

**SATURDAYS  
YEAR ROUND**



**farmers  
& makers  
MARKET**

at cSPACE

**2020  
VENDOR  
HANDBOOK**

10AM-1PM, OCT 19-MAY 23  
10AM - 3PM, MAY 30-OCT 10

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1721 29 AVE SW

## **Welcome prospective and returning Farmers & Makers Market vendors!**

*Whether you are already a member of our Vendor family, or are considering joining us for the first time, we are very happy you're here. As our market and local food culture grows, so do the needs of our market - and our vendors! Each market season, we spend a few weeks editing and updating this handbook, to ensure we are clear on our policies, legislative requirements, and also our organizational culture, market vision, and our community.*

*As Calgary's only vendor & community operated Alberta Approved Farmers Market, we have taken your requests seriously and we are happy to announce that there has been an increase in flexibility for our full and bi-weekly vendors for away days since last outdoor season and that we are now sponsored by CJSW to the tune of 200 radio ads per year! They will also be involved in some at market programming this outdoor season that we are so excited to share with you. Though not a new development, we would be very excited to have you involved in market day programming and activities to help show off your skills to our customers. Should you wish to be involved in programming for the outdoor season please reach out to us!*

*Much of our handbook remains largely the same from last season, but we have made some minor changes that we hope you will appreciate. This handbook aims to support safe, fun, and sustainable markets with policies that lead to success for all of our vendors. Share this handbook with your staff, so they can refer to it as questions arise. Please reach out with any need for clarification.*

*Thank you and welcome to the 2020 Vendor Handbook!*

*Sincerely,*

*Your entire Market team!*

### **Market Location:**

cSPACE King Edward  
1721 29 Avenue SW, Calgary, Alberta  
*In the community of South Calgary/Marda Loop*

### **Contact:**

By email:

Market Manager: Tyla Cosgrove [farmersmakersmarket@gmail.com](mailto:farmersmakersmarket@gmail.com)  
Calgary Earth Market Society [earthmarketsociety@gmail.com](mailto:earthmarketsociety@gmail.com)

By Mail:

Box 395, 1721 29 Avenue SW  
Calgary, Alberta T2T 6T7

In person:

At the market during market hours, or by appointment (we do not maintain an office space).

## Introduction to the Farmers' & Makers Market at cSPACE

The Farmers & Makers Market (F&MM) is a vibrant, community-based year-round farmers market, established and operated by the Calgary Earth Market Society (CEMS) registered non-profit organization. The market is **certified as an Alberta Approved Farmers Market** by the Alberta Government, and is a member of the Alberta Farmers Market Association. We are Calgary's largest outdoor, community-based Alberta Approved Farmers Market, and one of only 3 that operate all year round.

The F&MM provides a weekly, direct connection to over 100 vendors with deep roots in Alberta and British Columbia, including local rural and urban farms, ranches, BC orchards, bakeries, food producers, craft breweries and cideries, and cottage craft artisans. The F&MM strives to maintain a year-round minimum 90% of vendors making, baking or growing their wares within 150 km of the market, and maintained a 94% local average for our 2018-19 year.

### *Our Vision: Feeding Communities and Culture*

We believe that local food and craft are foundational, tangible elements of our collective culture, and that communities connect and grow through experiencing and celebrating their local food, craft, and cultures together. We respect our differences, and celebrate the places we can connect, inspire, and create vibrant and sustainable communities together.

Every Saturday all year round, we are "Feeding Communities and Culture" through connecting our local makers, bakers and growers with shoppers and visitors from near and far; filling market baskets with the local bounty and creating an environment rich in cultural experiences accessible to all. In summer our 60 market tents, food trucks, live music, free children's activities and special market events take place on the grounds of historic cSPACE King Edward, an award-winning public cultural and arts hub. In the winter we move inside and fill 4 floors with vendors, provide weekly events and activities, and join the vibrant cSPACE cultural community of artists, educators and cultural organizations.

## The Calgary Earth Market Society

It all starts with a strong foundation, rooted in community. The Farmers & Makers Market at cSPACE is operated by the Calgary Earth Market Society (CEMS), a non-profit organization established in 2018 by vendors and community members for the express purpose of operating Alberta Approved Farmers Markets. The Market is managed by a Market Manager, under the direction of the CEMS Board of Directors

All successful Vendor applicants become active members of the Calgary Earth Market Society. Whether participating by providing excellent customer service and product at the market, providing feedback that informs and improves policy, participating in Market programming, special projects and events, or joining our Board of Directors, vendor and community Society Members are important contributors to the success and vibrancy of the market throughout the year and into the future.

If you are interested in joining our Board, would like to participate in another way, or have a special skill, expertise or connections to share, we look forward to hearing from you!

### **Our Strategy**

CEMS is a sustainable organization that invests in its vendors, employees and volunteers. This strong base allows us to lead growth in the local food system. For our vendors we attract shoppers to thriving marketplaces. We are committed to providing business development and support such as Incubator Booths for first-time vendors, educational workshops for vendors, a diversified shopper base and expanded selling opportunities; and provide meaningful at-market engagement opportunities for like-minded local food, arts, and cultural organizations throughout the year.

