



Policies & Procedures of the Lunenburg Farmers' Market

Lunenburg Farmers' Market Association

The Lunenburg Farmers' Market Association is a not-for-profit association. The Lunenburg Farmers' Market is made up of permanent member vendors as well as day/occasional vendors. All permanent member vendors at the Lunenburg Farmers' Market are members of the association. An elected board of directors made up of nine-member vendors serves as the organizing and policy committee for the Lunenburg Farmers' Market.

Market Manager

The Market Manager is responsible for managing the Market on Market day, scheduling vendors, collecting vendor fees, fostering vendor relationships, coordinating public relations, assisting with financial and budget matters, monitoring the quality and appropriateness of products sold, administering rules and procedures, fundraising and event coordination, representing the market with Farmers' Markets of Nova Scotia, and working with the board of directors of the Lunenburg Farmers' Market Association on a regular basis. The market manager works year-round on a part-time basis.

The Market Manager shall not be a member of the Association or closely related to a vendor.

Member Vendor

A member vendor is a permanent vendor, which can be an individual, organization or coop, of the Lunenburg Farmers' Market Association. The board, based on criteria in the association by-laws, must approve all new members. Members in good standing are eligible for membership in the following year.

Member vendors are expected to commit to all Thursday Markets during the market season and pay annual dues to the Lunenburg Farmers' Market Association. In exchange for this commitment, member vendors:

- Are given priority for weekly stall spaces
- Discounted stall fees
- Are given special consideration when assigning stall space
- May request on-site storage for display materials
- Have voting privileges at association meetings, one vote per membership
- May serve on the Board of Directors

Day/Occasional Vendors

Occasional vendors participate in the Market on a week-to-week basis as space permits at the approval of the board of directors. Selling at the market as a non-member day/occasional vendor does not imply future membership or imply any privilege for future selling. The market manager maintains a list of approved day/occasional vendors.

*All newly accepted vendors will spend their first year with occasional vendor status. Full membership will be reviewed after the first completed year.

Date & Times

The Lunenburg Farmers' Market is a year-round market operating every Thursday morning. From the beginning of May until the end of December the market hours are 8:00am-12:00pm. From January until the end of April the market hours change to 8:30am – 12:00pm.

Location

For the majority of the year the Lunenburg Farmers' Market is located at the Lunenburg Community Centre. In May, the market moves to the Lunenburg Arena and operates there until September.

Vendor Fees

Member Vendors

Membership dues for the Lunenburg Farmers' Market Association is \$30.00 per year and due at the first market day in May or the first market the member vendor attends that year.

Stall Fees:

January - April: member space fees are \$20 per market per space + HST.

May - December: member space fees are \$25 per market per space + HST.

Day/Occasional Vendors

Stall fees:

January-April: day vendor space fees are \$20 per market per space + HST.

May: day vendor space fees are \$25 per market per space + HST.

June-December: day vendor space fees are \$30 per market per space + HST.

Payment Options

All vendors are required to pay for their space on the day that they attend market by cheque or cash. All cheques should be made out to the Lunenburg Farmers' Market Association.

Member vendors may also pay by the month at the first market of the month or for consecutive months in advance by cash for cheque. Invoices can be requested.

Member vendors will receive quarterly receipts for their vendor fees. Day/Occasional vendor will receive receipts on the day of attendance.

Vendor Application & Selection

All vendors (Member and Day/Occasional) applying for a Market space must:

1. Submit a completed application form annually indicating the products they wish to bring to market. Returning member vendors should indicate any changes to their product selection.
2. Agree to pay fees as outlined above
3. Meet all the criteria for membership, and accept the policies and procedures outlined here and on the application form.
4. Acknowledge that membership is non-transferable. Any change in ownership of a business will result in termination of the membership and necessitate the filing of a new membership application.
5. All new vendors approved by the board of directors will start as day/occasional vendors for their first year. Membership status will be evaluated the following year and will depend on space availability.

Note: Food vendors must also read, acknowledge, and sign the Food Vending Checklist.

Returning vendors must apply by March 31 each year.

Day/Occasional Vendors should complete an application form as early in the season as possible to be reviewed by the board of directors.

Criteria for Vendor Selection

The Lunenburg Farmers' Market Association is committed to creating a diverse marketplace with the highest quality, locally produced products available with a focus on Lunenburg and Queens Counties. The Association is not bound to apply a particular set of selection criteria in every instance, and reserves discretion to accept or refuse anyone as a vendor at any time. All vendors, current and interested are required to apply annually. The Board of Directors of the Association considers many factors when evaluating vendor applications, beginning with the Basic Vendor Criteria.

