



Vendor Handbook Summer 2019

Email Applications to: applytoFMM@gmail.com
Email application fees to: earthmarketsociety@gmail.com

Market Manager
Andrea Toth farmersmakersmarket@gmail.com

Calgary Earth Market Society
earthmarketsociety@gmail.com

2018/19 Board of Directors (of Feb 2019)

Mike Crape, Chair
Anne Kaufmann, Vice-Chair
Candace Brunt, Secretary
Treasurer, Open

Ilona Ciuniewicz, Director
Kris Vester, Director
Tamara Vester, Director

Introduction to the Farmers & Makers Market at cSPACE

Our year-round, Alberta Approved Farmers Market takes place at cSPACE King Edward arts & creatives hub in South Calgary at 1721 29 Avenue SW. As a true Farmers Market, our primary purpose is to provide shoppers a reliable and vibrant source to meet their weekly grocery shopping needs, locally and directly from our area's finest farmers and makers themselves. We accept just enough non-food local makers and artisans to offer market-goers lifestyle essentials and specialty items that add to the vibrancy of our market mix and which also support local agriculture and cottage industry.

We are Calgary's largest outdoor, community-based Alberta Approved Farmers Market, and one of only 2 which operate weekly indoors during the winter. In January 2019, we were nominated for "Best Farmers Market" in Calgary's annual Best of Calgary Survey, and will find out which of us takes home the title in March 2019. We are grateful to be recognised in our first year of operation!

Our Vision: Feeding Communities and Culture

We believe that food and craft are an intrinsic, tangible part of our culture, and that communities connect and grow through experiencing and celebrating their local food, craft, art, and cultures together. We respect our differences, and celebrate the places we can connect and build more sustainable communities together.

Every Saturday we're "Feeding Communities and Culture" through showcasing local food and artisan offerings, along with connecting shoppers to the artists, creatives, educators, cultural organizations and not-for-profit tenants inside cSPACE King Edward. Barrow Espresso operates a micro-cafe onsite year-round. In summer we are outside with 69 tents, food trucks, live music, free and meaningful at-market Kids Arts & Culture activities, and more. In the winter we move inside and fill 4 floors with farmers market vendors, and join the cSPACE resident community. Together, and at this amazing setting, offerings are a #foodartculturesmashup in the truest sense! More info on cSPACE at www.cspacekingedward.com.

Market Dates, Hours and and Location

Our summer outdoor Farmers Market runs **Saturdays 10am - 3pm, June 1 through October 12, 2019. We operate rain, shine or snow. There are a total of 20 days in the outdoor market season.**

Starting the Saturday after Thanksgiving, our market moves inside cSPACE, open Saturdays 10am - 1pm (TBD) until we move outside again for the summer. The market is closed for the Christmas Holidays. (Hours of operation and Christmas closure TBD for 2019/2020)

Occasionally, the F&MM will present a special event on a market day. This may result in extended hours, or an altered location for some or all market vendors. These events may also result in additional and interesting new opportunities for vendors and collaboration with the greater community. The Market Manager will provide at least 2 weeks prior notice in the event of extended hours or altered venue on special occasions.

IMPORTANT: The Alberta Approved Farmers Market Program REQUIRES:

Preference must be granted to Alberta producers who make, bake, or grow their products. Validated complaints will result in immediate loss of Approved Farmers Market status (market closure).

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. These vendors fall into the 20% category (10% at the F&MM).

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.

“FARMER FIRST” Policies - New for 2019!

In an effort to encourage Alberta’s primary producers who attend the Farmers & Makers Market (farmers, ranchers, growers, wild crafters, local foragers and nursery growers), and to generally strengthen and support the local food production sector for consumers, the F&MM is proud to adopt “Farmer First” policies this upcoming season.

Primary producers are given priority bookings over other vendors:

- Farmers are scheduled first before prepared food and craft.
- Preferred location and parking options for primary producer stalls.
- **Exceptions to Attendance Rules for primary producers:**

Farmers who need to cancel dates at the beginning of their season (i.e. crops are late) & at the end of their season (i.e. crops get early frost, drop off early), may qualify for an exemption from Attendance penalties, or may apply to add produce resales to augment their available product.



*To qualify for the Attendance Exemption in the winter season, vendor should be off for minimum 2 months before returning to market (for another crop or new planting).

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

Prepared food vendors will be encouraged to use locally-sourced raw ingredients in their products. All food service vendors must indicate at their stall/vehicle/food cart, their local farm suppliers.

Agricultural vendors will receive an opportunity to appear on the F&MM website.

Not A Farmer? Local makers, bakers & artisans who utilize F&MM Farm Vendor products in their making, baking, and hand-crafting are prioritized for acceptance, as are those who use Alberta-sourced inputs!

Fun Fact: Producer & product focus at all F&MM on-site market festivals & events will strive to drive consumer awareness and appreciation for LOCAL, and primary producers’ and local-supporting stalls.

Quick list of Guidelines & Standards

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

It is up to each vendor to know and comply with all Market expectations and regulations, laws, regulations and rules as specified by federal, provincial and municipal bodies, local health authorities and the certifying body the vendor belongs to or claims endorsement from.

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

1. Pay for booked stall spaces in advance of first market date.

2. If you must cancel, do so at least 72 hours before market day. See Section N: Cancellations for complete cancellation policy.

3. Read the weekly vendor email prior to market day each week

4. Arrive no less than 45 minutes and no more than 2 hours prior to the opening of the Market. Contact market staff in the case of an unexpected delay on market day.

5. Unload, remove vehicles from the market block, then return to set up.

6. Complete set up, including handwash station, utensils and supplies as required, and be ready to vend 10 minutes prior to market opening.

8. Display your business name and location prominently on a sign that can be read from at least 20 feet away.

9. Display Sunnygirl Sign prominently at eye level on one of your front tent legs.

10. Display proof of certification for organic, biodynamic, Farmers Market Home Study

Course, Food Handling and/or ProServe, as applicable.

11. Ensure that product pricing is displayed in a clear and obvious way.

12. Not sell to the public before the specified opening time of the market day.

13. 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.

14. Write and submit complaints to F&MM rather than airing them publicly at the market.

15. Refrain from drinking alcohol or smoking on the market block.

16. Finalize sales activities by 10 minutes after the closing bell.

17. Move vehicles back into the vending area no sooner than 20 minutes after the closing bell. Be clear of the market site within 90 minutes.