Learn more: Visit us at <https://www.farmersmakersmarket.ca/calgaryearthmarketsociety>.

## 2019/20 Market Schedule:

The 2019/20 Indoor Market runs Saturdays 10am - 1pm, October 19, 2019 - May 23, 2020 (closed December 28 and January 4 for winter break). There are a total of 30 indoor markets.

Our next Outdoor Market season runs Saturdays 10am - 3pm, May 30 - October 10, 2020. There are a total of 20 outdoor markets.

## Criteria for Vendor Selection and Governance for all Vendors

This information pertains to individuals and small businesses applying to become a vendor at the F&MM. It also serves as a reference for approved vendors seeking reminders about:

- Alberta Approved Farmers Market Program requirements
- Legislated requirements of vendors and products (permits, certifications, labelling, claims, etc)
- F&MM screening and vendor selection criteria
- Product category definitions and criteria
- The F&MM application process

The F&MM is committed to creating a diverse marketplace with the highest quality, locally-produced products available. We will not be bound to apply a particular set of selection criteria in every instance and reserves unconditional discretion to accept or refuse any individual or business as a vendor.

## Alberta Approved Farmers' Market Program Requirements

The Farmers & Makers Market at cSPACE is a certified by Alberta Agriculture and Forestry's Approved Farmers' Market Program and operates under a permit from Alberta Health Services, recognised as an Alberta Approved Farmers' Market under Part 3 of the Alberta Public Health Act Food Regulation. For more info, go to: [www.sunnygirl.ca](http://www.sunnygirl.ca) and [albertahealthservices.ca/assets/wf/eph/wf-eh-farmers-market-information-package.pdf](http://albertahealthservices.ca/assets/wf/eph/wf-eh-farmers-market-information-package.pdf)

It is the vendor's responsibility to ensure their products, practices and facilities meet legislative requirements. As acts and regulations are subject to change and interpretation, it is recommended that vendors consult with provincial and federal enforcement agencies on an ongoing basis to ensure compliance. It is the manager's responsibility to have a general understanding of the legislation, to request proof of compliance whenever necessary and to refuse vendors the right to sell their products if they do not comply with legislation. Failure to do so could result in loss of the farmers' market permit for the market and/or fines.

## Who can sell at the Market

Are you an Albertan selling Alberta products which you, an immediate family member, a staff member or a member of a producer co-operative have made, baked or grown? Are your products, wares, and customer service the highest quality? If so, you've come to the right place! The AAFM mandates that a minimum \*80% of vendors at the market must meet this requirement.



***\*At the F&MM our goal is 90% locally made, baked and grown, preferably vended by the maker, bakers, and growers themselves, to foster the most direct connection possible.***

Non-Alberta producers who make, bake or grow their products as well as those who offer resale items may supplement the market mix with those products **not available in Alberta**, and fall under the remaining \*\*20%.

***\*\*The F&MM limits out-of-province and resale Vendors to 10% of the market mix, and strongly discourages items from outside of AB, BC and SASK.***

Vendors reselling products that directly compete with products sold by Alberta producers are only allowed if the Alberta producers cannot meet customer demand. Out-of-province products must be clearly labelled as to their province of origin.

## Products Accepted at the Market

Locally made, baked and grown goods of the highest quality are our priority! Alberta Agriculture and Forestry indicate "local" as being within Alberta. At the F&MM, we strive for a minimum 90% of market items having been made, baked or grown within 150km of the market. Out of province produce and products not available in Alberta, and considered essential or beneficial to the market mix will be considered.

### Products that can be sold at an Alberta Approved Farmers' Market:

- Fresh produce, flowers and plants from rural and urban farms, home gardens, and commercial growers
- Raw meat or poultry (inspected and processed at a licensed abattoir), and products made from these
- Pasteurised milk and dairy products
- Baking from a home or commercial kitchen\*\*
- Preserves from a home kitchen: jams, jellies, pickles, fermented preserves\*\*
- Low risk-foods and beverages prepared in a home kitchen\*\*
- High-risk foods and beverages prepared in a commercial kitchen\*\*
- Alcoholic beverages made and bottled in an AGLC licensed facility
- Handcrafted items

***\*\*New food vendors and vendors adding food products must have these products and processes approved by our area AHS Public Health Inspector prior to final approval to vend. Please contact Jodie Dicks, Public Health Inspector, at [Jodie.Dicks@albertahealthservices.ca](mailto:Jodie.Dicks@albertahealthservices.ca) for more information.***

***Other than bite-sized samples, and foods prepared and sold from a Food Truck, the F&MM only allows ready-to-eat foods if entirely prepared and portioned offsite, and which do not require any form of preparation at the Market.***

### Products that cannot be sold at an Alberta Approved Farmers Market:

- Uninspected meat or meat products for human AND/OR animal consumption
- Raw milk or raw milk products for human AND/OR animal consumption with the exception of cheese made from unpasteurized milk that meets federal standards
- Home-canned food other than jam, jelly and pickles,
- Any food unless it is stored, displayed and transported in accordance with section 25 of the Public Health Act Food Regulation

- Home-prepared food unless it is protected in a manner adequate to prevent customer handling and contamination
- Foods containing one or more of the foods prohibited in the points above as ingredients
- Used, antique or flea market items
- Live animals, whether for sale or customer interaction
- Hatching eggs
- E-cigarettes, vapor cigarettes, or cannabis in any form
- ANY product that has not been approved in advance by the Market Manager

***The F&MM does not allow: out of country products, franchises, distributorships, or home-based businesses which vend products not made, baked, or grown in Alberta.***

## Certification and Permit Requirements for Vendors

**Food vendors** are required to provide current Food Safety and Sanitation Certification, or the AHS Home Study Course for Farmers Markets Certification in order to vend. Certification must be displayed at the Market.