Basic Vendor Criteria

1. Each vendor at the Lunenburg Farmers' Market must be a primary or secondary producer.
2. 100% of all products sold by non-food vendors (artisans, crafters, etc) must be of their own production.
3. A minimum of seventy five percent (75%) of product sold by food producers at the Market must be of the vendor's own production and the remaining (25%) must also abide by product guidelines per market during the market season. (Noncompliance will be addressed by the Manager and President.)
4. There must be an available spot in the appropriate producer category.
5. All new vendors approved by the board of directors will start as day/occasional vendors for their first year. Membership status will be evaluated the following year and will depend on space availability.

The determining factor in placing a vendor in a primary or secondary category is the source of the vendor's raw materials.

Primary Producer: a producer that grows or harvests raw materials for direct sale or manufacture into secondary products.

Secondary Producer: a producer that purchases raw materials for local manufacture into secondary products.

As a Farmers' Market, the Lunenburg Farmers' Market strives to have 60% of our vendorship comprised of primary producers.

General Considerations

In addition to the basic criteria, vendor selection may also be reflected by other general considerations.

Product Quality and Presentation

- Consistently high product quality: fresh, flavourful, and ripe
- Clean and attractive displays
- Courteous, strong customer service, and knowledgeable staff
- Foster a connection between the producer and the consumer

Conduct and Compliance

- History of compliance with Market rules and federal, provincial, and local regulations
- Positive vendor conduct towards customers, fellow vendors, Market staff, and volunteers
- Timely submission of application, licenses, and other Market correspondence
- Billing and payment history

Product Balancing

- Products that are unique or unusual
- Products not already represented in the Market
- Duplicate products may be denied entry
- Product not readily available through national distribution channels

Food Safety

- Adheres to the highest standards in safe food production and handling.
- Complies with the standards set forth in the NS Environmental Health and Food Safety Division Food Safety Guidelines for Public Markets as well as any and all regulations pertaining to their product.

Seniority

- Number of years vendor has sold at the Lunenburg Farmers' Market
- Attendance record
- Time of application

Space Availability

- Admission to Lunenburg Farmers' Market is subject to space availability

Agriculture

- Priority is given to those regional farmers and producers who bring product to market that is 100% grown and harvested on farmland that they own and/or operate.
- Preference will be given to the most local producer when a space becomes available at the Market, without compromising quality or diversity.
- Farmers have priority over processed and on-premise prepared foods.
- Farmers who use environmentally responsible growing, breeding, raising, and harvesting methods will also have priority.

Prepared Foods

- Products available locally should be sourced locally and directly from their producers where possible. We encourage prepared food vendors to source from our market and locally wherever possible.
- Priority will be given to products processed by the vendor over products by a second party or co-packer.

Product Guidelines

The Lunenburg Farmers' Market focuses on locally produced agricultural products and crafts. Other products or services that may fit in the Market environment are assessed on an individual basis. Goods that are not made by hand locally, prepared locally or grown locally may not be sold. Each vendor is responsible for obtaining all necessary permits and licences for their products.

Produce

The Lunenburg Farmers' Market supports farm-fresh, locally grown products and is not an outlet for wholesale produce. Produce should be insect free, fresh and have no residue that cannot be removed by normal washing. Only the highest quality produce will be allowed for sale at the Market. The Market Manager has the right to request any vendor to remove any merchandise deemed unacceptable to the Market.

Meat – Claim of Ownership

Beef – minimum of 12 months on the individual's farm, preferably the animal should be born on the individual's farm. This ensures that the vendor knows what the animal's health history is and is imperative for selling the product as from the vendor's farm.

Grass-fed Beef – the animal needs to be born of the individual's farm and reside there until butchering.

Lamb – minimum three months on the individual's farm, preferably the animal should be born on the individual's farm. This is imperative if the lamb is to be sold as from the vendor's farm.

Grass-fed Lamb – the animal needs to be born on the individual's farm and reside there until butchering.

Pork – minimum four months on the individual's farm, preferably the animal should be born on the individual's farm. This is imperative if the pork is to be sold as from the vendor's farm.

Other Production

Up to 25% of a food producers' products may be of someone else's production, under these conditions:

- It must be an agricultural or food product grown or produced locally in Nova Scotia.
- It must be specifically approved by the Board of Directors to ensure that the product fills a gap in the offerings being made at the market
- Vendors will be required to display signage each market day indicating the source/origin of each product not of their own production.

