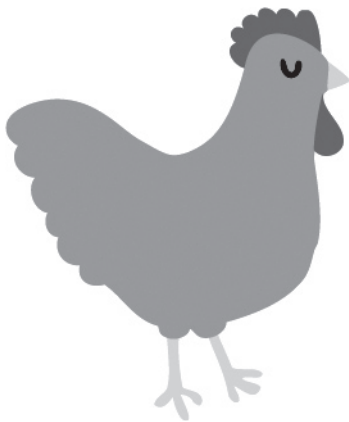
harass or pressure other vendors regarding the pricing of their products.

9. Sales Tax.: For those vendors required to collect tax, VFM suggests including taxes in your price, so prices are easier to make change for E.G. \$3.50 rather than \$3.37. If you choose to do this, it is necessary to post a sign saying "Taxes Included".

P. MARKET CURRENCY

Our market money system allows shoppers the ability to take money out without having to leave the market to find an ATM.

1. All VFM vendors should accept the following forms of payment at minimum: cash, Market Money and VFM coupons (as applicable). Change should be given for Market Money tokens. Some coupons are not eligible for change - familiarize yourself and your staff with the currencies currently valid at the markets.
2. Market money does not expire so encourage your shoppers to save the extra for another time or spend at another market location.
3. Redemptions for cash (or rolled coin) are limited to \$25 per day. For redemptions of more than \$25, a cheque will be prepared from the market office. You will receive the cheque within 14 days along with money from any other tokens you submit in that 2 week period. Redemptions can only be made once per day. Either up to \$25 cash or cheque – not both.
4. Tokens do not need to be turned in the day they are redeemed at your stall. You can save them up if you like. You can also spend the tokens you receive from shoppers if you wish.



Market Money Tokens
look like this >>>>>>>>>>

In 2011, we sold over \$750 000 in market
money!
Those wooden nickels really add up!



Q. NON COMPLIANCE WITH VFM GUIDELINES & STANDARDS

VFM has established Guidelines and Standards to ensure that the markets meet the objectives of all the stakeholders: consumers, vendors and the Society. The governing body of VFM, its management and its designated agents will implement and enforce all Guidelines and Standards pertaining to the operation of Farmers Markets under its control in a fair and equitable manner.

The VFM board reserves the right to suspend vendors' participation in VFM markets after a specified number of recorded violations of Guidelines and Standards. Suspension is seen as a last resort.

1. A vendor may be removed or suspended from any Market or have selling privileges in a Market conditioned, modified, limited or terminated by the YLFMS Board of Directors as identified in the process written below.

2. Vendors who are deemed in violation of any federal, provincial, municipal, local health or VFM rules and regulations will be subject to the following procedures:

a) Whenever the Market Manager or Executive Director believes a vendor has violated the conditions of the contract to sell or any of the rules or regulations of the Market, the Market Manager or Executive Director may issue a verbal or written warning or may issue a "notice of suspension".

b) If an offense is immediately correctable, such as exceeding stall or parking boundaries, offenders will be given a verbal notice indicating the offense and requesting compliance with Market rules. The Market Manager shall record the issuance of each notice in a file bearing the vendor's name. If the problem is not corrected in a reasonable amount of time, or a second offense (new or repeated) occurs, the Market Manager shall issue a written warning.

c) If an offense is not immediately correctable, such as arriving late, offenders will be given a verbal notice indicating the offense and requesting compliance with Market rules. The Market Manager shall record the issuance of each notice in a file bearing the vendor's name. If a second offense (new or repeated) occurs, the Market Manager shall issue a written warning.

3. Upon a third offense, the vendor will receive a written notice and lose their privilege to sell at the Market on their next scheduled date.

4. Upon a fourth offense, the vendor will receive a written notice and lose the privilege to sell at any Market operated by VFM for the remainder of the season.

5. The vendor has the right to contest the suspension in a written request to the YLFMS Board of Directors. Upon receiving the written request, The Board of Directors will reply within fifteen (15) days with a date and time to meet.

6. The vendor shall be entitled to present written evidence and written argument to the Board of Directors prior to the meeting.

7. A YLFMS committee of 3 Directors of the Board shall, at the time and place set forth, hold a meeting on the proposed suspension. At the meeting, the vendor shall be entitled to present written or verbal evidence and argument as to why the opportunity to vend should be reinstated.