***All vendors at the F&MM operate under the Market's Food Handling Permit, and abide by the restrictions of this permit. We do not accept individual vendor Food Handling Permits.***

**Alcohol vendors** are required to obtain a Farmers Market extension to their AGLC Class D license, and current ProServe Certification in order to vend. Certification must be displayed at the Market.

**Food Trucks** are required to provide current AHS issued mobile food vending permit and City of Calgary Issued

**Organic and other Certifications:** Vendors claiming organic or any other certifications for their products must provide a copy of current certifications. Certification(s) must be displayed at the Market. See next section.

## Product Labelling and Claims Requirements

**Food product** labelling is regulated by the Canadian Food Inspection Agency. Labels are a requirement for all prepackaged food items sold at the Market. It is the vendor's responsibility to ensure the accuracy of the information that appears on their labels. *The Market Manager has the responsibility to refuse vendors the right to sell items that are incompletely or incorrectly labelled.* The information which must appear on a food label is:

- Common name of the product
- Net quantity
- Dealer identity and principal place of business (mailing address)
- List of ingredients in descending order of proportion
- Durable life date if product has a shelf life of 90 days or less
- Allergen labelling
- Nutrition labelling - unless exempt
- Bilingual labelling – unless exempt

Refer to the Industry Labelling Tool at: <http://www.inspection.gc.ca>. Click on Food in the top bar to get a drop-down menu; select Labelling and



then select Food Labelling for Industry. Labelling questions should be directed to the Canadian Food Inspection Agency.

Labels are not required for items packaged at the Market, however allergens should be displayed at point of sale, and vendors must keep ingredient lists at their stall.

***As of Apr. 1, 2019, any product sold, labelled, or advertised as organic must be certified through a third-party certification body. This change is part of the [Supporting Alberta's Local Food Sector Act](#), aligning Alberta's requirements with federal organic requirements. Uncertified producers and processors that were previously marketing and selling products as organic within Alberta will now have to be certified to continue marketing and selling products as organic.***

**Bath, Body & Wellness (Cosmetics) product labelling** is regulated by the Canadian Government Food and Drugs Act and the Cosmetic Regulations, the Consumer Packaging and Labelling Act, the Hazardous Products Act and the Consumer Chemicals and Containers Regulations. Please refer to:

<https://www.canada.ca/en/health-canada/services/consumer-product-safety/cosmetics/regulatory-information.html>

**Textile Product Labelling** is subject to the Textile Labelling Act and the Textile Labelling and Advertising Regulations. Textile labels must contain fibre content and dealer identity information. Labels are required on all clothing. For more information, refer to the Guide to the Textile Labelling and Advertising Regulations. Available online at: <http://www.cb-bc.gc.ca/eic/site/cb-bc.nsf/eng/01249.html>

All meat, eggs, and dairy products must be labeled in accordance with provincial and federal laws.

***Product claims such as low-spray, no-spray, herbicide or pesticide free, etc. are ambiguous and not possible to prove or certify, and as such are not allowed at the F&MM.***

## Other Requirements for Vendors

**Vendor Liability Insurance:** All vendors are required by CEMS to have vendor liability insurance with minimum \$2,000,000 coverage, naming “Calgary Earth Market Society” and “cSPACE Projects” as additional insureds. **A copy of the insurance certificate must be provided in advance of first market date.**

**Equipment:** Other than for Incubator Booth Vendors, all vendors are required to provide everything they need to display and vend their wares, including tents, tables and equipment, and are required by the City of Calgary to ensure the following:

- Fabric material of pop-up tents and canopies must meet the requirements of CAN/ULC s-109M “Standard for Flame Tests of flame resistant fabrics and Films”.
- Tents must have a 25 lb weight securely affixed to the base of each leg. *We prefer 50 lbs per leg.*

**We strongly recommend vendors choose a commercial grade market tent that can withstand repeated use and exposure to weather extremes over many seasons. We use this specific model:** <https://www.costco.ca/Impact-Canopy-Sun-Shade-10-ft.-x-10-ft.-Pop-up-Canopy-Kit.product.100424003.html>

- No “open flame” cooking appliances are permitted in tents
- CSA (Canadian Standards Association) approved electrical powered cooking equipment, power cords, and heaters are permitted within a tent.

- We recommend vendors have a dolly to safely move their equipment into and out of the site.

