

Rules of Operations



UPDATED MARCH 24, 2022

While provincial health orders regarding COVID have been relaxed, let's continue safe practices: providing hand-washing/sanitizing facilities and increasing cleaning and disinfection.

COMMUNICABLE DISEASE GUIDELINES:

If you are ill or any of your staff is ill, you should NOT attend the market.

Customers who are ill should also be advised to not enter the farmers' market area.

MASKS: Masks are optional

1. PRODUCTS: ALL PRODUCTS FOR SALE AND DISPLAY at the market MUST be pre-approved by the market manager, through the application procedure, following the “**locally made, baked or grown**” main criteria. All products for sale at the market **must meet the federal, provincial and local regulations**, and must be clean, well made and of good quality. Product acceptance and vendor approval may be reevaluated at any time by the Market manager, Vendor Selection/Operations Committee and/or the CFMS Board of Directors.

Vendors are ONLY allowed to sell at the market:

- fresh fruits, vegetables and eggs
- frozen pre-packaged meats and frozen ready-to-eat pre-packaged foods (e.g., pies, samosas, meals)
- home-prepared low risk foods; higher risk foods prepared in an approved facility
- locally handmade arts, crafts, pottery, body products, soaps, hygiene products
- pre-packaged non-alcoholic beverages;
- liquor only in sealed retail containers;
- take-away meals from food carts and food trucks
- edible plants and seedlings

2. SET UP AND TAKE DOWN:

All vendors MUST follow the setup guidelines for each market. The setup guidelines are tailored for each market location and/or special events. Vendors will receive setup guidelines by email before the market date.

Set Up TIMES:

Vendors should arrive at minimum 30 minutes before market start

Vehicles should be removed by 15 minutes before market start

TRAFFIC FLOW: Vendors must park vehicle as close to the assigned stall as possible always ensuring that there is a through lane for other vendors to get by. Vendors will Unload/Load as quickly as possible, and park vehicle outside of the market area. Vendors will be respectful, patient and careful with fellow vendors when moving your materials and vehicle.

TAKE DOWN: Vendors must stay in their booth until the close of the market.

Vendors must not park or move a vehicle into to the market area before the market is closed.

Vendors must wait 10 minutes after close before bringing in a vehicle to load.

This ensures that shoppers have cleared the area and that Vendors have had time to take down BEFORE bringing in a vehicle.

Vendors should vacate their space within 45 minutes of market closing.

IMPORTANT:

→ You should FIRST take down your booth, pack your belongings and then bring your vehicle to the market area. Remember to allow patrons (especially elders and kids) to exit in safety.

ROADWAY TRAFFIC

*All Vendors Must adhere to One Way Traffic on the roadway

*BARRIERS will remain in place with signage (No Street Traffic) at BOTH ends of the Market Area until One Hour after Market Close.

*Paid staff and designated volunteers are responsible for enforcement of traffic guidelines. Safety vests are mandatory for barrier positions.

*** At No Time are vendors to be directing, assisting or enforcing traffic on the Market Site.

3. YOUR SPACE: The CFM will provide you with a designated space in the market. **Do not place any items outside of your designated space.** This will be strictly enforced.

COVID EXCEPTION: An empty table may extend beyond your space to provide a Covid barrier. It must not extend so far as to impede traffic.

You must bring everything you need to set up your stall (table, chairs, signage, floats, etc). Extra stall space and/or access to power may be available at additional cost.

Communicable Disease Guidelines:

- Vendors must implement enhanced frequency of cleaning and disinfection of high touch surfaces within the market. Please bring hand sanitizer and disinfecting

spray for wiping tables and POS system between customers.

- We encourage vendors display one of each item so that patrons can point and make selections. A designated pickup table where the order is placed for the customer to pack into their bags is helpful. It can be wiped down between orders.

4. TENTS: When the market is set up outdoors, we recommend a use of a tent for shelter from sun/showers. In this case, you **MUST** have weights/tie down system. We recommend 20 lbs per corner. **No tie down = no tent!** There is an underground sprinkler system on the Rotary Park grounds. When this is our location **NO** tent pegs/stakes are permitted.

