



2010 Vendor Policies & Procedures

MISSION STATEMENT

It is the mission of the Grande Prairie Farmers' Market to create a unique shopping experience in the heart of the local community, supporting regional producers and growers that provide high quality homemade, grown or baked goods in a friendly, vibrant atmosphere.

VISION STATEMENT

Develop a central hub for the Farmers' Market producers and consumers of the Peace River Region. Enhance the heart of the Peace River region by creating a vibrant location for economic activity that will be a driving force in downtown Grande Prairie.

Help create community well-being by providing a centre for not-for-profit organizations, allowing them to champion their fundraising causes and benefit from the energy generated by a regular, high profile community event 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 events and special events, a venue where people can enjoy shopping, eating, entertaining and fundraising and to sustain local dollars.

1. Vendor Presence:

All vendors are expected to remain at the Market from the beginning until the end of the market unless the Vendor has sold out of **ALL** products or has received approval from the Market Manager. There are table signs available for Vendors who sell out early, to attach their business card to and place on the table top to inform customers they have sold out and will return the next Market day.

It is expected that Vendors will be present to set up their space at least **one-half hour** prior to the Market opening to the general public. In the event that a Vendor is not present one-half hour prior to the opening of the Market to the general public, the Vendor's space may be reassigned, unless the Vendor provides the Market Manager with

prior notice that he/she will be late. Please be sure to communicate with the Market Manager if at the last minute you will not be able to attend Market or are going to be late. If you don't reach the Market Manager directly please leave a message to indicate you made the communication. Failing to communicate with the Market Manager will result in a \$10.00 fine. Friday markets have been allotted a small margin of flexibility. Being absent or late without communication on a Saturday will NOT be tolerated.

Vendors that wish to leave their merchandise, if they will be absent **must** have their space manned by a responsible person and advise them as to these Policies and Procedures. If space is not manned, goods must be removed so that space can be rented. Please note it is a privilege to be able to leave your product set up and is given to vendors upon attaining their Grande Prairie Farmers' Market membership in-good-standing.

During the peak season when the Wednesday market is added to the week; when Vendors attend Friday and Saturday markets they will receive the Wednesday market day free of charge the following week.

Vendors that attend Fridays and Saturdays in January will receive Fridays in February free of charge: N.B. You must be in attendance both Friday and Saturday in February to receive this benefit. You must be in attendance January and February, not just have product available at the Market. Your booth must be open for business.

2. **Selling Times:**

There will be NO SALE OF GOODS prior to the opening of the Market except to the Market Manager, Board of Directors and other Vendors. The bell will ring to signal the start and finish of Market each operating day.

3. **Parking:** (see attached map for location of approved parking lots)

The parking area surrounding the Market including parking on the street is intended for customer use. Upon unloading products, ALL vendors are to move to the designated Vendor parking areas:

- a. the parking lot to the west (across the street)
- b. the far north-east end of the parking lot of the Farmers' Market building, or
- c. the parking lot next to the Golden Star Restaurant (you must purchase a parking stub from the machine on Friday, but is free of charge on Saturday)

Exceptions will be allowed at the discretion of the Market Manager.

Please indicate vehicle license plate numbers of each vehicle you bring to the Market

If any Vendor does not comply with the parking guidelines during Market hours, a written warning will be issued. Every infraction thereafter will result in a \$10.00 fine.

4. **Stall Maintenance:**

Vendors are responsible for cleanliness of their space. Vendors are expected to ensure that at the end of the operating day their space is left in a clean condition. The cleaners will sweep or vacuum the floor area behind your table if your chairs are up on the table. Vendors are responsible to ensure that all garbage is removed from their space.

5. **Space Rental Fees:** (effective May 1, 2009)

Table fees are now referred to as space rental fees. Your fees are based on the footage of your frontage. For example, if you use an 8 foot table to display your product, you will be charged for 8 feet of space. If you have an additional 2 foot rack and set it up at the end of the 8 foot table you will then be charged for 10 feet of space, but if your rack is placed behind your 8 foot table you will only be charged for the 8 feet frontage.