## Signage, Product and Vendor Identification Requirements

**All vendors are required to display signs or banners identifying their farm/business name**, including location as possible. As a general rule, a-frames and freestanding banners are only allowed within the footprint of a vendor's stall space. Please note that freestanding banners are **not allowed** in the Indoor Market. Each booth space must prominently display a sign clearly identifying the farm or business name and location. Signs must be a minimum of 11" x 17" with lettering at least 3" high. Signs must be posted by the opening bell of the market day and remain posted until the market closes.

**Product names and prices must be clearly and obviously displayed**, ensuring that all products meet minimum labelling requirements as laid out in legislation. All products from outside of Alberta must be labelled with their province of production. All descriptions of products must be accurate and truthful.

**The F&MM provides each vendor with a "Sunnygirl" Distance to the Market sign**, unique to our market and proudly indicating just how local our vendors are, by indicating how many km from the market their products are made, baked or grown. The signs are designed to attach to a tent leg at eye level for the outdoor market, and to be displayed on the front of an indoor market table. The Sunnygirl logo is the official logo of the Alberta Approved Farmers Market Program, and is a symbol differentiating approved markets from non-approved, public markets.



## CEMS Policies for All Vendors at the F&MM

As a valued F&MM vendor, you and your staff are responsible for reading, understanding, and following market-level policies along with the regulatory requirements outlined in the previous section of this Handbook.

Knowing and following these rules helps keep the F&MM a vibrant and viable community asset with the highest degree of integrity, contributes to successful market days for everyone, and ensures the market maintains its operating status - we appreciate your cooperation!

In this section, you'll find policies specific to vending at the Farmers & Makers Market. If you have any questions about any of the information in this handbook, please contact the Market Manager: Tyla Cosgrove at [farmersmakersmarket@gmail.com](mailto:farmersmakersmarket@gmail.com).

## Requirements for acceptance

The following are requirements for all vendors who participate with the F&MM. CEMS and the F&MM reserve the right to deny any vendor application, prohibit anyone from selling at the market and/or prohibit any product from being sold at the Market.

### 1. Application and agreement

- All prospective vendors must complete and sign a F&MM vendor application and contract agreement each market season. Visit [www.farmersmakersmarket.ca](http://www.farmersmakersmarket.ca) to apply
- All prospective vendors must read the entire vendor handbook each season to ensure a full understanding of policies and updated materials.
- All vendors, returning or new, must submit an annual application fee with submitted applications. One fee includes application to two consecutive market seasons.
- All vendors must pay stall fees as determined by payment structure in advance of their first market date.

### 2. Product declarations

- Vendors are required to submit a complete list of all products they wish to sell, with prices by volume/weight/piece at the time of application. If products change seasonally, please indicate general periods of availability as possible. This document should be sent in PDF form.
- Before selling any products, vendors must have pre-approval from F&MM management.
- In order to add products to the original approved list, a vendor must submit proposed additions to F&MM in writing. Please add additional requested items to your original product list using stars to mark the products in question. Requested product additions must be submitted a minimum of 10 days before the vendor wishes to sell the product(s) at market.

### 3. Documentation and insurance requirements

- All vendors must provide the F&MM with copies of all relevant licensing and certification documents upon acceptance (i.e. liability Insurance, organic certification, Food Safety and Sanitation Certification, etc.). Documents may be submitted by mail, email, hand-delivery, or uploaded into the application form at the time of applying.
- All appropriate documentation must be available in the vendor's booth at market.
- The F&MM and the Calgary Earth Market Society are not responsible for any loss or damage incurred by vendors.
- Liability insurance naming "Calgary Earth Market Society" and "cSPACE Projects" as additional insured parties is required for all vendors (\$2,000,000 minimum).
- Upon notification of acceptance and prior to market attendance, a copy of the certificate of insurance must be provided. Again, documents may be submitted by mail, email, hand-delivery, or uploaded into the application form at the time of applying.

### 4. Farm, home kitchen, and production facility visits

- All farms, home kitchens, and production facilities are subject to a visit by F&MM staff or CEMS Director to verify information and practices.

## 5. Orientation meeting

- All new vendors are required to attend a vendor orientation meeting prior to each market season. This meeting will be at the end of May 2020. Exact time and date TBD. Indoor season orientations may be made by appointment with the Market Manager.
  - Provide F&MM with copies of all certifications prior to the start of their market season.
  - Display a copy of all certifying documentation in vendor stall while at market.

## 6. Vendor and Product Information

- Each booth space must prominently display a sign clearly identifying the farm or business name and location. Signs must be a minimum of 11" x 17" with lettering at least 3" high. Signs must be posted by the opening bell of the market day and remain posted until the market closes. All descriptions of products must be accurate and truthful.
- All items for sale must be clearly marked with the retail price. Prices may be posted on the product with an individual sign or posted as a list of prices on a large sign or board.
- The F&MM does not allow declarations regarding pesticide or chemical use that cannot be certified (e.g. "unsprayed," "no spray", "sustainably grown" and "pesticide-free"). This includes written and verbal declarations.
- All meat, eggs, and dairy products must be labeled in accordance with provincial and federal laws.
- All vendors must:
  - Provide F&MM with copies of all certifications prior to the start of their market season.
  - Display a copy of all certifying documentation in vendor stall while at market.