Product Labeling

All labeling must comply with the standards set out in the NS Environmental Health & Food Safety Division's Food Safety Guidelines for Public Markets as well as any and all other regulations pertaining to a vendor's product.

Organic Labeling

Products must be certified organic to be labeled organic as per the Organic Grade Regulations under the Agriculture & Marketing Act.

Landscape Plants & Live Flowers

Plants must be propagated in soil by the vendor from seed, cuttings, bulbs, or plant divisions. The vendor must have grown all products for sale.

Food Items and Prepared Foods

Prepared items must be produced by the vendor from basic ingredients. The Market may, at its discretion, limit the number and product mix of food vendors. Ingredients should be sourced locally and from the market wherever possible.

Arts and Crafts

The Market welcomes a limited number of local artists and crafters whose products reflect unique methods, and/or local heritage.

Product Packaging

The Lunenburg Farmers' Market is committed to being a green, environmentally sustainable market and as such does not allow the use of any Styrofoam packaging or containers, unless absolutely necessary to meet food safety requirements. All product packaging and/or containers must be compostable and/or recyclable. The Market does organize bulk ordering to aid vendors in meeting this requirement.

Onsite Inspection

The Lunenburg Farmers' Market Association reserves the right to do farm or site inspections of any product and/or process for the purposes of verification and to ensure that products sold at the market are in accordance with market policies. Onsite inspections will be performed by the Market Manager and vendors will receive 48 hours notice.

Space Assignment

Spaces are assigned with consideration to the length of time at the Market, continuity, product presentation, and the best interest of the entire Market. Member vendors are given primary consideration in assigning stall spaces. Vendors may request assignment to a particular space at the time of application.

Transfers of Space Assignments

- Vendors may not sublet stall space to others.
- Prepaid fees are not transferable to other Market dates or vendors.
- Reservation of spaces establishes neither right to nor guarantee of space rental in subsequent years.
- If a vendor sells his or her business, he or she may not transfer his or her Market space to the new owner. The new owner must submit an application for approval – acceptance is not guaranteed.
- Change in space assignment for vendors may occur at the Presidents discretion. Advance notice will be given.

Stall spaces for member vendors are typically kept in the same location all year; however changes may be required in mid-season to balance product distribution, improve traffic flow, or to meet individual vendor needs. The Market Manager and President of the Association maintain the discretion to change stall spaces as required.

Vendor Guidelines and Regulations

The following regulations and guidelines are established to create clear expectations, address potential issues or concerns, and make the Market a safe and enjoyable place for vendors, staff, volunteers, and patrons.

The Market Manager, in consultation with the Board of Directors, may make modifications and additions as required. The Market Manager and the President of the Association shall deal with any items not specifically covered by these rules, at his/her discretion.

Vendor Requirements

- Vendors must agree to bring an adequate supply of their primary product(s).
- Vendors must report any changes or additions to their product selection to the President of the Association and/or Market Manager before bringing to Market for approval.
- Vendors will adhere to the highest standards of quality, service and business.
- Subletting of stalls is not permitted.
- Vendors agree to honour all Lunenburg Farmers' Market promotions.
- Pricing is at the discretion of the vendor. The market is competitive and several vendors may have similar products. Underselling or predatory pricing is prohibited. Vendors should price their products within a range that is reasonable for the products value.
- Smoking is not permitted in the building or at any vendor's space.
- All vendors must comply with the requirements set by Canadian Food Inspection Agency, the Nova Scotia Department of Agriculture and the Nova Scotia Environment's Environmental Health and Food Safety Division (labelling produce by type, quantity and price, cooling, sanitation, etc.)
- Vendors are responsible to obtain all necessary licenses, permits, inspections and certificates for the sale of their product(s).
- Compliance with both Provincial and Federal Sales Tax Regulations is the responsibility of the individual vendor.
- No pets will be allowed in the vendor's selling area. The only exceptions will be seeing-eye dogs, dogs for the hearing impaired or other disability guide dogs.

