



## 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, thereby 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 in their space 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. 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 or if you are leaving early due to extenuating circumstances. 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 \$25.00 fine. Wednesday, Friday markets have been allotted a small margin of flexibility however all booths must be open for each day the market is open.

2. **Sale of Goods:**

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. If you sell before the bell you will be charged a \$25.00 fine for each violation. Vendors are allowed to post a "Sold Out" sign when sold out of all products contained in their booth.

Vendors are only allowed to sell goods and services that have been approved by the vending committee and are listed on their vendor registration. New products and services must be approved and added to registration before being sold, failure to do so will result in automatic removal of said good or service until proper application and approval is received.

All merchandise must be contained within the parameters of the Vendor's rented space.

3. **Parking:**

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 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 with the approval of the board. If you need an exception made please write the board with your request, they will decide on it at the next regular board meeting.

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 \$25.00 fine.

4. **Space Rental:** (effective June 18, 2012)

Your fees are based on the footage of your space For example, if you use a space of 10 feet by 8 feet, you will be charged for 80 square feet per month.

\$3.50 per square foot/month for Non Members. Same fee applies to both regular and corner booth.

\$3.00 per square foot/month for Members (two days a week vendors)

\$3.20 per square foot/month for Members with corner booths

\$4.50 per square foot/month (six day a week vendors)

\$2.50 per square foot/month for Outdoor/Seasonal vendors based on a 10' X 10' space

\$40.00 per week for inside vendors wanting an additional outside booth based on a 10' X 10' space

\$35.00 per day for occasional vendors for a 6' table capped at 4 times. All products must fit on and under the table

GST will be added to all prices.

Temporary vendors will pay a flat rate of \$70.00 a weekend.

Outdoor events: \$50.00 based on a 10' X 10' space

Permanent inside vendors may rent an outside space for half the regular cost.

All vendors are to be charged monthly with monthly invoicing. All rents are to be paid by the first market of the month.

Any vendor in arrears of 30 days must make weekly payments of 25% of the initial accumulated bill.

Any vendor who is in arrears on their account in excess of thirty days and does not comply with weekly payments as above, will be evicted from the market.

Any vendor who pays with a NSF cheque will only be allowed to pay with cash or certified cheque in the future.

Maximum of two booths and cannot include two corner booths.

No serveries operators will be allowed to rent a farmers' market booth

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

5. **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

d) Freezers must be energy-efficient.

6. **Organic:**

Vendors selling organic products **MUST** have a certification document on display and photocopies on file with the Market.

7. **Food Regulations:**

All Vendors that sell food products must have Alberta Agriculture Food Handling Home Study Course for Farmers' Markets (or better). Changes will be distributed as received from Alberta Health Services. Someone with a certificate must be in the booth at all times and their certificate must be displayed.

8. **Busker Policy:**

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

9. **Pets and Smoking:**

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

10. **Membership:**

**Membership Requirements:**

- a) A \$25.00 membership fee is required the first market of January each year.
  - b) Vendor must attend 25 consecutive markets.
  - c) Each member must volunteer a minimum of 24 hours, throughout the year, to maintain reduced member rates. 12 of those hours can be a donation in kind where each \$10.00 of donated products is equal to one volunteer hour with the manager's approval. Employees paid by the Vendor may do volunteer work on behalf of the Vendor.
1. A \$10.00 application/registration fee will be charged upon acceptance as a Vendor.
  2. Membership and privileges end upon leaving the market.

**Benefits of Becoming a Member**

- a) Reduced space rental fees, and reduced Christmas Show booth rental rates.
- b) One vote per approved business at the AGM

c) A member in good-standing for two years is eligible to be nominated and serve on the Board of Directors.

11. **Responsibilities:**

The Vendor 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.

12. **Standards of Care**

The principle of the standards of care are that your space should be left in the same state as it was when it was handed over to you.

1. All displays and shelving must be free-standing
  - a. All shelving on all walls must be see through-type shelving from four to six feet high with nothing above six feet unless against a solid wall.
  - b. All vendors must have approval by the market manager before moving in any shelving, equipment, refrigeration etc. to ensure compliance with policies and procedures.
2. No screws, nails, paint, staples, tacks, pins, adhesive, stains or wallpaper may be applied to the pillar and beam system or perimeter walls
3. No cover or false ceiling may be attached over the booth or pillars
4. We encourage walk-in style booth set-up
5. We encourage racks, shelving, alternate styles of merchandising and a reduction of table usage
6. Flooring can be installed in your space under the following conditions: a) no adhesives (with the exception of a special release adhesive) or duct tape used to secure it, b) reducer strips be used on the edges to ensure no tripping hazards, c) the floor may not be painted or sealed in any way
7. Windows may be used for signage, but are not to be covered
8. Vendors are expected to repair or restore any damage done to the main structure of the stall
9. 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. Private arrangements can be made with the janitor for the cleaning of individual booths, but this is the vendor's responsibility. Vendors are responsible to ensure that all garbage is removed from their space.

13. **Signage:**

Signage can start from seven feet from the ground to the top of the wood beam only. Smaller temporary chalkboard/whiteboard signage is allowed, but they are not to be the

main signage. No lit or neon signs are allowed. The character of signs should be appropriate to the merchandise.

The main business signage should not have any text or graphics on the back, and must be hanging on the rear beams only. Discrete fastenings allowed with approval. Nothing is to hang from any piping or the ceiling. Signage should not block or inhibit any other booth.

Signage must be professionally prepared and approved by the Standards of Care Committee.

We encourage vendors to clearly display business names on signage.

No signage should be of such weight to cause hazard to any person or physical structure of the Market. The Manager, at his/her discretion, may require any sign in the Market to be removed or covered. Shelving and merchandise shall not rise above six feet from the floor unless the upper shelves are through-type shelving so that there is no sense of a wall being created by the shelving.

Displays: Units, tables, shelving, cabinets, etc. must be finished or covered.

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 Manager and/or Board 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 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.
- f) All Vendors' children must be supervised and kept within the confines of the Vendor's rented space.

#### 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 immediate expulsion, and removal of merchandise 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.

The management in conjunction with the Board of Directors reserves the right to bypass verbal and written warnings.

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 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 extenuating circumstances that result in non-compliance of the Policies and Procedures must be communicated to the Market Manager.
20. All Vendors must sign this form acknowledging they will follow the outlined Policies and Procedures. The Vendor will have a copy for their files. The Market Manager will keep a copy for the Market Files.
21. I acknowledge, understand and agree.

Vendor Signature

Date

\_\_\_\_\_

\_\_\_\_\_

Manager/ Board Member Signature

Date

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

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