18. Complete and submit Vendor Report within 48 hours of market close.

19. Take all garbage off-site for disposal.

Guidelines and Standards

Market days at the Farmers & Makers Market at cSPACE are exciting, vibrant, and sometimes challenging. In order to ensure the most seamless, successful and equitable experience with the highest degree of integrity, the F&MM has established the following guidelines and standards. **Please familiarize yourself with them, as they are the basis for decisions concerning your participation in these markets. Your adherence is respectfully required.**

If you have any questions about the standards or guidelines, we invite you to contact the market manager. These guidelines are reviewed on an annual basis by staff and the Board. The Board reserves the right to suspend a vendor's participation in the F&MM after a specified number of recorded violations of guidelines and standards. Suspension is seen as a last resort, and there are no refunds provided for suspended vendors.

Market management reserves the right to make exceptions to any guideline from time to time.

Market Governance

The Farmers & Makers Market at cSPACE is a **certified Alberta Approved Farmers Market** under Alberta Agriculture and Forestry, and is recognised as such in Part 3 of the Alberta *Public Health Act* Food Regulation. Alberta Approved Farmers Markets are required to maintain a **minimum 80%** of the **vendors** are Albertans selling Alberta products which they, an immediate family member, a staff member or a member of a producer-owned cooperative or their staff have made, baked or grown. **Preference must be granted to Alberta producers who make, bake, or grow their products.**

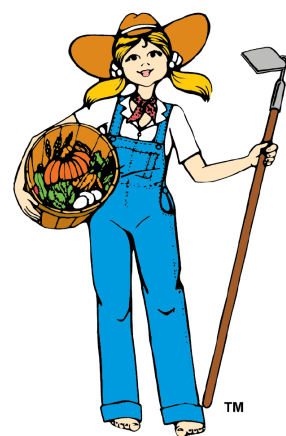
The F&MM strives to maintain a year-round **minimum 90%** of vendors making, baking or growing their wares within 100km of the market.

Vendors selling products not available at any time in Alberta, or not available to our market, and which are deemed essential to the market AND align with the Objects of the Society may be permitted at the discretion of the Board.

To maintain status, Alberta Approved Farmers Markets are required to ensure their markets and vendors operate within the program guidelines and also meet all applicable local, provincial and federal health and safety, labelling and licensing laws. More info can be found at www.sunnygirl.ca

The Calgary Earth Market Society (CEMS)

The Farmers & Makers Market at cSPACE is operated (sponsored) by the Calgary Earth Market Society (CEMS), a volunteer-operated not-for profit established in 2018. **Every vendor accepted to the market becomes a voting member of the Calgary Earth Market Society**, effectively making the Farmers & Makers Market at cSPACE the only vendor-operated Farmers Market in Calgary.



**Farmers'
Market**

Community supporters, and other members of the public may purchase annual memberships. All CEMS members are eligible to join the CEMS Board of Directors, a hands-on, working board currently comprised of Community supporters and market vendors. The Market is managed by a Market Manager, under the direction of the CEMS Board of Directors.

The objects of the Calgary Earth Market Society, and to which vendors subscribe are:

- Contribute to the economic viability of rural and urban small farms and local cottage industries by providing ready markets and creating long term opportunities for them to retail their products at a fair return.
- Provide consumers with a choice of quality, locally made, baked and grown goods in settings that allow them to interact directly with the individual producers and to thereby foster stronger connections between urban and rural dwellers.
- Provide viable and vibrant marketplaces which help create a sense of community in the urban neighbourhoods where markets are held.
- Help preserve rural communities and farmland by fostering sustainable small-scale agriculture.
- Serve as a practical and accessible medium for public education and mobilization around nutrition, agriculture, sustainability and food policy issues.

The 2019 Calgary Earth Market Society AGM and mandatory Summer Pre-Season Vendor Meeting is Monday May 27th, 6:30 - 9pm at cSPACE King Edward

The Calgary Earth Market Society Board of Directors and Market Management has developed the policies and regulations in this Handbook to regulate market operations and clarify participation in markets it organizes.

The F&MM and CEMS have the right to change, delete or modify its policies, procedures, standards and guidelines and reviews them seasonally with recommendations from the Society Members.

The governing body of CEMS, its management and its designated agents will implement and enforce all guidelines and standards pertaining to the operation of the farmers market under its control in a fair and equitable manner.

Applications and Approvals

We use the information contained in vendor applications, product review, vendor history, and other information sources when assessing and accepting vendors. This section explains our Market Values Alignment priorities, the Application Process, along with General and Category-Specific Guidelines.

All vendors must familiarize themselves with the **Alberta Approved Farmers Market Program Guidelines** (www.sunnygirl.ca), and are **responsible to know and comply with all legislation** pertaining to their type of product as required by Alberta Agriculture and Forestry, Alberta *Public Health Act* Food Regulation, Alberta Health Services, the City of Calgary, Alberta Liquor and Gaming Commission, the Food and Drug Act (FDA), the Consumer Packaging and Labelling Act, the CFIA, etc.

Market Values Alignment

Priorities

90% of vendors are Albertans selling Alberta products which they, an immediate family member, a staff member or a member of a producer-owned cooperative or their staff have made, baked or grown.

1. Local farms, makers and bakers representing their own Alberta-made products, made using Alberta inputs.
2. Local farms, makers and bakers representing their own Alberta-made products at the market.

No more than 10% of vendors include, in order of priority:

1. Local farms adding locally-sourced resales in the absence of direct vendors OR during shoulder seasons ensure business viability.
2. BC fruit growers representing their own products at the market.
3. Local farms adding BC-sourced resales in the absence of direct vendors or product.
4. Non-producing resellers in any category.

Balance of Products and Pricing

The Market has a balance of farms, prepared foods (ingredients for home preparation), baking, prepared foods and meals, beverages, craft, and ready-to-eat foods.

Locally-grown products and products made from locally-grown ingredients/inputs that support or enhance Alberta agriculture in a meaningful way are prioritized. ie: local ingredients in processed foods, local flowers/herbs used in soap-making, local fibers or plant-dyes for textile products, handmade kitchenware, produce bags, etc.

Products in line with CEMS objectives, and reflecting local seasonality of ingredients.

Product pricing reflects producer-to-consumer value (less than retail, more than wholesale), must not be greater than at other Farmers Markets, and should incentivise purchasing at the F&MM.

Vendors offer a selection of their products at price points considered to be accessible for the average person to purchase on a weekly basis.

Local vendors and products that are unique or new to our market and among Alberta Approved Farmers Markets in Calgary will be prioritized to enhance market differentiation.

Customer Service & Conduct

Farmers, makers and bakers vending personally at the market are prioritized over representatives and employees, to foster a connection between the vendor and customers.

Full-time attendance has priority over bi-weekly and occasional applicants. We do not accept drop-in vendors.

Vendors who do not attend another Saturday market are prioritized.

Courteous and knowledgeable at-market staff with strong customer service skills and a history of positive interactions with market staff, customers, fellow vendors and volunteers.

Timely submission of application, fees, required documentation and other correspondence.