- Vendors must monitor and supervise their children at all times during the Market day. Young children should not be allowed to wander the grounds and adjacent properties without a parent or guardian with them. The Market can take no responsibility for their safety or whereabouts, or for any damages they may incur.
- Any customer questions about a fellow vendor should be directed to that vendor or the Market Manager.
- All vendors, and their staff, are expected to conduct themselves in a respectful, safe, courteous and harmonious manner with customers, Market staff and other vendors.
- Any and all vendor concerns should be brought to the attention of the Market Manager.
- Vendors are responsible for full disclosure with the Market Manager and Board of Directors regarding any legal or federal, provincial, and municipal regulation issues and/or investigations connected with their business and/or product for sale. Failure to do so may result in termination of the vendor's participation at market.
- A vendor who fails to abide by Market regulations or consistently offers products of inferior quality may be excluded from the Market at the discretion of the Market Manager and/or President

Booking Regulations

- Members may book more than one space dependent on availability and product categories.
- Primary producers will be given spots most suitable for their products.
- The market locations are open by 6:00 am. Vendors should be on site by 7:30 am.

Attendance Regulations

Cancellations

If a cancellation is necessary, member vendors must provide the Market Manager with at least two days notice. Failure to do so, or continued absences, may result in the vendors' participation at market being terminated.

Day vendors assigned a space for a given market day have until 12 noon two days prior to market day to inform the Market Manager if they will be unable to attend. Failure to do so, or continued absences, may result in the day vendor being dropped from the day vendor list for the remainder of the market season or full termination.

Extraordinary circumstances may be taken into account for both member and day vendors.

Late Arrival

All vendors are required to be on site by 7:30am to ensure set up is complete for when the market opens. Any vendor not able to arrive by 7:30am on a given market day must phone the market manager and indicate what time they will be arriving and the reason. This will allow the market manager to place a sign at the vendor's space indicating the expected time of arrival and answer any questions our customers may have.

Failure to communicate with the Market Manager and continued lateness may result in member and day vendors' participation at market being terminated.

No shows

In order to ensure the integrity and professionalism of our market, not showing for an expected market day without any notice by any vendor will not be tolerated. Extraordinary circumstances may be taken into account.

Display Regulations

To maintain a positive selling environment, vendors should have a neat well maintained space.

- Each vendor should display their name or the name of their farm or business. Vendors are encouraged to personalize their stalls with stories and pictures, and to share their farming/artisan background with customers.
- Products should be fresh and harvested at prime.
- Packaging should be neat and clean
- Vendors are required to display prices for their products by way of a general price list or individually priced items
- Packaging for prepared food items should be new.
- Food producers are required to display signage each market day indicating the source/origin of each product not of their own production of which they are allowed up to 25%.
- Pre-packaged items should be clearly marked by weight and/or volume and/or priced prominently.
- Packaging and product labeling also needs to comply with the standards set out in the NS Environmental Health and Food Safety Division's Food Safety Guidelines for Public Markets.
- Vendors may not misrepresent their products or product processes (where and how they were grown, harvested, prepared or created.).
- Any producer being represented as organic must be "certified organic" as per the Organic Grade Regulations under the Agriculture & Marketing Act. The certification sign from the applicable agency should be prominently displayed.
- For uncertified claims, written and verbal declarations regarding pesticide or chemical use which cannot be certified such as unsprayed, no spray, and pesticide-free will need a written statement, submitted with the vendor application, attesting how these procedures are followed. Vendors are required to produce the written statement about production methods for any consumer who requests it and should have copies of the statement available in his/her stall.
- Vendors are responsible for bringing all their own display materials – tables, canopies, etc...
- Vendors must take up only the space allocated to them, and not allow displays to block aisles, doorways, or interfere with other vendors' spaces.
- Competition and cooperation between vendors is encouraged.
- All stalls must be neat and tidy and safe for customers. Vendors agree to be clean, tidy and properly attired.
- Vendors selling meat, fish or dairy products are required to provide a means of refrigeration/cooling for their wares. e.g. ice, cooler, etc.

- Hygiene and safety in the preparation of foods, together with any required business registrations, food permits and product liability insurance are the responsibility of the vendor.
- All food vendors will comply with the “Food Safety Guidelines for Public Markets” as issued by the Nova Scotia Environment’s Environmental Health and Food Safety Division
- Vendors are responsible for clearing their stall at the end of the Market day and taking any substantial volume of garbage home or to the outside garbage areas. General garbage containers are intended for the use of customers.

A vendor who fails to abide by Market regulations or consistently offers products of inferior quality may be terminated from the Market at the discretion of the President of the Association.

Set-up & Take-down

Vendors should arrive on site by 7:30am. If you have not arrived by 7:30 am, your stall may be assigned to another vendor for that week.

When unloading, please ensure you do not block or impede other vendors from accessing the property; after un-loading, please move vehicles to the designated vendor parking spaces.

