



# Vendor Handbook 2012

*Suite 257 505, 8840 – 210 St., Langley, BC V1M 2Y2 (ph: 604 613 7139)*

## **The Langley Community Farmers' Market Society**

The LCFMS is a non-profit organization geared towards providing Langley and surrounding areas with locally grown foods, farm products, and other locally made products in a direct producer-to-consumer marketing venue that will serve diverse populations, preserve and promote local agriculture, enhance local community and improve the overall quality of life.

By becoming a vendor of the Langley Community Farmers' Market you are joining a community of people working towards a healthy sustainable future.

### **Governance:**

The LCFMS is governed by an elected board of directors which works closely with the market management team to develop policies to regulate market operations and to clarify participation in the market. The LCFMS has the right to change, delete or modify its policies. All guidelines will be enforced in a fair and respectful manner.

### **Our Goals:**

**Local:** The mission of the LCFMS is to create a food secure community by improving access to local, healthy, affordable food to the community. Local is considered the shortest distance between the producer and the consumer for seasonal items grown and made in BC.

**Sustainability:** The LCFMS aims to be a sustainable non-profit society, meaning self-sufficient where outputs do not exceed inputs on any resource level including human, financial, creative and environmental

**Community:** A community approach actively seeks participation from, and development with, community members including neighbourhood market residents and supporters, area businesses, and community organizations including non-profit and NGO's. The LCFMS strives to increase awareness of local food issues and increase education about and in support of regional agriculture.

**A farmers market is a lively, busy and sometimes challenging environment. In order to ensure the success of the markets as effective, equitable and enjoyable outlets for producers to sell products directly to consumers, LCFMS has established the following Policies. Please familiarize yourself with them as they are the basis for decisions concerning your participation in these markets.**

**Your adherence is respectfully required**

## **I VENDOR ELIGIBILITY**

- a) Vendors must register in advance of any market day and have their application reviewed for acceptance by the Society. Vendors must re-apply every year.
- b) All vendors must apply to become members of the LCFMS, pay an annual fee of \$10 and an annual administration fee of \$25 with their applications.
- c) All products to be sold by producer. Family Members living with the producer or employees involved in production may attend instead of the registered vendor providing they are well versed in affairs of the farm/business Exceptions may be made on occasion at the discretion of Market Staff and must be approved in advance.
- d) Potential vendors who arrive on market day without prior registration will not be accepted.
- e) Weather and growing season dependence for Farm Vendors will be considered.
- f) Prepared food, art, body care, and craft vendors must have goods juried prior to acceptance and comply with all Fraser Health regulations.
- g) No sub-letting of stalls is permitted. Stall sharing is allowed if both vendors are members of the LCFMS and both are present at each market.
- h) Co-ops/collectives are encouraged – each enterprise must have separate application and membership.

## **II ACCEPTABLE PRODUCT**

- a) The LCFMS is a member of the BC Association of Farmers' Markets (BCAFM) and adheres to the “make it, bake it, grow it” guidelines. Only approved products that are made, baked, grown, raised, caught or wild harvested by the vendor can be sold, displayed or advertised at the market.
- b) Only products approved in the application may be sold. Any additional products must have prior approval before being sold at the Market.
- c) Products will be accepted after the following factors are considered: overall product mix and balance, seasonal availability, consumer demand as determined by a staff person, current number of vendors with similar product, producer’s history of selling such product, producer’s history of compliance with Market guidelines.
- c) No selling of products other than those of the producer is permitted unless part of a pre-registered co-op or collective
- d) All products for sale need to meet the laws, regulations, and rules as specified by federal, provincial, and municipal bodies, local health authorities, LCFMS, and the certifying body the vendor belongs to.
- e) Resale of purchased goods is strictly prohibited except for products sold by LCFMS for fundraising purposes and by approved hot beverage/food service vendors.

- d) A maximum of 20% of goods may be culls or 2nds and must be clearly labeled as such.
- e) Prices should be fair and reasonable. No dumping allowed.
- h) All items for sale at the Market are subject to random sampling. Items may be removed from sale at the market if they are not of reasonable quality and/or freshness as determined by Market staff.

### **Organic Certification**

1) Products which are Organic should be labeled as such, and only those products which are certified. Valid documentation submitted to the market manager with application.