Product Quality, Presentation & Safety

Consistently high product quality: fresh and flavorful foods, high quality materials and workmanship.

Clean, attractive displays with posted prices and signage per market rules, reflecting an artisanal aesthetic as opposed to trade show style display.

Food Vendors have passed the Farmers Market Food Safety Home Study Course.

Highest standards in safe food production, transport, storage, sampling, handling and labelling are evident and consistent.

Priority is given to packaging and serve-ware that reflects a waste-reduction ethos (i.e. reusable, returnable, compostable, etc.)

Diversity in the Market

We reserve the right to prioritize businesses that

directly support our vision of a healthy and sustainable food system.

Vendors are respectful in their interactions at the market, and do not publicly discriminate against, or encourage discrimination against other vendors or their products in any manner which could be connected to the F&MM or their participation in our market.

Vendor Seniority

Accepted vendors maintain seniority when the following is consistently demonstrated:

Commitment to their presence at, and the success of the market overall.

Compliance with market rules and all federal, provincial, and local regulations.

Billing and payment history is timely and according to fees and payment procedures.

Market attendance for all scheduled dates.

Professional, positive and congenial attitude and behaviour on market day.

The following products are not accepted:

Any products unless pre-approved by the F&MM

Products purchased from another F&MM vendor unless remade into a new product.

Used or flea items unless remade (upcycled) into a new product.

Nationally or internationally distributed products (ie: Tupperware, Watkins, Epicure, Scentsy, etc.)

Businesses operating under a franchise agreement.

Products containing cannabis in any form.

Applications & Approvals

A. Applications are available for download on the Farmers & Makers Market at cSPACE website at farmersmakersmarket.ca.

Completed applications and supporting documents may be submitted either:

- as pdf file attachments emailed to applytoFMM@gmail.com , or
- as hard copies mailed or delivered to “Market Manager, Farmers & Makers Market at cSPACE” #375 - 1721 29 Avenue SW

B. All applications must be accompanied by payment of the **application fee** in order to be considered. Application fees must be sent via EFT to earthmarketsociety@gmail.com, we do not accept cash.

C. Application fees are paid once annually, and cover 2 consecutive seasons (ie: summer market, and indoor market)

D. Vendors are required to submit a complete list of all products they wish to sell, with indicative prices by each or by volume at the time of application to F&MM. If products change seasonally, please indicate general periods of availability as possible.

E. All claims of “organic” must be supported with certification from an approved agency. No false or unsupported claims are permitted.

F. Vendors declaring use of locally-sourced ingredients/components in their Value-Added and Artisan products must include a list indicating the proportion of and the name of the farm, business or company each “local” ingredient is purchased from.

G. Detail and document any second party processor or co-packer information and activity. Products processed by a second party or a co-packer may be approved on a case-by-case basis.

H. Vendors of value-added foods and craft artisans are required to submit representative images of their products, packaging and labelling. Value-added food vendors may be asked to submit samples of their product for review.

I. Incomplete applications, or those not accompanied by the application fee will not be considered.

J. Shortlisted applicants will be contacted for further information, product approvals and schedule clarification.

K. Applications are subject to the approval of the Market Manager and the CEMS Board of Directors, who reserve the right to:

- a) to limit the number of vendors in any particular category.
- b) to limit the products sold by any vendor.
- c) to refuse any application without explanation.

K. Successful applicants will receive a welcome email with contract and invoice, and become Approved vendors after payment, signed contract and insurance received by the F&MM.

B. APPROVED VENDORS

1. Approved vendors are those who:

- ☐ are involved in the process of producing or vending approved products
 - ☐ have read the Vendor Handbook created by F&MM
 - ☐ have submitted a vendor application and paid the application fee
 - ☐ have provided all required documentation
 - ☐ have been approved to sell at the F&MM
 - ☐ have signed the Vendor Contract
- And who**
- ☐ have paid the vendor fees in full.

2. Approved vendors become voting members of the Calgary Earth Market Society, for a period of

one year from the date of approval.

3. The market's approval of selling privileges is granted to approved vendors, is always for a specified period and never exceeds one market season.

4. Approved vendors are otherwise referred to as the vendor of record. The market's approval of selling privileges is with the individual vendor of record, not the vendor business. Mid-season changes to the vendor of record will require a new application and approval.

5. Approved vendors are required to keep their vendor and product information up to date.

Any changes, including additions or deletions of products, product pricing, changes to market schedule or staff, or otherwise relevant to the vendors market activities must be communicated to and approved by the F&MM.

6. Products grown or produced at a location, or by an individual not identified on the application form are not eligible for sale. To sell as part of a group, please see Vendor Collectives (Section D). If you are a non-producer, see Resellers (Section L)

7. Approved vendors are subject to a farm or production facility visit by F&MM staff or Calgary Earth Market Society to verify activity practices.

8. Approved vendors must attend the markets at which they have been scheduled. In the absence of the vendor of record, in the case of emergency or prearrangement, immediate family or current employees may attend providing they are well versed in affairs of the farm/business and are able to answer a full range of questions posed by shoppers at the market. Proof of current employment may be requested (ie. timesheets, job offer letter) to prove status of employees who attend farmers markets.

9. It is the approved vendor's responsibility to ensure that their representatives at the market comply with all market rules and regulations.

10. No vendor may assign, sublet or sell their market stall to another vendor. Stall sharing is allowed if both vendors are present in the stall to represent their products. To learn more about the Stall Sharing program, please refer to Section E.

11. All approved vendors must carry a minimum of \$2 million liability insurance including product liability. Both the **Calgary Earth Market Society** and **cSPACE Projects** must be included as additional insureds. Submit proof of insurance prior to your first market date.

12. The F&MM, Calgary Earth Market Society and cSPACE Projects take no responsibility for losses or damage incurred by any vendor

13. There are no refunds at any time.

C. APPROVED PRODUCTS

1. Only approved products that are made, baked, grown, raised, wild harvested by the vendor, and those resold items expressly approved by the F&MM can be sold, displayed or advertised at the F&MM. Co-packing arrangements are not considered producer-only and therefore not allowed, except for farm vendors who have their raw product processed by a third-party processor.

2. If an approved vendor wants to sell a product not previously approved, they must submit a completed "New Product Request Form", and obtain approval from the Market Manager prior to selling. A jury may be required.

3. All products for sale need to meet the laws, regulations, and rules as specified by federal, provincial, and municipal bodies, local health authorities, the F&MM, and the certifying body the vendor belongs to.

4. Resale of purchased goods by vendors is strictly limited by the F&MM.

5. Promotional items such as buttons, stickers, tshirts, hats, mugs, and bags branded with vendors' name/logo get approved for sale by the Market Manager on a case by case basis.