## 7. Vendor roster publication

The F&MM makes available the participating vendor roster on the F&MM website. Information about individual businesses, including websites is available to the public. This information is sourced directly from vendor applications

## 8. Employment practices

Suitable on-site sales personnel include family members or verifiable employees paid hourly, on commission, or by salary. Vendors are responsible for making sure that all persons working at their booths are familiar with and adhere to all market rules, regulations, and guidelines.

## 9. Limits on market participation

- **Approval of selling privileges** - F&MM's approval of selling privileges regarding specific products is always for a specified period and never exceeds one market season.
- **Category overlap** - Vendors whose products or practices place them in more than one category are subject to all requirements for both product categories.
- **Exclusivity with products** - CEMS does not extend exclusive rights to any one vendor to sell any one product. However, if the F&MM believes the number of vendors offering similar products is excessive, duplicate products may be denied entry. Exceptions to product approval are made on a case by case basis and are time sensitive.
- **Selling of business or Transfer of booth space** - Vendors may not sublet or loan stall space to others. If a vendor sells his or her business, stall space does not transfer to the new business owner.

The new owner must submit an application for review and meet all other criteria for acceptance. The F&MM does not guarantee acceptance.

## 10. Attendance

### Vendor “Away-Days” and Cancellations

- Once approved, vendors are obligated to pay for all scheduled market days, including “away days” indicated in the application, or those held for future use. There are no refunds.
- Vendors are expected to attend all scheduled market days, with the exception of “away-days” indicated at the time of application, and “away-days” held in reserve for future scheduling.
- To schedule an unused “away day” after the application period, vendors must provide the Market Manager written notice at least 14 days in advance of the market they will be away. Exceptions may be made on a case by case basis.
- Vendors in an emergency situation such that they cannot attend the market last minute, are asked to email the Market Manager in advance of Market opening if possible; or as soon as possible afterward.
- Vendors are allowed three (Full-time), or two (all others) per market season without penalty, more than this may result in a change of status as a “vendor in good standing”, and could result in suspension from the market for the remainder of the season.
- As the market does not close due to inclement weather, vendors are expected to be present and set-up on time unless otherwise communicated by the Market Manager.
- Vendor cancellations of market dates due to health, business failure, or other extraordinary circumstances will be taken into consideration regarding any fees due and other penalties.
- CEMS reserves the right to change the cancellation policy.

**An essential part of building a great market and strong relationships with shoppers is consistency of vendor attendance. The F&MM considers the reliability of each and every vendor to be of utmost importance and a key factor in providing good customer service. Absentee vendors negatively impact other vendors, and give shoppers a reason to shop elsewhere.**

## 11. Stall assignments

- Stall assignments are only guaranteed for Farmer/Grower vendors requiring extra space for reefer truck parking.
- All other stall assignments are subject to change each week depending upon the mix of vendors attending that particular day.
- Vendors are required to check the Market Map emailed each week in advance of the market to view their stall assignment for the week. Vendors are expected to arrive onsite knowing their location that week.

## 12. Additions to a vendor’s market season

- As space allows, additional market dates or stalls may be granted to a vendor in good standing during the market season. This would apply to a part time vendor wishing to attend more market days and to full time vendors wishing more stall space.

- Requests should be submitted in writing to F&MM for consideration.
- Additional market days must be paid for in advance.

### **13. Vendor Communication**

Email is the F&MM's primary method of communication with vendors. Please ensure you provide the Market Manager with current email addresses for both you and your staff.

Vendors are required to read weekly email updates from the Market Manager, which relate important information about each week's market including the market map with stall assignments for that week, safety or other operational updates, communications from regulatory agencies for vendors, along with information about upcoming at-market or non-market events and opportunities.

Email messages sent to the Market Manager after 5 pm on Fridays will not be read until the following Tuesday, other than emergency cancellation notifications. Due to the high volume of messages received, messages are prioritized and responded to according to level of immediate impact on upcoming markets. We thank you for your understanding, and will get back to you!

### **14. Workplace violence and discrimination prohibited**

The safety and wellbeing of F&MM employees, customers, volunteers, vendors and visitors is of utmost importance. Discriminatory or threatening behavior, both verbal and physical, and acts of violence at the F&MM market or by electronic means will not be tolerated. Hate speech or symbols and acts of discrimination are considered to be threatening and violent.

Any person who engages in this behavior shall be removed from the premises as quickly as safety permits and banned from the F&MM premises pending the outcome of an investigation. Subsequent to the investigation, CEMS will respond appropriately. This response may include, but is not limited to, suspension and/or termination of any business relationship, and/or the pursuit of criminal prosecution of the person or persons involved.

If you experience workplace violence at the market, please communicate with the market management as quickly as possible so the matter can be addressed.

## **Fees and Payment Procedures**

The following section addresses the fee structures for different sizes of booths by market season. Payment options, methods and policies addressing cancellations are also covered here.

### **Vendor Fees:**

- All applicants are required to pay a \$25 + GST (\$26.25) **application fee once annually**. This fee includes application to 2 consecutive market seasons.
- After acceptance and fee payment, the application fee covers your annual **Membership in the Calgary Earth Market Society (CEMS)**.