8. The vendor, may be represented by legal counsel at the meeting or by written communication to the YLFMS committee. YLFMS does not transcribe its proceedings. If a vendor wishes to obtain a verbatim record, the approved vendor shall arrange for attendance by a court reporter or some other acceptable means of recording. Such arrangements shall be at the vendor's sole expense. If the

vendor challenges in court the action taken by the committee appointed by YLFMS to the meeting, the challenges shall be limited to raising only those issues raised at the meeting or in written correspondence delivered to the YLFMS committee prior to the meeting.

9. The committee shall also consider the testimony of the Market Manager and/or Executive Director. If the committee feels another meeting is necessary to obtain sufficient information, one more meeting may be arranged.

10. If the YLFMS committee, after a meeting, determines that the seller is in violation of the conditions upon which he/she has agreed to follow to participate in a market, will determine the length of suspension.

11. The YLFMS committee may suspend, for any period of time deemed appropriate, the vending opportunity of any vendor who has been suspended and continues to re-offend. YLFMS may also permanently revoke the vending opportunity of any vendor who has been suspended more than once in a market season.

12. If a situation arises where a Market Manager determines that an immediate suspension of a vendor's opportunity is necessary to preserve the health, safety or welfare of the market customers, other market vendors, market staff, volunteers, or the public, the Market Manager may suspend a vendor's opportunity to sell. Such suspension shall be effective immediately and is indefinite. Suspended vendors may submit a written request to appeal a decision of suspension. Thereafter, the meeting procedures detailed above shall be followed.

13. Vendors who receive a suspension will not receive a refund of monies paid for the dates they have been suspended.

14. Vendors have the right to ask for a meeting with the Board of Directors if they believe that the Society has violated its contract or agreement with the vendor.

R. PRODUCT CHALLENGE

1. Product Challenges may be made for suspected misrepresentation of product by a Vendor. Vendors can submit a written Product Challenge Form when they believe another Vendor is misrepresenting his/her product. This form is available from staff at the VFM market booth.
2. A Product Challenge must be signed by the person bringing the challenge and should be supported by physical and verbal evidence of the suspected violation. The Product Challenge must be made on the day of, or within the week, the violation is observed; challenges alleging wrongdoings on past occasions will not be accepted.
3. There is a \$250 filing fee, which can be shared by a group of Vendors. This fee is returned to the Challenger if the claim is verified.
4. The Vendor receiving the Product Challenge must respond to the challenge in writing. Failure to admit or deny a challenge may result in a determination that the challenge is valid.

5. The Market Manager and Executive Director will conduct a visit to the vendor's place of operation in a timely manner to make a determination on the Product Challenge. If Market Management deems it necessary, a third party inspector will be employed.
6. Product Challenge Forms are available at the Market information booth. Because of their sensitive nature they must be returned directly to the Market Manager or Executive Director.
7. If the Vendor is found in violation, the Vendor may be fined, suspended or removed from the Market at the discretion of the Executive Director.

Note: Please ensure the basis of your challenge is factual rather than a misunderstanding. Any claim, factual or otherwise, made publicly could be subject to charges of slander or harassment. Protect yourself while protecting the integrity of the market, do not air these concerns publicly. Submitted Challenge Forms will be taken seriously by VFM.

S. GLOSSARY.

Aggressive Hawking: selling ones' wares in an aggressive an offensive, disruptive or intrusive manner. For example, calling out to a shopper at another booth to come to your stall or reaching out past other shoppers to grab someone's attention.

Agricultural Products: Agricultural items which are grown or raised by the applicant upon land that s/he controls, through ownership or lease agreement. Agricultural products are made up of farm or nursery items and also now include caught or harvested wild products.

Approved Vendor: The producer of the goods for sale which may include family members or employees of the applicants who assist with the cultivation and/or production of the same crops and/or items listed for sale at the property and/or business address listed on the application.

Busker: a person or persons who entertains patrons with music, dance, children's activities, etc. in exchange for donations.

Craft Products: Craft items are created, sewn, constructed, or otherwise fashioned from component materials and have been significantly altered in a way that makes the item unique. These may include raw components that were purchased or that originated on one's farm

Executive Director: A staff person empowered by the Board of Directors to oversee the growth and direction of VFM and for meeting its mission and goals.