6. Purchased gift boxes, containers, or purchased items that become part of the product for sale, must be approved by F&MM prior to their sale and must make up 20% or less of the total product price. Items that are meant to enhance the use/purpose of the vendor's product are not considered packaging and should not be included for sale. Packaging should be items that hold, wrap or protect the product only.

7. Quality products such as vine ripened, fresh produce, and high quality baked and prepared foods as well as professional level crafts are expected. Items offered as "seconds" are encouraged for sale but should be labelled and priced accordingly.

8. All items for sale at the market are subject to random sampling. Items may be removed from sale if they are not of reasonable quality and/or freshness as determined by F&MM.

Product additions: *Mid-season product addition requests must be submitted in writing at least one week prior to the date of requested sale. Product acceptance is at F&MM's discretion.*

D. VENDOR COLLECTIVES

1. Vendor collectives are open to all vendor categories except alcohol and Food Trucks, and include products within only one category.

(Ex: local farms selling their own products together with those of another local farm, artisans vending collectively, multi-farm collaborations, etc).

2. The number of vendor collectives is limited to 25% of the vendor category. For example, out of 20 approved farm vendors, up to 5 could be farm vendor collectives.

3. Each member of the vendor collective is required to apply individually, indicating the name of the vendor collective they are applying with, and pay their own annual application fee.

4. In addition to the individual applications, the vendor collective applicants will provide the following information:

- a) The benefits of working as a collective venture for both the applicants and the Market.
- b) The name of the member(s) who will attend the market.
- c) The name of the "coordinator" to be the main contact person for F&MM admin.

5. Each member's application will be assessed individually to ensure a balanced range of products is maintained at our markets. Only approved products are allowed for sale.

6. Each approved collective member becomes a vendor of record and carries the privileges and responsibilities of all F&MM vendors of record.

7. At least one producer in any collective is expected to be present at the Market, and this producer needs to be knowledgeable about the Approved Products including growing and production methods.

8. Vendors who leave their vendor collective group will have their seniority based on the number of years they themselves have sold at the F&MM, and not the number of years the vendor collective has sold at the F&MM.

E. STALL SHARING

1. Stall sharing is when two approved vendors share one regular 10x10 stall (not permitted in doubles or triples). F&MM has limited market space and allows stall sharing to help increase opportunities for vendors and product selection for shoppers.

Both stall share partners must be present at the market to represent their products on market day.

2. Why Stall Share:

- a) Share equipment & resources: bring one tent, share a wash station, cover each other's

washroom and food breaks and better yet - carpool!

b) Create a dynamic stall front: Functional stall sharing arrangements can increase the visual interest of your market display.

c) Both vendors receive a separate listing on the F&MM website vendor page.

3. Finding a Partner:

a) Vendors are responsible for finding their own stall share partner.

b) Vendors may stall share between categories.

4. Approval:

a) Stall sharing arrangements require prior approval by F&MM.

b) Both partners must be separately approved vendors before the partnership is considered.

5. Scheduling & Invoicing:

a) Each stall share identifies a coordinator to be the main contact person for F&MM admin.

b) Coordinators receive invoices and are responsible for making payments.

c) Payment between partners is determined between vendors and does not involve F&MM.

F. COMMUNITY SUPPORTED AGRICULTURE (CSA)

1. F&MM supports and encourages the creation and promotion of vendor CSAs. This includes bulk buying and loyalty card programs.

2. CSA pickups occur during market hours, and are for pre-registered members only.

3. Only product approved for sale at the F&MM, and by an active vendor of the F&MM can be promoted through CSA and picked up at the markets.

Category-Specific Guidelines

G. PRIMARY PRODUCERS

(FARM, GARDEN, RANCH, NURSERY, *WILD HARVEST/FORAGED)

1. F&MM welcomes a wide variety of growing methods to the Market. Please refrain from critical comments at the market about your fellow vendors. Negative or disparaging comments about another vendor's products, their growing methods or their pricing decisions are not in line with the professional behavior expected at the market.

2. Organic or biodynamic must be supported with the appropriate certification submitted to F&MM and displayed at your stall.

3. Farmers wanting to sell their products as "naturally grown" need to include notarized affidavit in their application stating that "at no time during the growing season or post-harvest handling of this commodity have any synthetic pesticides, fungicides, herbicides, or fertilizers, been used." In the case of animals, it should read, "at no time during the life of the animal have synthetic growth enhancers or medications been used."

4. Labelling or signage displaying growing methods of edible farm products is not mandatory, but when used, will follow these guidelines:

- a) Signage naming products as organic or biodynamic: must support these designations with prominently displayed certification documents at the front of your stall.
- b) Signage naming products as “naturally grown”: must prominently display a copy of the notarized affidavit supporting these statements.
- c) Farms and products that are not certified organic: must not display signage that includes the phrases “organic” or “organically grown” or “non-certified organic”.
- d) Products that include organic ingredients but that are not certified organic: may use the word “organic” when listing ingredients on product labels.
- e) The terms “no spray” or “spray-free”: are misleading and should not be used on signage or when speaking to shoppers about growing methods.
- f) Vendors who misrepresent non-organic products: risk receiving a rule violation or penalties levied by the Canadian Food Inspection Agency.

5. All other required permits and licenses must be submitted prior to vending AND be brought to the market and made available when requested. (Example: Food Safe Certificates, Letters of Confirmation)

6. Vendors wishing to sell prepared foods (any processing) must meet the requirements of all prepared foods (see Section H) at the market including having completed the [Farmers Market Food Safety Home Study Course](#) within the last 3 years (available at www.sunnygirl.ca).

7. Farmers wishing to sell prepared foods must have a minimum of 80% raw farm product for sale in order to qualify for a farm-designated stall. Exception: When value-added foods are made from product grown by the vendor (example: frozen, dried or juiced produce).

8. F&MM encourages all food handlers receive Hepatitis A & B vaccinations.

9. The Market Manager has the authority to ask that poor quality produce be removed. Vendors who repeatedly bring large quantities of low quality produce to sell at top quality prices risk having their ability to sell suspended. B grade product is encouraged but should be labelled as such and priced accordingly.

11. All farmers producing food (farm, dairy, meat and poultry) are subject to the requirements of the [Information for Farmers Market Managers and Stallholders](#) (available at www.sunnygirl.ca), and all other municipal, provincial, and federal legislation.

12. Eggs in a cooler require ice packs to maintain 4 degrees or below. Frozen meat or poultry must be maintained in a frozen, hard state at all times. Product that has thawed at any time cannot be re-frozen and offered for sale.