- Application fees for new vendors are due at the time of application, and are non-refundable.
- Application fees for current vendors needing to renew will be invoiced.
- All vendors are required to pay for all scheduled market days, whether they attend or not, and including 2 “away-day” allocations for Full-Time and 1 “away-day” allocations for Bi-Weekly vendors during the Indoor Season.
- Stall fees, plus GST, will be invoiced upon acceptance, and are due upon receipt.
- **All Fees are non-refundable.**

**Indoor Market Stall Fee Chart 2019/2020:**

	8.5’w x 7’d	8.5’w x 5’d	8.5’w x 3’d	6’w x 5’d
<b>Full-Time</b> (x30 dates)	\$40	\$30	\$30	\$30
<b>Bi-Weekly</b> (x15 dates)	\$50	\$40	\$40	\$40
<b>Incubator</b> 3 markets (includes 6’ table and handwash station)	NA	\$150 (3 markets)	\$150 (3 markets)	\$150 (3 markets)
<b>Christmas</b> 4 markets Nov 30, Dec 7, 14, 21	\$400 (4 markets)	\$300 (4 markets)	\$300 (4 markets)	\$300 (4 markets)
<b>Other: 4 - 15 dates</b>	\$75	\$50	\$50	\$50
<b>Other: 16 - 27 dates</b>	\$60	\$50	\$50	\$50

**Outdoor Market Stall Fee Chart 2020:**

Stall fees pay for standard 10’ x 10’ space only. Additional fees apply for electricity and parking. GST is extra. Stall-parking is limited to vendors requiring it for reefer access or high-volume storage.

	Fee per 10’ x 10’ stall space	Electricity per stall	Parking
<b>Full-Time</b> (20 market days)	\$800 (\$40/day)	\$160	\$175 (farm only)
<b>Bi-Weekly</b> (10 market days)	\$450 (\$45 per day)	\$100	n/a
<b>Incubator</b> 3 markets (includes tent, and electricity where required)	\$150	incl	n/a
<b>Other</b> 4 - 16 dates	\$50 per day	\$10	n/a
<b>Food Truck</b>	\$50 per day >10 days \$100 per day <10 days	n/a	incl.

## Payment Options and Methods

1. Application Fees for new vendors may be paid on our website (preferred), via Electronic Funds Transfer to [farmersmakersmarket@gmail.com](mailto:farmersmakersmarket@gmail.com), or by cheque in person or by mail; and are to be paid at the time of application.
2. Invoices for Stall fees, including application fees for existing vendors, will be emailed to vendors, and payment is due upon receipt. Fees may be paid via Electronic Funds Transfer (preferred) to [farmersmakersmarket@gmail.com](mailto:farmersmakersmarket@gmail.com), or by cheque in person or by mail.
3. Payment Option for Vendors Attending 15 or More Markets ONLY:  
  
Vendors attending 15 or more markets are preferred to pay the entire invoice at the time of invoicing, however vendors starting at the beginning of either season and scheduling 15 or more market dates have the option to pay in 2 installments for a fee of 10% of their outstanding balance after the initial payment. 60% must be paid at the time of invoicing, then 40% + fee on or before December 1st, 2019 for the indoor season and July 15, 2020 for the outdoor season. Fees may be paid via Electronic Funds Transfer (preferred) to [farmersmakersmarket@gmail.com](mailto:farmersmakersmarket@gmail.com), or by cheque in person or by mail.
4. All fees are subject to GST
5. Payments are due as outlined above. Vendors will not be permitted to vend without having paid.
6. Any vendors not paid 7 days before their first scheduled market may have their market dates removed from the schedule, and risk being placed on the waitlist.

## Market Day Logistics for Vendors

Market days are a bustling hive of activity! Our beautiful market site has unique requirements, some practical and some contractual with the venue, in addition to all the typical considerations for successful and safe market days. To ensure the best possible experience for everyone, and to minimize unexpected issues and potential hazards, the F&MM requires all market vendors and their staff to know and follow these logistical guidelines.

### First Point of Contact

Your first point of contact every market day will be the Market Manager or Assistant Market Manager, one of whom are on the market floor for the duration of every market. Please direct all questions, issues, or emergencies to one of them.

### Arrivals, Load-in, and Load-out

- The market site opens at 7:30 am for the Outdoor Market, and 8:00 am for the Indoor Market.
- Vendors are asked to arrive and unload from designated locations on the market site, move their equipment and wares to their market stall space, then remove their vehicles from the site before setting up so that the next vendors can have access.
- Vendors arriving after 9:30 am will not be allowed to set up, and will be considered to have cancelled.
- Vendors must be set up and ready for sales by 9:45 am.
- The market closes at 3:00 pm for the Outdoor Market, and 1:00 pm for the Indoor Market.

- Vendors must keep stall displays and signage set up until the closing bell.
- Tear down may begin after the closing bell, and vehicles can return to the site 10 minutes after closing.
- Vendors must clear the site as quickly as possible, and no later than 2 hours after market closing.