Vendors are responsible for clearing and cleaning to the extent necessary their vendor space before leaving the market. Vendors are required to remove all their signage, equipment, waste, etc unless prior arrangement has been made with the Market Manager. The Lunenburg Farmers’ Market Association will not be held responsible for any damage that may occur to vendor property left onsite.

Vendors should make every attempt to vacate the market as soon as is reasonable. Those who cannot vacate the market within one hour of the market closing should inform the Market Manager and/or the President of the Association.

Vendor Courtesy/Conduct

The Market is a community event where many diverse people are gathered to shop and sell. Vendors and their representatives are expected to conduct themselves in a respectful, safe, courteous and harmonious manner with customers, Market staff and with each other.

Any language or behaviour that jeopardizes the normal operations of the Market will be grounds for termination of the Vendor’s membership and space. Vendors may not threaten or use abusive language with customers, staff, community representatives or each other during Market operations. The board of directors and the Market Manager will determine termination of a Vendor’s participation in the Market based on conduct. Complaints of this kind due to behaviour should be brought to the Market Manager and/or President’s attention in a written letter.

Vendors should consider the comfort of other vendors and the public. Aggressive selling techniques such as hawking, or calling attention to products in a loud, repetitive public manner are not appropriate; standing in the aisles while providing samples to customers is not acceptable.

Vendors should not publicly disparage other vendors, products, or markets. All vendors need to respect each other's stall space and products during Market hours and stay within the boundaries of this policy.

Vendor Compliance

The Market Manager, his or her designee and/or the President has ultimate on-site responsibility for ensuring compliance with all rules of the Market on behalf of the Lunenburg Farmers' Market Association. Complaints or problems should be directed to the Market Manager and/or the President in a timely manner.

To help ensure public safety and a positive Market environment, if a vendor does not abide by the rules of the Lunenburg Farmers' Market, or comply with applicable federal, provincial or local regulations applicable to Market participation, or has any necessary permits and licences revoked or denied, the Market Manager, designee and/or President may take any action deemed appropriate, including barring the vendor from selling at the Market for that day and any future Market days. Full termination of the vendor's participation in market will be reviewed and determined by the Board of Directors.

Customer complaints received by the Market Manager will be shared with the Board of Directors and forwarded to the vendor concerned, followed up on and kept on file. Ongoing complaints may result in disciplinary action including termination from the Market.

Conflict Resolution

Any issues of conflict by a vendor should be brought to the attention of the Market Manager. The Market Manager will attempt to informally deal with the issue. If the issue cannot be resolved, or the issue is between members, a member or members of the Board of Directors of the Association will meet with the member involved and try to informally solve the issue. If the issue cannot be resolved informally, then all parties involved in the issue will present their case to the Board and the Board shall render a final and binding decision for resolution. In the event the issue involves a member of the Board, that member shall not participate in the Board's decision. However, all vendors should strive to act in a positive manner and cooperatively work together to present a high quality and vigorous market.

Vendor Suspension & Termination

If a vendor is found in violation of or continually disregards any of the requirements and policies and procedures set out in this handbook they will be immediately suspended from market by the Market Manager and/or President. Their continued participation in the Lunenburg Farmers' Market will be reviewed by the Board of Directors, and could result in full termination. Suspension will continue until the review process is complete.

All necessary permits and licences must be obtained before the start of the season and shared with the Market Manager. Failure to do so, or if the necessary permits and licences are revoked by the licensing department, will result in the vendor being suspended from the Lunenburg Farmers' Market until all necessary permits and licenses are granted or full termination if the

Market Manager is informed by the licensing department that the necessary permits and licenses will not be granted.

Any vendor, upon being investigated or charged due to their business dealings where it is connected to the products they sell at the Lunenburg Farmer's Market must report it forthwith and their contract to continue to sell at the Lunenburg Farmer's Market will be immediately suspended and will only be reinstated if/when it is determined that the issue has been rectified through the court or they have complied with any terms and conditions imposed through the courts or any other governing body to the satisfaction of the Board of Directors of the Lunenburg Farmers' Market.

Disclaimer

Although the Lunenburg Farmers' Market Association does carry liability insurance, the Association does not assume responsibility for loss or damage to the stall area, product, vehicle and any other property of the Market vendor. The vendor accepts all reasonable risks associated with the use of the Market stall and will exercise sound loss prevention measures at all times. The vendor shall not make claim or take any legal action against the Lunenburg Farmers' Market Association or its representatives for any loss, damage or injury caused to the vendor, agents and/or property, including vehicles.

The Lunenburg Farmers' Market Association strongly recommends that each vendor obtain their own general liability and product liability insurance.