*****WILD HARVEST/FORAGED Special Considerations:**

1. Wild harvested products must be from AB lands.

2. Wild harvest vendors must provide signage (and labelling for packaged foods) listing all Latin and common names of the products they intend to sell.
 3. Wild harvest vendors must display a sign at point of sale declaring that wild products are not inspected by Alberta Health Services.
-

H. PREPARED FOOD & BEVERAGE

Before applying: Prepared food vendors should consult the [Information for Farmers Market Managers and Stallholders](http://www.sunnnygirl.ca) (www.sunnnygirl.ca) AND review their products and processes with our market area Alberta Health Inspector prior to applying.

1. Prepared food subcategories are: Bread, Sweet Baked Goods, Alternative Baking, Condiments and Preserves, Meal Makers, Meals, Candy and Chocolate, Snack Foods, Coffee & Tea, Other Beverages.
2. Vendors who sell prepared foods or sample edible products are required to have current certification of the [Farmers Market Food Safety Home Study Course](#) or certification in an AHS accepted Food Sanitation and Hygiene course. Certifications shall be displayed at the vendors stall.
3. Vendors at Alberta Approved Farmers Markets are **NOT LEGALLY ALLOWED** to perform food preparation at the market. This includes portioning of prepared foods, preparing, making, cooking or reheating foods at the market. **Exceptions to this rule are:**
 - a) Cooking, reheating, and/or portioning of bite-size samples.
 - b) Dispensing of hot or cold low-risk beverages from spigoted dispensers (pre-prepared in an approved environment).
 - c) Operating from an approved, licensed concession or Food Truck with a mobile food vending permit, portable or permanent handwash station AND approval from the Market Manager.
4. Vendors offering cold samples prepared and portioned offsite shall have a temporary handwash station, spray sanitizer and towels, and a waste receptacle at their stall, to ensure that food-service areas kept clean and sanitary.
5. Vendors preparing food samples (cutting, cooking, heating, assembling) shall have the above AND sufficient utensils such as tongs, knives, cutting boards, to ensure that preparation areas and utensils are kept clean and sanitary. Samples must be disposed of after 1 hour on display.
6. Disposal of grey water in the market area is strictly prohibited. Organics, recyclables, and general waste generated by the FSVs must also be taken off-site by the vendors

7. Prepared food vendors must attach labels to all prepackaged products. Labelling requirement details can be found [here](#) and include, at minimum:

- common name
- allergens
- net quantity
- nutrition labelling (for processed meats only)
- dealer name and address
- durable life date
- list of ingredients
- Storage requirements if not shelf-stable (ie: keep frozen, refrigerate after opening)
- bilingual labelling (if processed more than one municipality/county away from Calgary)

8. For items packaged at the market, labels are not required. However, allergens should be displayed at point of sale, and ingredient lists must be on hand. (For more specific information about prepared food labelling and allergens refer to the Canadian Food Inspection Agency website).

9. No false claims are permitted either in print or verbally. All claims must be supported as required by F&MM Management.

10. New vendors who have one retail location in AB (independent business, not franchise or chain, in business for 3 years or less) can be considered for space in at the F&MM.

11. Established F&MM vendors who open a retail location may continue as a vendor with F&MM for 3 years after the opening of their retail location.

Exceptions to this rule may be approved by the Market Manager and based on availability.

J. CRAFT

Craft vendors are talented artisans who make up a maximum of 30% of the stalls at any market. The F&MM prioritizes craft artisans and traditional cottage industries which support local agriculture (either in function or production), useable/wearable artisan made-goods, and consumables over fine art. 60% of your items must be priced under \$40. Please consider this guideline carefully before applying with the F&MM. It has been our experience that artisans with the majority of their product over this price point do not do well at our market and end up being disappointed as a result.

1. All craft products must be made in Alberta by the vendor who will be representing at the market.
2. All craft must be juried and accepted to be considered an approved product (photo representation)
3. Bath, body and personal care items are required to have the following package labelling.

- Product name
- net quantity
- dealer name and address
- durable life date, if applicable
- list of ingredients
- bilingual labelling (if processed more than one municipality/county away from Calgary)

4. Craft vendors are not required to complete the Farmers Market Home Study Food Safety course, however are expected to familiarize themselves with the Alberta Approved Farmers Market Program

K. ALCOHOL

1. Alcohol sold at the F&MM must be made in Alberta.
 2. Alcohol vendors are subject to the F&MM guidelines designated for all vendor categories.
 3. Alcohol vendors must obtain Farmers Market Authorization extension through AGLC, and abide by the guidelines of this authorization. Farmers Market Authorizations must be posted at the front of the vendor's stall.
 4. Vendor at-market staff must have ProServe. ProServe certificates must be posted at the front of the vendor's stall.
 6. Sampling alcohol at markets requires a temporary hand washing station. See Glossary for diagram.
 7. Market staff or volunteers cannot cover for alcohol vendors other than to watch over merchandise. No sales or sampling by anyone other than staff with "ProServe" certificates is allowed.
-

J. FOOD TRUCKS

All food trucks (FSV's) must be licensed with the City of Calgary and have a current Mobile Food Vending or Food Vending Permit.

1. At least 1 staff onsite must have current FoodSafe, or other approved Food Safety and Sanitation certification.
2. FSVs will be directed to their stall location by market management. Stall locations are not guaranteed from week to week or year to year.
3. We encourage FSVs to provide alternatives for those with dietary restrictions (ie. gluten free, organic, vegetarian, vegan). We also encourage those vendors participating in morning markets to provide a breakfast option, and snack or child-size portions.

4. FSVs are encouraged to provide drink options to complement their menu, preferably drinks made by the vendor or an approved VFM beverage vendor. Conventional soda-pop, energy drinks, and all beverages sold in non-compostable containers are discouraged.
 5. FSVs are to sell only the items described in their application or other items as approved by F&MM. Changes to menu offerings and prices require prior approval from F&MM management.
 6. Less waste is best. Compostable and reusable serve ware and food packaging is preferred.
 7. The area around the food service vehicle must be kept free of garbage and in good condition at all times. Constant monitoring of the area is required.
 8. Disposal of grey water in the market area is strictly prohibited. Organics, recyclables, and general waste generated by the FSVs must also be taken off-site by the vendors.
-

L. RESELLERS and OUT OF PROVINCE

1. The Alberta Approved Farmers Market Program strictly limits market participation by resellers and out-of province vendors:

Preference must be granted to Alberta producers who make, bake, or grow their products. Validated complaints will result in immediate loss of Approved Farmers Market status (market closure).

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. These vendors fall into the 20% category (10% at the F&MM).

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.

2. Within this context, to support the sustainability of Alberta Agriculture, and small farms and producers in general, the F&MM prioritizes Local Primary Producer requests to resell first, followed by BC Primary Producer requests, and finally Non-Producing requests.

3. The F&MM does not accept ANY products from outside Alberta, BC, or Saskatchewan.

General Policies

L. VENDOR ORIENTATION

All vendors are required to attend a vendor orientation meeting prior to each market season. This meeting is generally in early May.