Farm Products: BC products that are either grown, raised, produced on agricultural land or harvested from wild lands or waters.

Farm Vendor: A person or entity that produces agricultural products by practice of the agricultural arts upon land which the person or entity controls or wild foragers and fishers who are licensed to harvest from the wilds of British Columbia.

Jury Committee: a committee appointed by a VFM staff member that has the expertise required

to review either craft or prepared food submissions waiting to be approved for sales at Markets organized by VFM.

Market Manager: Staff person or persons empowered by the Executive Director to implement Market policies and directives, and to oversee the operation of a given Market. Depending on VFM resources, this person may be the same as the Executive Director or Operations Manager.

Mechanical Refrigeration Unit: To be used Higher Risk Prepared Foods including cheeses and spreads but excluding eggs and frozen meat, fish or poultry. Mechanical Refrigeration units are required to maintain a temperature less than 4 degrees C for refrigerated items or -18 degrees C or less for frozen items. See: Prepared Foods, Higher Risk.

Member of VFM: An approved vendor or community member who is accepted into VFM and pays the required membership dues as set forth by the VFM Board of Directors.

No-Show fee: Cancellations without notice (i.e. no-shows) must pay a No-Show fee of \$50.00.

Not-for-Profit Organization: An organization incorporated under the BC Societies Act.

Nursery Products: Plants, trees or seeds that are grown and/or propagated by a farm vendor for the purpose of re-planting. Cut flowers and herbs that were grown and/or propagated by the farm vendor.

Operations Manager: Staff person responsible for the preparation and coordination of market activities.

Part of Production: to have a hand in the growth or harvesting of the products you sell at the market.

Portioning: Cutting, scooping, spreading, pouring or otherwise dividing edible products for the purpose of selling or sampling.

Prepared Foods: Include frozen meats, jams, breads or any other edible product that has been cut, cooked, smoked, canned or otherwise altered from its original/natural state.

Prepared Foods, Lower Risk: Those products not capable of supporting the growth of disease-causing micro-organisms or the production of toxins. These foods are non-hazardous because they have one or more of the following characteristics:

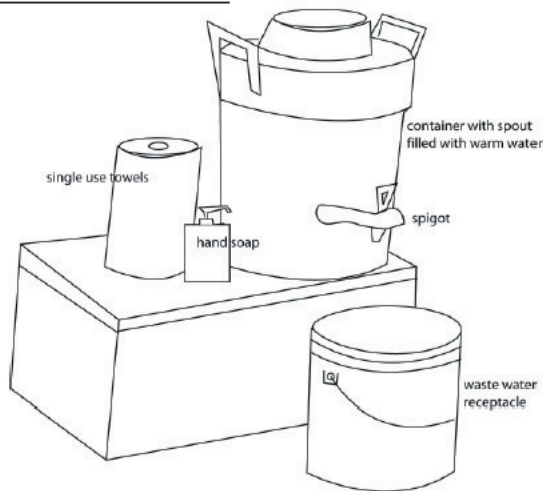
- a) Dry (water activity <0.85)
- b) High Acid (pH <4.6)
- c) High Salt (salt concentration >20%)
- d) High Sugar (sugar concentration >60%)

Prepared Foods, Higher Risk: Any food or ingredient that is capable of supporting the growth of disease-causing micro-organisms or the production of toxins. Higher Risk items are only permitted if produced in an approved licensed environment with permission from the local health authority. Dairy or meat products made by someone other than those who raise the animals from which the

ingredients came, will be classified as a prepared food item rather than a farm item. Higher Risk foods that are not canned under pressure must either be refrigerated at 4 degrees C or less, or sold in a frozen solid state.

Reselling: Buying either from another producer or wholesaler and then re-selling. Reselling is not permitted at VFM markets.

APPENDIX: 1



Proper Washing Station Setup

Sampling: Is when edible merchandise is served, cut, spread, poured or other wise portioned for tasting.

Seniority: A value system based on points accumulated through participation as a vendor at markets organized by VFM. It is one of the factors that can influence participation in VFM Markets. Seniority is applied to farm, prepared food and craft vendors.

