

Abbotsford Farm and Country Market

Vendor Handbook

Policies & Regulations

Afcm.ca

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Abbotsford Farm and Country Market

Vendor Handbook

Please note: All prospective and returning vendors are required to read and agree to the policies and regulations outlined in this handbook.

To confirm your agreement your signature (paper application) or digital sign-off (online application) is required, and must be forwarded to the Market Manager along with your vendor application. This Vendor Agreement is located at the end of the Vendor Application form. (If you are unable to agree to these policies and regulations we suggest you do not submit an application – you are encouraged, however, to make your objections known to the market manager.)

Welcome to the Abbotsford Farm & Country Market!

Our mission is to celebrate agriculture, and to connect our community in a fun, vibrant, social and educational setting.

1. Market Management

The Abbotsford Farm & Country Market Society (AFCMS) is governed by a volunteer Board of Directors who set market policies and vendor regulations. Market Managers are engaged by the Board to represent the market in the community, and to coordinate and implement the market’s operational activities according to the policies and regulations.

2. Definitions

“Product” refers to any item that has been grown or wild harvested, any food product that has been prepared, or any craft item or work of art that is intended to be displayed or offered for sale at the Abbotsford Farm & Country Market.

“Vendor” refers to any person or business entity that meets the Place of Residence and Local Production requirements set out below.

“Food Service Vendor” refers to any business entity that meets the Place of Residence and Local Production requirements set out below, and that has been granted approval to sell consumable-now food products at the Abbotsford Farm & Country Market.

“AFCMS” refers to Abbotsford Farm & Country Market Society.

3. General

The Abbotsford Farm & Country Market Society (AFCMS) shall make regulations for the operation of the market and shall amend, add or delete such regulations at their sole discretion.

A Market Manager shall represent the AFCMS in directing and coordinating activities necessary to the success and well-being of the market.

The Market reserves the right to limit or prohibit the sale of any commodity, and the distribution of literature, political or religious material, or any item deemed not to be in the best interest of the market, and at their sole discretion, may request the removal of such items from the market.

All vendors are expected to be in compliance with all applicable laws and regulations concerning their product and the conduct of their business.

The AFCMS, at their sole discretion, may revoke the membership of vendors not in compliance with the policies set down in this document.

4. Market Society Membership

A vendor selling in the market must be a member in good standing of the Abbotsford Farm & Country Market Society. The membership fee is \$25.00, is renewable annually, and is not refundable. Please see attachment 2 for a list of benefits included in membership.

5. Place of Residence and Local Production

Vendors must live and produce their products in the Province of British Columbia.

Vendors must be personally and actively involved in the production of all products they are selling at the market except as noted in items #6 and #7 below.

Vendors and their market staff must be knowledgeable about all aspects of the production of their products and be willing and able to answer public inquiries in this regard. The primary vendor does not have to be present in the booth if staff meets the above criteria.

6. Products Acceptable for Sale in the Abbotsford Farm & Country Market

Vendors may ONLY sell products that they grow, bake, make or wild harvest themselves. Vendors are permitted to sell only those products presented and approved in the application and approval process. If vendors wish to alter the products for sale, permission must be obtained from the AFCMS.

Distribution centres and wholesalers must not be used as the source of product.

Although non-farm vendors are not expected to originate every ingredient of their product, it is expected they will transform the materials used to create substantial added value.

7. Acceptable Product – Growers

Recognizing that growers may not have sufficient product at times during the market season, growers may augment their supply of products for sale with products from another BC grower as long as these products do not constitute more than 20% of the total product for sale by the vendor over the course of the vendor's participation at the market. Growers must provide details concerning the source of such supplementary products to the AFCMS for approval prior to offering them for sale. Growers should ensure the source of such items is clearly identified when the products are displayed for sale.

8. Acceptable Product – Growers with Organic Certification

In order to label and sell product as CERTIFIED ORGANIC a grower must obtain the required documentation from an organization authorized to evaluate and certify such product. Certification documents must be made available to the Market Manager at the time of application and should be clearly and publicly displayed in the grower's market stall.

For information vendors should consult the **Certified Organic Associations of BC (COABC)** at:

www.certifiedorganic.bc.ca

COABC administers the province's BC Certified Organic Program (BCCOP) and provides accreditation to its member agencies who inspect and certify organic farms in BC, for both provincial (BCCOP) and federal/international (COR) certification programs.

IMPORTANT: Vendors wishing to display and/or label products as "CERTIFIED ORGANIC" or "ORGANIC" MUST HAVE PROPER CERTIFICATION.

9. Acceptable Product – Food Producers

Products acceptable under this category may include but are not restricted to: bakery goods, beverages (including alcoholic beverages), pickles & condiments, jams & jellies, honey, coffee & tea products, dairy, meat, poultry & eggs, seafood...