5. GARBAGE: Each space must be kept clean and tidy always. **Each vendor is responsible for their garbage** and must provide their own garbage receptacle. No garbage should be left behind at the market area. Encourage recycling and avoid single use plastics where ever possible.

6. PARKING: When you are done unloading, you **MUST** move your vehicle to **OUTSIDE** of the Market Boundary. Parking across the sidewalk is not permitted by the City. Please, leave the closest parking spots for market patrons. **EXCEPTION:** Some produce vendors may be permitted to have access to their truck.

7. SALES: The sale of goods is **NOT** permitted prior to market opening, except to other vendors. This is a safety procedure as we don't want to encourage patrons to walk around the market (especially children) when we have vendors still setting up their booth. Wait for the bell!

Communicable Disease Guidelines for Sales:

Where feasible, create cashless payment systems through on-line orders and point of sale devices in vendor booths. If you are going to be accepting cash please have a designated person handling only cash and not food. If you can only have one person in your booth please use gloves when handling cash and remove before touching product.

8. SMOKING/ALCOHOL: Vendors, staff and volunteers **MUST** refrain from drinking alcohol. Smoking is not permitted within 25 feet of the market area (including doorways).

9. FOOD VENDORS: Vendors of food products **MUST** comply with all applicable Interior Health Regulations. If you are displaying and packaging unwrapped

prepared foods you **must have a hand washing station**, as required by the Health Authority.

Communicable Disease Guidelines for Food Vendors:

- if you are ill, or someone in your household is ill, **do not prepare or package foods**, including low risk foods;
- Vendors are encouraged to pre-package prepared foods to minimize direct contact by customers;
- Prepared foods (i.e. bakery items for e.g., breads, muffins) that are not pre-packaged at the time of sale should be protected by a barrier (i.e. sneeze guard) or stored away from customer access; vendors will package the product at time of sale;

10. BURNER OR OPEN FLAME: Burners or open flame are **NOT** allowed at indoor markets. If the market is set up outdoors, any vendor who operates a burner or open flame **MUST** have **Fire Extinguisher on site** with a minimum rating of 2A 10BC. This is a vital safety issue and no warnings will be given, the stall will be shut down until the extinguisher is present and no refund will be given

11. LIQUOR LICENCE: Liquor vendors must send by email to the market manager their BC Liquor License 7 days prior to the first market with the correct market address and hours of operation. The vendor must display its BC Liquor License at their booth during the market.

12. PETS: Vendors are **strongly discouraged** from bringing pets to the market. Any pets on site must be under control of the owners at all times and must not compromise either the safety or comfort of patrons at the market, nor the ability of vendors to market their wares (e.g. food safety, etc.)

13. NOISE/BEHAVIOUR: Excessive noise (ie. Singing, screaming, generators, music from stereos) is **NOT** permitted. Aggressive hawking of products is also not permitted. Foul language and hostile behavior will not be tolerated in the market. Vendors provoking public altercations or disruptions may be subject to permanent suspension from the market.

14. COMPLAINTS: Complaints about other vendors, their products, pricing issues or the overall operation of the market are to be given in writing to the market manager and/or by email to the Board of Directors: board@cranbrookfarmersmarket.com

Public airing of concerns at the market is not permitted. Vendors experiencing any difficulty with the public, health officials or market volunteers must refer the matter promptly to the market manager.

15. INJURY ACCIDENTS ON MARKET SITE: Any and all injury accidents must be promptly reported to the Market Manager. There is a First Aid Kit at the Green Market Tent.

16. CONFIRMATION OF ATTENDANCE: Being accepted to become a vendor in the market does NOT imply confirmation of attendance in all requested market dates. As we have a limited number of vendor spaces for each market, a vendor might be in the waiting list on some dates. The market manager will determine the vendors who will attend each market, as well their stall location based on our **Vendor Selection and Stall Allocation Priority** criteria.

