



Lunenburg Farmers' Market Association

www.lunenburgfarmersmarketns.ca

lfm@lunenburgfarmersmarketns.ca

Lunenburg Farmers Market Online Shop Policy & Procedures

Vendor Application & Selection

Our Lunenburg Farmers' Market Association follows the same policies and vendor selection process for our Online Shop as we do for our Farmers' Market. Please refer to the Policies and Procedures of our Lunenburg Farmers' Market. All criteria, product guidelines, regulations, and licensing apply.

Member vendors and Day/Occasional Vendors can request to participate in the Online Shop as well as our Farmers' Market on their vendor application. Member vendors and Day/Occasional vendors can participate weekly or on selected dates.

Our Lunenburg Farmers' Market uses the Local Food Marketplace platform for the Online Shop. Approved vendors will receive an email invite to the Online Shop that will include instructions for setting up their accounts and products. Vendors need to review the producers guide prepared by Local Food Marketplace.

Online Shop Fees

All vendors will be charged a virtual table fee of \$30 + HST per online market day, \$34.50. This fee will be deducted from the vendors order payment.

Vendors will be charged separately for our weekly Farmers' Market, if participating as well.

*During COVID-19 restrictions while we are not able to have a weekly Farmers' Market, all vendors will pay \$25 plus HST, \$28.75

Online Order Payment

All customer orders are processed through the Online Shop. Vendors will be paid for their total orders, minus the virtual table fee, by e-transfer or cheque from the Lunenburg Farmers' Market. Payment will be made after orders are dropped off on Thursdays and pick up by customers is complete. Payment will be adjusted for any missing items, if necessary.

There is a 2.9%+\$0.30 transaction fee per order on the Online Shop. There is a small 4% mark up that is automatically applied to listed products to help cover this fee. Customers are also charged a \$5 packing fee to help with the additional labour and supplies needed to assemble their orders.

The Lunenburg Farmers' Market does not require vendors participating in the Online Shop to reduce prices for any products they choose to list.

Date & Times

Order periods open every Thursday at 9 am. Customers can start ordering Fridays at 8 am. Vendors should have all products updated and any price changes in place by Friday at 8 am. Vendors can log into their accounts and monitor their orders anytime over the order period.

Customer payments will be processed within 24 hours of all ordering closing. This will allow time for those vendors that need to adjust their products for exact weight.

Order lists will be sent out to vendors on Mondays at 12:15 pm, or when ordering closes if ordering needs to be closed early.

Order Assembly: Thursday mornings. Vendors will receive a scheduled packing time from the Market Manager on Tuesdays. If you are not able to arrive at your scheduled time notify the Market Manager as soon as possible.

Order Pick Up: Customers pick up their complete orders Thursday afternoons starting at 12:30 pm.

Order Assembly

Vendors will receive their detailed order lists on Mondays by email at 12:15 pm. These will include a summary of total products ordered as well as a break down by customer. Vendors have Tuesday and Wednesday to prepare their orders. If a vendor is short on product or is not able to fulfill all orders received, they need to notify the Market Manager as soon as possible so customers can be notified, and order totals adjusted.

Order assembly occurs on Thursday mornings. Vendors will receive a scheduled packing time from the Market Manager on Tuesdays. Please arrive at this time. Vendors should have their order lists with them, have their orders organized, and be prepared to help pack customer orders. Labels can be printed from the vendors' producer account in Local Food Marketplace. Staff and volunteers will also be on site to help. Customer order sheets will be on the order tables. Vendors are to check off their items as orders are packed.

If a vendor has any products that need to remain in an insulated cooler – eggs, cheese, meat, etc – these products must be delivered in an insulated cooler with enough ice packs to keep the product cold to meet food safety requirements. The coolers will remain on site until all orders have been picked up by customers. Vendors can pick up their coolers at the end of the day.

If a customer has a large order with multiple bags please label them 1 of 2, 2 of 2, etc...

Location

Order assembly and pick up happen at the Central United Church Hall, 283 Lincoln St, Lunenburg.