**Vendor Tip: Pack your vehicle for quick unloading, and bring along a dolly - just be sure to put it in last so it's the first thing to come out!**

### **Parking**

- There is **no vendor parking available** on site (other than vendors with a handicap permit , or for paid reefer truck parking for Farmers)
- Vendors must park at least 1 full city block from the market site, so that there is parking available for shoppers.

### **Stall Spaces and Equipment**

- Vendors are required to provide everything they need to set up and vend at the market, and to ensure it meets all regulatory safety requirements.
- Vendors are responsible for ensuring that booth set-up, equipment, back-stock, and all products do not pose safety hazards to anyone on premises.
- All equipment and wares must be kept within the stall footprint.
- Outdoor stall spaces are 10' x 10'
- Indoor stall spaces are various sizes, which must be indicated at the time of application by the vendor. Please see the Indoor Market application form for details.
- Indoor market vendors must ensure that their equipment, signage, and wares do not touch the walls adjacent to their stall space.

### **During the Market**

- Vendors must keep their stall spaces and surrounding area clean, tidy, and appealing in appearance.
- Vendors must accept cash, and should accept at least one payment card method. There is no cash machine onsite.
- Vendors must not leave stalls unattended. Your stall neighbour, the Market Manager, or a market volunteer can step in to assist for brief periods.
- Vendors are expected to keep their stall display set up until the closing bell. Vendors selling out of product must display a "sold out" sign and remain at their booth until closing.
- Before leaving the Market, all vendors must ensure that all litter, toothpicks, and other debris is removed from their stall space and surrounds.
- Vendors (and visitors) are not permitted to smoke or vape on the market site during set-up, market opening hours, or during tear down.

### **Water and Waste**

- Water for handwashing stations can be found inside the cSPACE building, on L1 (in the east end kitchen area, or west end housekeeping room), and on L4 (in the east storage room, or tenant kitchen)
- All water, wastewater, ice and wet refuse must be taken off site by the vendor for disposal at the end of the market.

- Onsite waste receptacles are for public use only. Vendors are required to take all refuse and recyclables offsite for disposal at the end of the day.

### **Electricity**

- Vendors needing electricity must indicate this at the time of application.
- Vendors at the Outdoor market will be required to pay a fee for access to an outlet, and will need to provide their own extension cords.
- Indoor market fees include electrical access.
- The number and type of electrical appliances must be pre-approved by the F&MM
- Vendors are not permitted to use electric heaters at the market, but are permitted to use small propane heaters with enclosed flame
- The use of generators is not permitted.

### **Pets in the Market**

- cSPACE is a pet-friendly site both indoors and outside.
- Vendors are not allowed to bring pets to the Market, nor to allow pets into food preparation/storage areas.

### **Washrooms and other Site Amenities**

- There are public washrooms throughout the cSPACE building, located on the west end on each level.
- The site is 100% wheelchair accessible, with an elevator inside the building that is accessed from the L1 north east door.
- There is a coffee shop onsite, open during the market hours
- There is no ATM onsite

### **Weather and Weather-Related Cancellations**

- The F&MM Outdoor market is an open-air event, that runs “rain, shine or snow”. Vendors are expected to be prepared for heat, cold, wet, wind, and even some levels of smoke!
- Our policy is not to close markets due to weather or atmospheric conditions unless we determine that it will be, or is evidently, unsafe for attendees. In general, brief periods of hail, high winds, and heavy rain will not result in market closure. However, should weather become extreme and unsafe during the market (torrential rain, damaging high winds, or lightning), we will always put safety first and announce a market closure.
- We rely on Environment Canada weather radar as well as other weather predictors to make the best decision for the safety of vendors and shoppers.
- Because weather forecasts change regularly, the F&MM is unlikely to close a market in advance. If extreme weather is predicted and a vendor chooses to cancel their market with less than 72 hours notice, the CEMS Board and Market Management will determine on a case-by-case basis whether to apply a penalty or not.
- Market management will communicate any market closure to all affected vendors with the most notice possible.

**In the event of an Emergency Closure** during a market day, and it is not safe to tear down (lightning, flying objects, etc), we recommend the following - if there is time. Otherwise, take your cash box and SHELTER INSIDE cSPACE immediately.

1. cover your wares, remove walls from your tent, and lower your tent as much as possible while still in place and weighted (to keep it from catching the wind)
2. grab your cash box and squares/terminals and get to SHELTER INSIDE cSPACE
3. AFTER the danger has passed, return to your stall to tear down/pack up.
4. *your things are replaceable, but you are not - please put your safety first*

### **Crisis Management and Other emergencies**

- Please report all potential emergencies or safety threats to on-site market staff immediately.
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## **Protocols for Vendor Grievances**

CEMS and the F&MM have an open door policy, and are fully invested in ensuring the best possible market experience for all vendors and visitors. We ask that all concerns and grievances are brought to our attention at the earliest opportunity for resolution, and that they not be aired publicly as doing so can cause unforeseen and permanent damages.

Please contact the Market Manager in person or via email at [farmersmakersmarket@gmail.com](mailto:farmersmakersmarket@gmail.com) as a first step. If the issue cannot be resolved at the market level, the manager will bring the issue to CEMS Board of Directors for final resolution.

