

2018-2019
MARKETS

Rules of Operations



- 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 Vendor Selection Committee and/or the CFMS Board of Directors.
- 2. Setup:** 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.
- 3. Traffic Flow:** Park your vehicle as “**unconstructively as possible**”, always ensuring that there is a through lane for other vendors. Unload/Load as quickly as possible, and park your vehicle somewhere else. Please, be respectful, patient and careful with fellow vendors when moving your material and vehicle.
- 3. Your space:** The CFM will provide you a space in the market. **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.
- 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. **No tie down = no tent!** As there is an underground sprinkler system on the grounds, so 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.
- 6. Parking:** When you are done unloading, you MUST move your vehicle to another area. Parking across the sidewalk is not permitted by the City. Please, **leave the closest parking spots for market patrons**.
- 7. Sales prior to market opening:** 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!
- 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. Take down:** Vendors must stay in their booth until the close of the market and must vacate their space within 45 minutes of market closing. **DO NOT park or move your vehicle near to the market area before the market is closed.** 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.
- 10. Food Vendors:** Vendors of food products **MUST** comply with all applicable Interior Health Regulations. If you are displaying and packaging unwrapped prepared foods, or providing samples or product tasting, you **must have a hand washing station**, as required by the Health Authority.

11. Burner or Open Flame: Burner or open flame are NOT allowed at indoor markets. If the market is setup outdoor, 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.

12. Liquor License: 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.

13. Pets: Vendors are strongly discouraged from bringing pets to the market. Any pets on site must be under control of the owners always at the market 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.).

14. 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 subjected to permanent suspension from the market.

15. 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 or by email to the Board of Directors: board@cranbrookfarmersmarket.com

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

Confirmation: You will receive by email the “Confirmed Vendor List” seven days 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: Be aware that some vendors might be in the waiting list for certain dates. Vendors will be informed by email seven days prior to the market date. If there is a cancellation or a change enabling your business participation, the market manager will contact you by email or phone.

Penalties:

The market manager or designate has on-site authority to enforce all rules of operation and apply penalties when necessary. Not following the Rules of Operations can lead to:

- a) 1st Red Flag: Only a written warning (by email or on-site);
- b) 2nd Red Flag: \$10 fee and/or reduced priority for stall allocation on future markets.
- c) 3rd Red Flag: \$20 fee and/or moved to a lowest priority for stall allocation on future markets.
- d) 4th Red Flag: \$30 fee and/or moved to the lowest priority for stall allocation on future markets.
- e) 5th Red Flag: Definitive refused permit to attend future markets.

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 fee (\$15) is not refundable.

Cancellation Rules: 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

IMPORTANT: 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, the vendor might be in the waiting list in some dates. The market manager will determine the vendors who will attend each market, as well their stall location based on the combination of the following criteria:

Criteria for Vendor Stall Allocation Priority:
(For attending the market and/or most desirable stall location)

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

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

** It might be a rotation among artisans/cosmetic vendors to maintain the market product’s variety and to provide opportunity to many vendors as possible.

We also consider the following criteria:

A. Past COMPLIANCE with Cranbrook Farmer’s Market Guidelines and Rules of Operation.

B. HISTORY of market participation, including the number of years, frequency of attendance, and number of cancellation requests and/or no-shows.

- C.** 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.

D. The QUALITY of the goods or services offered, in the opinion of the Vendor Selection Committee and/or of the Board of Directors.

E. Any other consideration thought relevant by the market manager, Vendor Selection Committee or Board of Directors.

OBSERVATION:
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 percentage will not necessarily apply to the indoor markets, or other special markets.