Vendors joining the market after the orientation meeting will be required to arrange an individual orientation with the Market Manager prior to their first market day.

M. COMMUNICATION & REPORTING

The F&MM circulates weekly and occasional vendor updates by email to communicate market news, policy changes, sponsor news and other information relevant to our market community. Vendors are expected to read these communications thoroughly as they contain important and time sensitive information.

Other than at the Market itself, communication with the Market Manager regarding Market operations should be via email in order to ensure there is a record.

Gross sales reporting

F&MM recognizes the sensitivity around gross sales reporting by vendors but firmly believes collecting gross sales data by vendor category and publicly reporting combined totals prove F&MM's impact on, and value to the local food economy.

Total sales and shopper counts are critical measures of our collective success, and also assist in obtaining meaningful and necessary Sponsorship dollars that help fund market activities.

F&MM may request vendors submit anonymous, completed gross sales forms for each market day

attended and to represent themselves with honesty and integrity. In order to maintain the highest vendor confidentiality, the process for this new initiative is still to be determined, as we work to implement a system that is simple and maintains vendor anonymity.

SCHEDULING, PAYMENT & CANCELLATIONS

N. STALL ALLOCATION

1. Vendors will be scheduled using the following factors to determine number of dates:

- a) overall product mix and balance,
- b) number of spaces available and other physical limitations,
- c) consumer demand as determined by a staff person,
- d) timely receipt of application forms, documents and payment,
- e) vendor seniority if applicable,
- f) producer's history of compliance with Market guidelines.

2. The vendor's location, stall aspect and other factors of assigning a stall space shall be at the reasoned discretion of the F&MM. In making any determination in this regard, the staff member shall consider the following:

- a) The history of neighbouring vendors and their cooperation with each other,
- b) The maintenance of good product mix and consumer traffic flow,
- c) The benefit and disadvantages of placing select products next to each other,
- d) The quality of the vendor's display and presentation,

e) Specific equipment requirements, vendor preference or setup needs,

f) Market specific site restrictions as outlined in F&MM agreements with cSPACE.

3. Farm products will be given priority in stalls designated as “farm” and offering reefer parking options.

4. Seniority will not determine stall assignment or the assignment of extra-large stalls within a market.

5. Extra-large stalls and stall locations are not guaranteed from year to year. Allocation is at the discretion of the market manager.

O. CANCELLATIONS

An essential part of building good custom with shoppers and a strong and successful market is consistency of vendor attendance. We approach attendance with the shopper in mind, and consider the reliability of each and every vendor to be of utmost importance and a key factor in providing good customer service. Absentee vendors give shoppers a reason to shop from a different, more reliable venue, which negatively affects sales of fellow market vendors and the reputation of the market overall.

1. Vendors are required to attend all scheduled and paid market days. Exceptions may be made for seasonal delays/season ends for farmers.

2. Cancellations for any reason other than emergency are not accepted. Eg: serious contagious illness, “acts of God”, etc. **There are no refunds.**

3. In case of an emergency cancellation, notice must be given by emailing the Market Manager who will confirm the message has been received. Do not assume your message has been received if you don’t receive a confirmation.

4. Cancellations or changes of dates are to be processed through the Market office only. Date swapping between vendors is not allowed.

4. Cancellations will result consequences from a Notice of Violation being issued to being expelled from the market:

Cancellations with notice: Will result in 1 pt Notice of Violation. Two within a calendar year will mean forfeiture of future market dates and could jeopardize the vendor’s long-term relationship with the market.

Cancellations without notice (i.e. no-shows): Will be subject to a No-Show fee of \$50.00 and a 3 pt. Notice of Violation. Two within a calendar year will mean forfeiture of future market dates and could jeopardize the vendor’s long-term relationship with the market.

***Emergency cancellations made by phone/email on market day will be subject to a \$50 fee until the vendor provides corroborating evidence of emergency circumstance to explain the reason for their absence. Exemptions to Notice of Violation will be made on a case-by-case basis.

5. Vendors cancelling or no-showing to attend another market, or who cancel at the F&MM instead of another scheduled market, will be expelled. There are no refunds.

6. Vendors arriving within 30 minutes of market opening will not be allowed to set up, and will be considered to have no-showed that market day.

7. Vendor cancellations of market dates due to prolonged health issues, business failure, or other extraordinary circumstances will be taken into consideration regarding any fees due and changes in vendor status.

8. F&MM and CEMS reserves the right to change the cancellation and attendance policy.

Market Day Safety and Logistics

All vendors and at-market employees are responsible for reading and understanding F&MMs rules regarding product safety, market safety and market day requirements.

P. STALLS & SET UP

Vendors are responsible for ensuring that booth set-up, equipment, back-stock and all products do not pose safety hazards to anyone on premises. This includes the general public, other vendors, market staff etc.

Stall spaces will normally be a minimum of 10' x 10', or such width and depth as permitted by the Market venue as determined by the Market Manager.

Booth pop-up canopies and tables

Vendors are required to supply their own 10' x 10' pop-up canopy (**commercial grade, certified fire resistant CAN/ULC-s109**), tables and table coverings. Tents and tables must not be a hazard to the public or other vendors.

Stall display and goods are to be confined to the 10' x 10' footprint, and shall not infringe physically or visually on another vendor's space.

Weights

All pop-up canopies are required to have weights (minimum 25 pounds each) securely attached to each leg. This rule is strictly enforced for every market day, no matter the predicted, perceived or actual weather.

Signage

Vendors are required to prominently display their business name and location, and their Sunnygirl Sign. Prices must be prominently posted

Freestanding tradeshow banners are discouraged, and are only allowed in the back half

of the stall space, so as to not block the view to other vendors stalls and products.

Vendors may be granted permission to display one (1) A-frame sign no larger than 6 sq. ft. outside their stall space, provided it does not disrupt foot-traffic, and at the discretion of the Market Manager.

Q: PARKING

There is no onsite vendor parking at cSPACE, either in the market or onsite in any way. All vendors are required to park at least one full city block away from the venue after unloading.

The Board of Directors may approve a limited number of Farm and Food Vendors to have their vehicle in their stall space as long as it is required for vendor sales during the market and does not interfere with overall Market operations. An extra fee will be charged in this circumstance.

R. FOOD SAFETY & SAMPLING

See Alberta Health Services and the Alberta Approved Farmers Market Program at www.sunnygirl.ca for detailed requirements regarding sanitation and sampling.

Fresh fruits and vegetables may be displayed in open air, but they must be stored off the ground by using impervious plastic tubs or setting empty containers under those holding the produce. Potentially hazardous perishable foods stored, displayed and offered for sale must be packaged and refrigerated at or below 6C if eggs, 4C for refrigerated foods, and -18C for frozen foods.