Vendors may receive a maximum of 3 eight foot tables or 24 feet of frontage.

SPACE CLASSIFICATION

Member Classification	Wall C			Wall A			Wall B	
	Rate	# of Ft.	Cost	Rate	# of Ft.	Cost	Rate	# of Ft.
Member								
Wednesday & Friday	\$1.50			\$1.50			\$1.50	
Saturday	\$2.63			\$3.13			\$2.88	
Non-Member								
Wednesday & Friday	\$1.50			\$1.50			\$1.50	
Saturday	\$3.50			\$4.00			\$3.75	

A—Perimeter with back or side wall for display

B—Perimeter area with window

C—Center areas with no walls

Young Entrepreneurs under the age of 18 shall pay fifty percent of the regular vendor's rate.

6. **Vendor Electrical Rates:**

- a) 110 outlet: \$2.00/item requiring power/Market to a maximum of \$50.00/month
 - i) using five energy efficient lights is equivalent to one item
- b) 220 outlet: \$5.00/item requiring power/Market
- c) Freezers left running continuously throughout the week: \$5.00/week or \$20.00/month

7. **Organic:**

Vendors selling organic products must have a certification document available and photocopies on file with the Market.

8. **Food Regulations:**

As per attachment. Changes will be distributed as received from Peace Country Health

9. **Busker Policy:**

All buskers must be approved by the Market Manager and perform for a maximum of thirty minutes at one location.

10. **Pets and Smoking:**

No animals (with the exception of guide dogs) or smoking are allowed in the Market. Smokers please stand a minimum of five meters from all doorways, windows and air intakes and place cigarette butts in containers provided, not on the ground. In addition, no alcohol and/or illegal substances are allowed in the Market.

11. **Membership:**

Earned Membership:

a) Vendor must attend 25 markets between January 1st and June 30th.

A \$25.00 membership fee will be required the first market of January each year.

b) A \$10.00 registration fee will be charged once a year for all vendors. Payment for regular vendors is due the first market of January with all others due when they are accepted as vendors.

c) Bakers must attend 25 markets between January 1st and July 31st.

Purchased Membership:

Vendor pays \$200.00 to attain member status and must attend 10 markets between January 1st and June 30th. This doesn't qualify them to vote at the AGM but does qualify them for reduced table rental.

Vendors under the age of 18 may become members upon payment of one-half the set fee.

All memberships shall be subject to the approval of the Board of Directors at a regular meeting of the board.

Benefits of Becoming a Member

- a) Reduced space rental fees after attending 25 markets between January 1st and June 30th
- b) One vote per approved business at the AGM
- c) A member in good-good-standing for two years will be eligible to be nominated and serve on the Board of Directors.

All Vendors must complete a Vendor Registration Form to be put on file.

Each vendor must volunteer a minimum of 24 hours, throughout the year, January 1st to December 31st to attain or maintain reduced membership rates. Twelve hours must be volunteer hours and the other twelve hours can be volunteer hours or donation in kind where each \$10.00 of donated products is equal to one volunteer hour.

ALL Vendors who have made a deposit for a Christmas Show booth are required to submit full payment on or before due date, after which if payment is not received they forfeit their rented space, until such time as full payment is made. Until that time they cannot be promised their space of choice. All rents are due at the time of registration for those who register after the due deadline.

12. Responsibilities:

The Vendors acknowledges and agrees that the Grande Prairie Farmers' Market Board of Directors, the Market Manager, the Grande Prairie Farmers' Market or its employees will not be held responsible for any damage to the Vendors equipment, produce, goods, property and vehicles. **LEAVE AT YOUR OWN RISK!!** The Vendor agrees that he/she is responsible for the placement, maintenance and cost of appropriate insurance covering all risk related to the Vendors' participation in the Market.