You will receive by email the “Confirmed Vendor List” before the market day. Please, make sure to check the list to avoid cancellation penalties and contact the market manager in case of any disparities, questions or concerns. Waiting List: If there is a cancellation or a change enabling your business participation, the market manager will contact you by email or phone.

17. PENALTIES FOR NON-COMPLIANCE OF MARKET RULES: The market manager or designate has on-site authority to enforce all Rules of Operation and apply penalties when necessary. Cranbrook Farmers Market has Policy in place for Conflict Resolution and Appeals. If you are involved in an incident you must complete Report Forms as directed by the Market Manager.

NOTE: If actions put public safety at risk (refusing to wear a mask or follow COVID guidelines), are racist and/or prejudiced, threatening or violent then the board has the authority to skip steps 1-2 and refuse the vendor from returning if needed

Failure to follow the Cranbrook Farmers Market Rules of Operations can lead to:

Level 1. Verbal warning with a written email follow-up.

Level 2. Suspension from 1 market (pre-paid vendors will forfeit the fees paid, others will have a \$30 penalty added to their next invoice,

Level 3: Applications for future markets will be refused

18. CANCELLATION: You can request the cancellation of your business participation in any a market date by email following the rules:

a) More than 72h (3 days) prior to the market date: No cancellation fees or

penalties;

- b) Between 72h (3 days) and 48h (2 days) prior to the market date: **\$10 fee** to be charged on next market and reduced priority for stall allocation on future markets (including outdoor markets).
- c) Less than 48 hours (2 days) prior to the market: **\$20 fee** to be charged on next market and moved to a lower priority for stall allocation on future markets (including outdoor markets).
- d) **No Show: \$30 fee** to be charged on next market and moved to the lowest priority for stall allocation on future markets (including outdoor markets).

Important: Repetitive cancellations can lead to a permanent market exclusion

Reimbursement: Your pre-paid fees can be used as a full credit for future markets (outdoor or indoor markets) or reimbursed with a \$10.00 administration fee per reimbursement request. The annual registration/membership fee (\$15) is not refundable.

18. CRITERIA FOR STALL ALLOCATION/PRIORITY: Placement within the market is determined by number of vendors attending, products offered (produce and meat products shaded if possible) and need for electricity.

	1 st Priority: Product	2 nd Priority: Membership	3 rd Priority: Location	4 th Priority: Distribution Channels
1st Priority	Farmers and Growers *	Platinum members	Less than 100km radius	Does NOT have the same products available in others location/channel
2nd Priority	Food/Liquor Vendors	Premium members	100 to 200km radius	The vendor has the same products available in others location/channels
3rd Priority	Artisans/Cosmetic Vendors**	Basic members	200 to 300km radius	

* Farmers and Growers = Those vendors whose primary products are fresh vegetables, fruits, meat, dairy, eggs, nuts, and honey.

** There may be a rotation among artisans/cosmetic vendors to maintain the market product's variety and to provide opportunity for as many vendors as possible. We also consider the following criteria:

1. Past COMPLIANCE with Cranbrook Farmer's Market Guidelines and Rules of Operation.

2. HISTORY of market participation, including the number of years, frequency of attendance, and number of cancellation requests and/or no-shows.
3. The UNIQUENESS of the product, considering:
 - The overall mix and balance of all the vendors;
 - Actual producer and/or staff with involvement/knowledge of product staffing the booth in the market;
 - Seasonal availability;
 - Perceived consumer demand;
 - Number of vendors with the same or similar products; and
 - Limited opportunity to obtain the product elsewhere.
4. The QUALITY of the goods or services offered, in the opinion of the Vendor Selection Committee and/or of the Board of Directors.
5. Businesses with existing Retail/Brick and Mortar locations will only be accepted under exceptional circumstances according to BC Farmers Market Association Guidelines.
6. Any other consideration thought relevant by the market manager, Vendor Selection Committee or Board of Directors.

19. MARKET MIX

For regular outdoor markets, our goal is to have:

- 60% of vendors offering produce and value-added food products, and
- 40% crafts, art, health and beauty products and other types of items for sale.

That mix will not necessarily apply to the indoor markets, or other special market.