Vendors are required to have a calibrated thermometer on-site to gauge and demonstrate temperature.

Any questions regarding safe food handling should be directed to Alberta Health Services food safety specialists.

Vendors providing product samples must comply with AHS regulations governing Farmers Market sanitation and health issues. See www.sunnygirl.ca in the Vendors section.

Vendors providing samples must use a temporary hand washing station and comply with all AHS food safety guidelines. All sampling must be contained within the vendor booth.

Vendors who sell or sample a product that produces trash must have a trash receptacle accessible to customers.

F&MM encourages sampling practices that minimize and eliminate waste whenever possible.

S. TRASH & GREY WATER

All trash, recyclable storage waste and grey water **generated by vendors** must be removed at the end of the day for off-site disposal. On-site trash receptacles are for use by shoppers only, other than the emptying of waste bins provided by vendors for shopper sampling waste.

Before leaving the market, all vendors must sweep their stall spaces ensure that all litter, toothpicks, produce, and other product debris is removed. Spills must be cleaned, and the site left as it was found at the start of the day.

T. ELECTRICITY

Any electrical equipment must be pre-approved by

F&MM. Generators are not allowed.

Vendors approved to use electrical power are responsible for providing their own extension cords and mats to cover all portions of the cord.

U. WORKPLACE VIOLENCE PROHIBITED

The safety and wellbeing of F&MM and cSPACE employees, customers, volunteers, vendors and visitors is of utmost importance.

Threatening behavior, both verbal and physical, and acts of violence at the 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 F&MM premises pending the outcome of an investigation. Subsequent to the investigation, F&MM 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 or electronically in relation to the market or your market activities, please communicate with the market management as quickly as possible so the matter can be addressed.

V. WEATHER-RELATED CANCELLATIONS

The F&MM is a rain, shine or snow market and our policy is not to close markets due to weather unless determined by the CEMS Board to be hazardous to health. Vendors must be prepared

to attend and vend in all weather.

Vendors are expected to anticipate wind, hail, rain, extreme heat, dust, smoke, snow and freezing temperatures as occur in Calgary, and to ensure that their market canopy, equipment and displays can withstand these circumstances. Most weather in Calgary is transitory and will change through the course of a single market.

- We rely on the Environment Canada as well as other weather predictors to make the best decision for the safety of vendors and shoppers.
- If the Board decides to cancel a market, Market management will communicate any market closures to all affected vendors with the most notice possible.
- Vendors choosing to not attend a scheduled market due to inclement weather when the market has not been officially closed, will be deemed to have officially “no-showed”.
- There are no refunds for weather-related market closures.

X. VENDOR CHILDREN AT THE MARKET

Vendors are welcome to bring their children to the market **provided that** their children do not disrupt the course of business, such that:

- a) the presence of children negatively affects the shopper experience, market business, other vendors, cSPACE tenants, or the reputation of the F&MM.
- b) the vendor is unable to attend to customer needs promptly and thoroughly.
- c) children engage in behaviour that puts themselves or another in danger.

Please note that during the indoor market, there are no spaces for children to be for any meaningful period of time, other than within the confines of the vendor stall space. Children of an age and maturity to be unsupervised, and who conduct themselves in a manner befitting a place of business, are permitted to use common spaces.

Y. PETS AT THE MARKET

Visitor pets are allowed at both outdoor and indoor F&MM markets, and are also welcome inside cSPACE year round provided that:

- a) Pets must be kept on a short leash, be kept under control, and by the owner's side.
- b) Dogs are to be are friendly with other dogs and people.
- c) Owners are considerate of those who do not wish to be in contact with dogs or other animals.
- d) Owners clean up after pets.
- e) F&MM reserves the right to request that owners remove pets from the market.
- f) Pets are never allowed within vendor booths or in any foodservice area at the market.

Z. SMOKING & VAPING

The F&MM and cSPACE are non-smoking, non-vaping venues. This includes sidewalks adjacent to the market and the parking lot.

Market Day Operations and Requirements

AA. ARRIVAL & DEPARTURE

Vendors may arrive on site on market days after 8:00 am, but not later than 9:15 am, depending on the Vendor's set-up needs and final stall location, to ensure set-up is completed by no later than 9:50 am.

Vendors shall unload their vehicle in a timely manner, to allow other vendors access to the unloading areas. Once unloaded, and before 9:15 am, vendors are required to move the Vendor's vehicle(s) at least one full block from the market location.

Vendors are expected to contact the market manager in the event of an unexpected delay in arriving for set up on market day. Vendors arriving after 9:30 am will not be permitted to set up, and will be considered to have no-showed for that day.

The Market Manager will open each Market at 10:00 am. No early sales are permitted.

Vendors are to remain set-up until the market closing bell, at 1:00 pm for the indoor market, and 3:00 pm for the outdoor market.

Vendors shall cease sales to market visitors sharply at closing, but may trade or sell with other vendors while packing up.

Vendors are expected to leave the site as it was found at the beginning of the day, including sweeping and spot cleaning as necessary, and be entirely packed up and have vacated the site within 1.5 hours after the closing bell.

In the event a vendor has inadvertently caused damage to the site, site fixtures or the property of others, the vendors will inform the Market Manager immediately.

BB. DURING THE MARKET

Vendors shall keep their stall spaces and surrounding area clean, tidy and appealing in appearance.

Vendors must accept cash, and at least one of credit or debit cards. There is no cash machine onsite.

Vendors shall not leave stalls unattended, or under the supervision of persons under 14 years of age, other than a family member; Liquor vendors shall not leave stalls under the supervision of persons under 18 years of age.

All vendors are expected to conduct themselves in a professional and ethical manner during Market hours. Expected conduct includes proper attire, attitudes and business practices that positively reflect on the reputation and values of the Market and create an enjoyable experience for the customers. Offensive or disruptive conduct is prohibited.

Food vendors are required to follow the Information for Farmers Market Managers and Stallholders from Alberta Health Services available from Alberta Health Services, and carry and keep copies of at their stall of any and all required permits (eg: Food Safe, ProServe, Farmers' Market Food Safety Home Study Course Certificate, Mobile Food Vending Permit, etc).

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.

Vendors are required to comply with the Values, Rules and Requirements of the Farmers & Makers Market at cSPACE, and the Objectives and Bylaws of the Calgary Earth Market Society.

Issues and Concerns

CC. NON-COMPLIANCE WITH F&MM GUIDELINES AND STANDARDS

F&MM and CEMS have established Guidelines and Standards to ensure that the market meets the objectives of all the stakeholders: consumers, vendors and the Society. The governing body of F&MM, its management and its designated agents will implement and enforce all Guidelines and Standards pertaining to the operation of Farmers Markets under its control in a fair and equitable manner.