## **Compliance and Enforcement**

F&MM and CEMS have established vendor and operating guidelines and standards, and have outlined regulatory requirements of legislating bodies, in this handbook to ensure that the market remains a viable community asset and meets the objectives of all stakeholders: consumers, vendors, and the Society.

CEMS, as the governing body of F&MM, its management and its designated agents will implement and enforce all guidelines, standards and regulations pertaining to the operation of Farmers Markets under its control in a fair and equitable manner.

CEMS and the Market staff reserve the right to determine and enforce remedial action(s) and impacts. A vendor may be removed or suspended from the Market or have selling privileges in a Market conditioned, modified, limited or revoked by the Market Manager and/or Board of Directors. Suspension is seen as a last resort.

In general, minor issues that are immediately correctable will be brought to the attention of the vendor for correction at that time. Minor issues that are not immediately correctable will be discussed and are expected to be remedied at the next opportunity by the vendor. Repeated occurrences of the same issue, or multiple occurrences of different issues, become more serious issues and may result in loss of selling privileges, or vendor suspension from the market.

Major issues such as violation of regulatory requirements and legislation, and any other actions, behaviours or occurrences that threaten the health and safety of anyone at the market, or negatively impact viability of the F&MM and/or CEMS, will be handled immediately, and be remedied as appropriate to the situation.

Remedies may result in immediate loss of selling privileges, immediate suspension from the market, and/or legal action if deemed necessary.

Vendors who receive a suspension will not receive a refund of fees, and neither the F&MM or CEMS will be held liable for any loss of vendor revenue.

## **Examples of Offences**

### **Safety and Security**

Booth or equipment are unsafe/hazardous  
Tent not fire-rated  
Insufficient/poorly attached tent weights  
Booth disassembly begun before closing  
Vendor vehicle in market area too late/early  
Unsafe driving in market area  
Electrical cords not covered

### **Product Guidelines**

Sale of non-approved items  
Selling resale or out-of-province items that directly compete with an Alberta produced product  
Pricing against market rules  
Selling poor quality product

### **Stall Space Guidelines**

Display items are outside of boundaries  
Insufficient trash receptacles present  
Stall space not kept clean  
Grey water/ice dumped onsite  
Stall space not cleaned at end of day

### Signage and Labeling

Business signage is unsatisfactory  
Certifications not displayed

False advertising/illegal claims  
Signage/display is blocking another vendor  
Prices not clearly identified  
Sunnygirl sign not displayed  
Product is not correctly labelled

### **Food Safety**

Offering samples without wash station  
Offering samples without Certification  
Food not stored at correct temperature  
Food not kept from contamination

### **General**

No show at a scheduled market  
Late arrival  
Selling before opening/after closing  
Smoking or drinking on market site  
Use of market site host garbage can  
Parking in lot or on city block  
Publicly disparaging vendors/products  
Unprofessional/discourteous conduct  
Illegal conduct  
Non-compliance with market rule/regulation  
Disregarding compliance request

The Calgary Earth Market Society and F&MM reserve the right to modify, alter, add, or delete items in this handbook as required by legislation or as decided by the Board of Directors.

## Quick list of Guidelines & Standards

Only approved products that are made, baked, grown, raised, or wild harvested by the approved vendor, and specifically approved resale products, can be sold at the Farmers & Makers Market at cSPACE.

It is up to each vendor to know and comply with the market rules, expectations, and requirements and legislation regulating the production and sale of their products at an Alberta Approved Farmers Market

The following quick-list should be read and understood by all vendors and staff attending the F&MM.

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1. Read the weekly vendor email and check the weekly map prior to market day each week.
2. If you must cancel, please do so with the most notice possible.
3. Prepare in advance for all weather
4. Be on time. Vendors arriving after 9:30am will not be permitted to set up.
5. On arrival, unload as quickly as possible from your designated drop-off zone.
5. Move your vehicle at least 1 full block from the market site, THEN return to set up.
6. Complete set up, and be ready to vend 15 minutes prior to market opening.
7. Display:
  - Business name and location prominently
  - Sunnygirl Sign prominently
  - All certifications: Farmers Market Home Study, Food Safety and Sanitation, ProServe, Organic, as applicable.
  - Ensure that product pricing is displayed in a clear and obvious way.
  - Label all out of province items with place of origin.
8. Not sell to the public before the specified opening time of the market day.
9. Sell only products that have been approved by F&MM and are of a quality that contributes to the positive reputation of both your business and that of the market.
10. No drinking alcohol or smoking on the market block.
11. Keep stall display clean and attractive throughout the day.
12. If you sell out, post a "Sold Out" sign, and remain at your stall.
13. Keep your stall set up until the closing bell.
12. Finalize sales activities by 10 minutes after the closing bell.
13. Pack up, THEN move vehicles back to the market area. Vehicles may be returned to the site 15 minutes after closing.
14. Take all waste, wastewater and recyclables offsite for disposal.
15. Once loaded, ensure your stall is free of all debris, and sweep if necessary.
16. Be clear of the market site as soon as possible after closing, and no later than 2 hours after closing.
17. Report any issues, concerns or site damage to the Market Manager as soon as possible.