Service Vendors: Vendors who provide a service at the market, rather than goods. Examples include knife-sharpening, chair massage.

Special Farm Products: Exceptions may be permitted for agricultural items that are Canadian in nature but are not grown in BC (e.g. wild rice or maple syrup). These items are only permitted when they are grown

or raised by a vendor's family member.

Value Added Farm Product: Raw farm product that has been processed to deliver additional value to the customer. Any value-added product that fits into a jury category: prepared food (i.e. jam) or craft (i.e. knitting done with wool from farm), must also be juried.

Vendor Collectives: A group of Approved Vendors who have applied and been accepted to sell as a collective of producers in a shared stall.

Vendor Report: An accurate, anonymous report of gross sales submitted by each vendor at the end of each Market day to a market staff person. By prior arrangement vendors may submit the report by email or phone within 48 hours, after the close of the market.

Wild Crafted, Caught or Harvested: Edible products that are caught, picked, or hunted in either wild BC waters or on wild BC lands with the appropriate permits.

VFM Board of Directors: A governing body elected by the membership of VFM to develop and direct the policies and procedures of VFM.



Vancouver Farmers Markets - Notice of Rule Violation

Date & Time: _____ Market: _____

Market Manager: _____ Vendor: _____

Issued to: _____ Season: SUMMER WINTER _____

The rules of Vancouver Farmers Markets (VFM) are intended to ensure a safe, clean, pleasant, orderly market for the benefit of our customers and vendors. Please immediately correct the violation noted below and take steps to prevent its recurrence. VFM reserves the right to exclude any vendor who fails to comply with our rules.

Harassment or abuse of any kind will not be tolerated. Any vendor found to be harassing another vendor, staff member, volunteer or shopper will be subject to immediate suspension and loss of opportunity to sell at VFM markets.

Safety and Security

- Booth or equipment are unsafe/hazardous (2pt)
- Booth assembly begun before allowed time (1pt)
- Booth disassembly begun before closing (2pt)
- Vendor vehicle in market area too late/too early (2pt)
- Unsafe driving in market area (2pt)
- Electrical cords not covered to prevent tripping (1pt)
- Insufficient tent weights (1pt)

Product Guidelines

- Reselling of product not produced by vendor (4pt)
- Sale of non-approved or non-juried items (2pt)
- Selling poor quality product (1pt)

Stall Space Guidelines

- Display items are outside of stall boundaries (1pt)
 - Sampling product is outside stall boundaries (1pt)
 - Insufficient trash receptacles provided (1pt)
 - Trash not removed/stall space left messy (2pt)
- \$50 fine to be paid

Signage and Labeling

- Business signage unsatisfactory or Organic certificate not displayed (1pt)
- Inappropriate growing/preparing method signage displayed (2pt)
- Prices not clearly identified (1pt)
- "Baked in Home Kitchen" sign not displayed (1pt)
- Name of producer not listed on prepared foods (1pt)

Food Safety

- Offering samples without washing station set-up (1pt)
- Offering samples without FoodSafe/MarketSafe (1pt)
- Food not protected from contamination (1pt)
- Food sampler does not have Hepatitis A vaccine (1pt)

General

- No-show, no-call – requires \$50 fine to be paid (2pt)
- Selling before official opening bell (1pt)
- Vendor arrived late (1pt)
- Vendor smoking in market area (1pt)
- Vendor pets at market (1pt)
- Use of market site host garbage can (1pt)
- Publicly disparaging other vendors or products (3pt)
- Unprofessional conduct risking market reputation (3pt)
- Non-compliance with Market Manager directions (2pt)

Other (1pt): _____

Non-compliance is handled as follows:

Each infraction is given a point value. Points will be calculated per season.
One Point = written warning
Two Points = written warning
Three Points = written warning with loss of right to sell at the next scheduled date, includes forfeiture of stall fee.
Four Points = loss of right to sell at VFM markets for the remainder of the season.

TOTAL POINTS THIS NOTICE: _____

TOTAL POINTS THIS SEASON: _____

Rule Violation Points are accumulated during a single season and reset at the end of each season. However, points from the previous season will be used to evaluate a vendor's eligibility to return for the following or subsequent seasons.



2-1163 COMMERCIAL DRIVE VANCOUVER BC V5L 3X3 www.eatlocal.org