13. Signage:

Signage should not infringe on other Vendors space or obstruct windows, aisles, etc. including attaching signage to windows. The Market Manager at his/her discretion may require that any sign in the Market be removed or covered. Hanging signs shall be a minimum of 8 feet to the bottom of the sign from the floor. Signs and merchandise shall not rise above 6 feet from the floor. Exceptions are areas A and B as per space rental.

14. Tablecloths:

It is expected that tables have skirted table covers. Tables covers are to be kept clean and neat.

15. Complaints/Suggestions:

Must be in writing, dated and signed prior to being submitted to the Market Manager in order to be addressed. A positive attitude is expected from all vendors.

16. **Code of Conduct:**

- a) All Vendors are expected to conduct themselves in a professional and ethical manner at all times during market hours. Rude, abusive or other disruptive or offensive conduct is not permitted. Conduct that is materially and seriously prejudicial to the reputation or operation of the market is prohibited. Discrimination in any form will not be tolerated.
- b) The Vendor and the Vendor(s) officer(s), director(s), employee(s) or servant(s) and agent(s) shall not engage in any unethical business practice, i.e. hawking, soliciting in the aisles, accosting and/or badgering members of the general public/other vendors, or any business conduct or practice which might harm or tend to harm the business or reputation of the Market or reflect or tend to reflect unfavourable on the Market, occupants or other vendors, or which might confuse or mislead or tend to confuse or mislead the public, or which would tend to lower the character of the Market, i.e. verbal and/or physical fighting, water fights. The Vendor, at the sole discretion of the Market Manager, will be immediately terminated.
- c) Harassing and bullying of any kind is counter-productive to the Market goals and profitability of the Vendors because it diminishes the ability of all parties to perform their work in a caring and responsible manner. Harassment at the market cannot be tolerated and includes the following conduct which is focused on a person or group of persons and includes:
 - i) Verbal Abuse: any language that degrades or berates others including but not limited to racial, religious, or sexual comments, jokes, sexual innuendos, or threats of any kind.
 - ii) Physical Abuse: includes touching, hitting, slamming, throwing, kicking or threatening another person, including restraining by force or blocking the path of another.
 - iii) Interference or hostile environment: includes any behavior or action that interferes with an individual's ability to conduct business or creates an intimidating Market environment.
 - iv) Sexual Harassment: includes, but is not limited to sexual advances, requests for sexual acts or favors and other physical conduct of a sexual nature that interferes with an individual's ability to complete work or creates an intimidating, hostile or offensive work environment.
- d) Bullying includes intimidation, fear tactics, shaming and silencing and leaves the victim feeling isolated and insecure and cannot be tolerated in a caring Market environment
- e) Vendors must wear shirts and shoes in the market. They must not wear clothes with lewd or offensive slogans.

17. **Penalties and Appeal Process:**

If a Vendor does not follow the Policy and Procedures, a verbal warning will be issued. A second occurrence will warrant a written warning. A third occurrence will result in notice of expulsion from the Market. Appeals of the notice of expulsion must be made in writing to the Grande Prairie Farmers' Market Society Board of Directors within thirty days of receipt of the third warning and shall be considered by the Board of Directors at their next scheduled meeting. **N.B. Merchandise must be removed while appeal is being addressed.**

18. The Grande Prairie Farmers' Market encourages all Vendors to support one another and any Market entities that may be in place (example: concession and fundraisers). This in turn assists in building the community aspect of the Grande Prairie Farmers' Market.

a) Outside food at the Market: Vendors are encouraged, but not required, to support our market's ready-to-eat food providers. Vendors are welcome to bring their own lunches to the market, but are discouraged from ordering in fast food from large chains as it is contrary to our goal to promote local food to our customers.

19. All Vendors must sign this form acknowledging they will follow the outlined Policies and Procedures. The Vendor will have a copy for their files as well as the Market Manager will keep a copy for the Market Files.

Vendor Signature

Date