10. Acceptable Product – Artisans & Crafters

Products acceptable under this category may include but are not restricted to: art works in various media, jewellery, clothing, leather work, housewares, candles, wood & metal work, furniture, garden items, toys, pet products, personal care products, cleaning products etc....

11. Pricing Guidelines – All Product

All products should be sold at a "reasonable market price". All vendors are deemed fair and equal within the market, so there should be no under pricing or predatory pricing, and pricing should reflect the 'cost of goods'.

Prices should be expressed in dollars and cents. Vendors must clearly and visibly display signage showing the price of each product for sale.

Where vendors are selling products by weight they must use scales certified in accordance with the Weights & Measures Act.

12. Waste Reduction Guidelines – All Product

To respect our environment:

Vendors are strongly encouraged to keep disposable packaging, take-out food and beverage containers and food utensils to an absolute minimum. Please use compostable or easily recyclable items whenever possible, and make every effort to avoid the use of styrofoam.

Vendors are asked to encourage customers to compost/recycle by promoting the use of environmentally friendly bags and containers, and by providing appropriate receptacles at their booth for compost/recycling and waste if products being sold are likely to generate waste on-site.

13. Safety and Security – COVID Pandemic Protocols

All vendors are expected to comply and cooperate with the market's current COVID-19 protocol. This is developed and regularly updated upon advice from the BC Centre for Disease Control, Fraser Health, the City of Abbotsford and the BC Association of Farmers' Markets. Please understand this compliance is critical to allow the market to continue operations.

Please consult the Market Manager for guidance regarding the latest protocol for the AFCM. This can include customer line-ups, stall configurations, social distancing, mask-wearing etc. as appropriate.

14. Safety and Security – Customers and Vendors

Vendors will immediately cease to sell, and will remove from the market, any product deemed potentially hazardous by any health authority or by the Market Manager.

With the exception of certified service animals, food vendors may not keep animals in their market stalls. Non-food vendors who bring live animals to the market must ensure they are confined to the stall area and pose no threat to the public. Animals must be removed from the market area immediately upon request of the Market Manager.

For an easy list of information and links for obtaining authorizations regarding food & liquor sales at Farmers Markets - vendors are strongly advised to consult the Tools and Resources tab for Market Managers which can be found at this site:

<https://bcfarmersmarket.org>

15. Safety and Security – Food

Food handlers, vendors selling prepared food products and growers who sample to the public should have Food Safe or Market Safe certification and be prepared to submit proof to the Market Manager.

Vendors who are providing food samples to the public are strongly advised to check with Fraser Health to determine if a Temporary Food Permit is required (issued free of charge, and must be available for inspection at the vendor's market stall. A copy should be supplied to the Market Manager prior to the sampling date.)

The Abbotsford Farm & Country Market follows the guidelines found on these 2 sites. Vendors are responsible for consulting these sites and ensuring their products and procedures are in compliance:

1. BC Government's webpage on Food Safety & Security at:

<https://www2.gov.bc.ca/gov/content/health/keeping-bc-healthy-safe/food-safety>

Follow the links on this site to see:

Training programs – Food Safe, Market Safe and Process Safe – for small scale food handlers, market vendors and food processors

Food safety legislation for BC

Permits and Approvals – Fraser Health – look under Requirements for Food Businesses

2. Fraser Health's website – Guidelines for the Sale of Foods at Temporary Food Markets

https://www.fraserhealth.ca/-/media/Project/FraserHealth/FraserHealth/Health-Topics/Food-Safety/201603_Guidelines_Sale_of_Foods_at_Temporary_Food_Markets.pdf

16. Safety and Security – Liquor Products

To sell product at the Abbotsford Farm & Country Market liquor vendors must produce a Farmers Market Authorization document issued by the **BC Liquor Control and Licensing Branch**. Sellers must have Serving it Right certification and must be over the age of 19. Vendors may apply for an authorization through the Branch's website.

17. Safety and Security – On the Market Site

It is **HIGHLY RECOMMENDED** that vendors carry their own liability insurance. **The AFCMS insurance policy does not cover vendors**. For more information and affordable options for purchasing insurance, vendors are advised to consult the Vendor Insurance Program of the BC Association of Farmers' Markets which can be found on their website at: <https://bcfarmersmarket.org>

The AFCMS is not responsible for lost, stolen or damaged articles or money belonging to vendors. Vendors are expected to take proper precautions against theft and damage.

VERY IMPORTANT: Weather & wind conditions on the market site are unpredictable. **A tent weight (min. 22lb/11kg) must be attached to each corner leg of all vendor tents at all times, regardless of weather conditions.** For double canopy set-ups weights are required on each of four outside legs, and adjoining legs may be lashed together securely rather than weighted. Vendors setting up tents on-site without weights will be charged \$10/market day for the rental of 4 weights from the market. (Note these rental weights are not available on a long-term basis, vendors routinely showing up without tent weights will be turned away at the discretion of the Market Manager.)