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

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

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

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

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

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

3. Upon a third offense, or the accrual of three rule violation points, the vendor will receive a rule violation notice and lose their privilege to sell at the Market on their next scheduled date.

4. Upon a fourth offense, or the accrual of three rule violation points, the vendor will receive a rule violation notice and lose the privilege to sell for the remainder of the season.

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

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

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

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

If the vendor challenges the action taken by the appointed committee in court, the challenges shall

be limited to raising only those issues raised at the meeting or in written correspondence delivered to the committee prior to the meeting.

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

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

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

12. If a situation arises where a Market Manager determines that an immediate suspension of a vendor's opportunity is necessary to preserve the health, safety or welfare of the market customers, other market vendors, market staff, volunteers, or the public, the staff person may suspend a vendor's opportunity to sell. Such suspension shall be effective immediately and is indefinite.

Suspended vendors may submit a written request to appeal a decision of suspension. Thereafter, the meeting procedures detailed above shall be followed.

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

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

DD. PRODUCT CHALLENGE

Please ensure the basis of your challenge is

factual rather than a misunderstanding. Any claim, factual or otherwise, made publicly could be subject to charges of slander or harassment. Protect yourself while protecting the integrity of the market; do not air these concerns publicly.

We encourage you to talk to the Market Manager to discuss your concerns prior to submission.

Submitted Challenge Forms will be taken seriously by the F&MM and Board.

1. Product Challenges may be made for suspected misrepresentation of product by Vendor. Vendors can submit a written Product Challenge Form when they believe another Vendor is misrepresenting his/her product. This form (Appendix B) is available from staff at the F&MM market booth. Because of their sensitive nature they must be returned directly to the Market Manager.

2. A Product Challenge must be signed by the person bringing the challenge and should be supported by physical and verbal evidence of the suspected violation. The Product Challenge must be made on the day of, or within the week, the violation is observed; challenges alleging wrongdoings on past occasions will not be accepted.

3. There is a \$50 filing fee, which can be shared by a group of Vendors. This fee is returned to the Challenger if the claim is verified.

4. The Vendor receiving the Product Challenge must respond to the challenge in writing. Failure to admit or deny a challenge may result in a determination that the challenge is valid.

5. The Market Manager, Board Director, or a qualified inspector, will conduct a visit to the vendor's place of operation in a timely manner to make a determination on the Product Challenge.

6. If the Vendor is found in violation, the Vendor may be fined, suspended or removed from the Market at the discretion of the Operations

In Summary:

1. Address your concerns directly with the appropriate person involved (market administration or vendor).
2. If you need help resolving an issue you can contact the Market Manager in writing.
3. They will support you in resolving the issue.
4. If issue remains unresolved, the Market Manager will consult with the Board Chair (if they haven't yet been involved).
5. After an issue is resolved, your annotated written concern will be kept on file with the F&MM.

APPENDIX A: NOTICE OF RULE VIOLATION



Farmers & Makers Market at cSPACE - Notice of Rule Violation

Date: _____ Time: _____

Market Rep: _____ Vendor: _____

Issued to: _____

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

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

Safety and Security

- ☐ Booth or equipment are unsafe/hazardous (2pt)
- ☐ Tent not commercial grade & fire certified (2pt)
- ☐ Booth disassembly begun before closing (2pt)
- ☐ Vendor vehicle in market area too late (2pt)
- ☐ Unsafe driving in market area (2pt)
- ☐ Electrical cords not covered (1pt)
- ☐ Insufficient/poorly attached tent weights (1pt)

Product Guidelines

- ☐ Sale of non-approved items (4pt)
- ☐ Resale of items that directly compete with an Alberta producer (4pt)
- ☐ Pricing against market rules (2pt)
- ☐ Selling poor quality product (1pt)

Stall Space Guidelines

- ☐ Display items are outside of boundaries (1pt)
- ☐ Stall set-up is substandard (1pt)
- ☐ Sampling is outside of stall boundaries (1pt)
- ☐ Insufficient trash receptacles present (1pt)
- ☐ Trash not removed/stall space not kept clean during market (1pt)
- ☐ Grey water/ice dumped onsite (1pt)
- ☐ Trash not removed/stall space left messy/unclean at end of day (\$50 fine) (2pt)

Signage and Labeling

- ☐ Business signage is unsatisfactory (1pt)
- ☐ Certifications not displayed (1pt)
- ☐ Inappropriate growing method signage (2pt)
- ☐ Signage is blocking another vendor (1pt)
- ☐ Prices not clearly identified (1pt)
- ☐ Sunnygirl sign not displayed (1pt)
- ☐ Product is not correctly labelled (1pt)

Food Safety

- ☐ Offering samples without wash station (2pt)
- ☐ Offering samples without Certification (1pt)
- ☐ Food not stored at correct temperature (1pt)
- ☐ Food not kept from contamination (1pt)

General

- ☐ Emergency cancellation, with notice (1pt)
- ☐ Emergency no-show, no-call (\$50 fine) (3pt)
- ☐ Cancelling (non-emerg); or now-show to attend another event or market (4pt)
- ☐ Selling before opening (1pt)
- ☐ Late arrival (1pt)
- ☐ Smoking or drinking on market site (1pt)
- ☐ Use of market site host garbage can (1pt)
- ☐ Parking in lot or on city block (1pt)
- ☐ Publicly disparaging vendors/products (3pt)
- ☐ Unprofessional conduct risking market reputation (3pt)
- ☐ Non-compliance with Market Manager directions (2pt)
- ☐ Other (1pt) _____

Non-compliance is handled as follows: Each infraction is given a point value. Points will be calculated per season.

One Point = written warning

Two Points = written warning

Three Points = written warning and loss of right to sell at next market, forfeiture of fees paid.

Four Points = loss of right to sell at F&MM for the remainder of the season, forfeiture of fees paid.

POINTS THIS NOTICE: _____ SEASON: _____

APPENDIX B: PRODUCT CHALLENGE FORM

**Farmers & Makers Market at cSPACE
Product Challenge Form**

F&MM % Calgary Earth Market Society
#375, 1721 29 Avenue SW, Calgary, AB T2T 6T7
www.farmersmakersmarket.ca

Vendors can submit this challenge form when they believe another Vendor is misrepresenting their product. There is a \$50 filing fee (which can be shared by a group of Vendors). This fee is returned to the challenger(s) if the claim is verified. Please submit this form directly to the Market Management on the market day or within one week of the market during which the alleged violation occurred. F&MM will not reveal the challenger(s)' identities to anyone.

Name of the Vendor about whose product you are inquiring:_____

Specific product(s) about which you are inquiring:_____

Market date and approximate time at which the product was being sold:_____

Please state the specifics of the violation. Provide evidence that supports your challenge:

Your name, business name, addresses and phone number:

Signed and Date: _____