If weather conditions are deemed too windy, vendors may be asked to take tents down as a safety precaution.

As per City of Abbotsford by-laws the market site is a **NO SMOKING** zone.

Vehicles that are not pre-approved as an integral part of a vendor's booth must be parked in designated vendor parking.

18. Safety and Security – On-Site Emergencies

To ensure the safest & quickest response to an emergency/medical situation vendors should:

- IMMEDIATELY contact the Market Manager or Market Information Tent with full details.
- Release any available staff to assist the Market Manager in preparing emergency vehicle access, which may include moving barriers or tents or directing customer flow.

19. Inclusion and Harassment

The Abbotsford Farm & Country Market Society is committed to providing and maintaining the market as a collegial working environment that is inclusive, where all individuals are treated with respect and dignity. Every employee, volunteer, vendor and customer has the fundamental right to work, sell and shop in an environment free of harassment. It is expected that all contact between co-workers, the public and others be respectful, professional and courteous at all times.

Vendors are encouraged to put any concerns or complaints they may have in writing and forward them to the AFCMS, rather than airing them publicly at the market. Any such communications will be respectfully followed up by the Society.

20. Vendor Application and Selection Process

ALL vendors must submit a completed application prior to each market season.

Applicants will be required to provide details of their production process, and may be required to submit samples or photos of their products as proof of their eligibility to sell at the Abbotsford Farm & Country Market.

Applications will be evaluated in the order received, based on the general appeal and quality of goods, ability of the vendor to comply with market requirements and their potential to contribute to the overall mission of the AFCM.

Representatives of the AFCMS will evaluate each application and will aim to provide a diversity of product in each category – growers, producers and artisans/crafters – to be offered stall space for each market date. No vendor will be granted exclusivity on any product.

All vendor applications will be acknowledged in writing and informed of their status regarding acceptance into the Abbotsford Farm & Country Market.

Vendor applications are approved based on the product information provided at the time of application. Revisions to a vendor's product list require additional approval from the Society or Market Manager.

21. Payments Required to Confirm a Vendor's Participation

Successful vendor applicants will need to confirm their participation by emailing the Market Manager, and by forwarding payment of the following fees, which will be invoiced separately:

- A \$25 AFCMS Membership fee (payment required within 5 business days to confirm the vendor's intent to participate) A list of Benefits & Opportunities Offered by Market Membership is attached.
- The fee required for the market dates/packages chosen by the vendor (payment required within 14 business days to secure the stall space)

Failure to pay invoices by the due dates will result in forfeiture of the vendor's application and/or stall space.

22. Market Dates – Bookings & Procedures

Once the AFCMS has approved a vendor invoices will be issued for the \$25 market membership fee and the chosen market dates/packages as noted above. **To aid in making your choice please see the Vendor Application form for market dates and current stall pricing information.**

Vendors accepted to the market are expected to attend all market dates in which stall space has been assigned. Prepaid stall assignments are guaranteed up to 45 minutes prior to Market opening. After this time, vacant space may be re-allocated on a first come, first served basis to other parties. Vendors are not guaranteed the same stall location each week, but every effort will be made to assign a consistent location to regular vendors. Late arrivals may expect to receive different booth assignments as the Market Manager determines appropriate.

Vendors arriving on a market day unannounced and without a booking will be turned away if space is not available and/or the Market Manager determines their presence will not enhance the market's customer appeal that day.

Vendors should review the Market Day Procedures attached to this handbook prior to their first arrival on the market site for set-up.

23. Market Dates – Cancellations

No refunds or credits will be given for weather-related issues.

Vendors who are unable to attend a market, must notify the Market Manager as soon as possible by phone or email. Cancellation with less than 48 hours notice requires a phone call. The Market Manager will confirm receipt of cancellations.

Vendors who do not attend and do not notify the Market Manager in advance may be subject to revocation of their AFCMS membership and therefore their right to participate as vendors in future markets.

Strong preference is given to re-scheduling missed market dates, however a vendor who cancels or withdraws from pre-paid market dates may request a refund as follows:

- with more than 48hours notice a vendor may request a refund of 50% of the rate pre-paid
- PLEASE NOTE: refunds are paid out only at the conclusion of the market season
- no refund will be paid if less than 48hours notice is given for a withdrawal or cancellation

24. Attachments to this document include:

- Market Day Procedures
- For Vendors – Benefits & Opportunities of Market Membership
- Vendor Application & Agreement (Signature/Sign Off required)

As of February 23, 2021