*\*Special Note: As all organic products, under the Canada Organic Regime, must be certified by a Canadian Food Inspection Agency accredited certification body, **products bearing the claim "certified organic" are considered misleading.***

*So, producers should do the following:*

*Labels and packaging can note "Organic Strawberries, Certified by BCARA"*

*Producers printing labels and packaging should request to use the BC Organic checkmark and/or the Canada Organic logo -- these are distinguishing elements for organic products.*

*Producers should not:*

*Indicate that products are "Certified Organic" in any way, other than through the use of the BC Organic checkmark*

*Indicate that products are certified by COABC -- their certifying body is BCARA (COABC only accredits the CB, it does not certify producers) Consult the COABC website for more detailed information.*

2) Certificate must be clearly displayed in vendor's stall.

### **III VENDOR CONDUCT**

- a) Complaints about other vendors, their products, pricing issues or the operation of the market are to be given in writing to the Market Manager. Forms will be available at each market. Public airing of these concerns at the market is not permitted since it weakens the fabric of good will we are all working to strengthen .
- b) Vendors experiencing any difficulty with customers, health officials, market volunteers or another vendor should refer the matter promptly to the Market Manager.
- c) Vendors may not smoke in the market area.
- d) Alcohol in any form is not permitted within the Market area.

e) Vendors may not bring pets to the market.

f) Aggressive hawking of products is not permitted. Vendors are encouraged to address shoppers as they pass by the front of their stall (e.g. by saying hello, inviting to try a sample). In some cases volunteers will be provided to hand out samples or promotional material for vendors.

#### **IV FOOD SAFETY**

It is the responsibility of the vendor to adhere to all safety guidelines. Refer to the Fraser Health website for a complete listing.

[http://www.fraserhealth.ca/media/GuidelineatTempMarkets\\_April%202010.pdf](http://www.fraserhealth.ca/media/GuidelineatTempMarkets_April%202010.pdf)

#### **Low Risk Foods**

Vendors of lower risk foods are not required to contact their local Health Authority or submit an application before commencement of sales. However, it is the vendor's responsibility to ensure that all lower risk foods meet the definition of a lower risk food, namely:

- a water activity (Aw) of 0.85 or less, or

- a pH (Hydrogen ion concentration) value of 4.6 or less

It will be the vendor's responsibility to provide evidence that a food is a lower risk food if such evidence is requested by their Market Manager.

#### **Sampling**

a) Samples portioned off-site will be transported in clean, sealed containers. Any portioning performed on-site requires the vendor to have a Hand Washing Station setup and ready to use for the duration of the market.

b) Samples are to be displayed in a single layer on a covered plate so they are protected from contamination.

c) There should be adequate space between displayed samples to prevent customers from touching more than one sample. Use of toothpicks or other single use utensils are encouraged as are individual, single use containers.

d) Vendors will use tongs, or gloves to handle samples or unpackaged products like bread. No skin to food contact is allowed by vendors. Tongs and gloves cannot touch customers' hands or fingers.

e) Customers cannot handle unpackaged prepared foods. If foods are treated in this manner, they must a) be bought by that customer or b) be removed from sale or sampling.

f) Higher Risk Foods: Visual displays of products which require temperature control but are displayed outside of Refrigeration for longer than 10 minutes are to be marked as such.

## **V PAYMENTS**

- a) Vendors are expected to pay for booked stall spaces in advance of market dates, and to pay for Cancellation Fees and Late Fines by deadlines specified by the LCFMS. Exceptions to be arranged with the Market Manager in advance of the specified payment deadline
- b) Advance payment may include post-dated cheques. Cheques should be made payable to The Langley Community Farmers' Market.
- c) Vendors who have cheques returned NSF will be charged \$20 plus the amount of the cheque.
- d) An interest rate of 15% per annum or .0411 per day will be charged for overdue accounts.
- e) Outstanding fees not paid by the due date will mean forfeiture of dates. Vendors with unpaid fees due at the end of the season will not be allowed to return the following year

## **VI SETTING UP AND TAKING DOWN**

- a) Vendors may begin set-up no earlier than 12:00pm for each market, unless prior arrangements have been made with the market manager. Complete awning set-up and product displays must be ready by the official start of market day.
- b) Vendors must leave their stalls Open for Business until closing time of 6:00pm, even if sold out (sign on table is acceptable). It is fine to take down empty tables to keep displays looking abundant.
- c) Vendors are to be off site by 7:00pm.
- d) No moving vehicles are allowed within the market area from 1:30 pm - 6:15pm unless prior arrangements have been made with the market manager.
- e) A stall is 10' x 10". More than 1 stall may be reserved at an additional cost. Confine product display to the dimensions of the designated stall.
- f) Vehicle space behind stall may be reserved at an additional cost of \$10 per market (limited number available).
- g) Vendors must supply their own canopies, tables, chairs, signage, float, utensils.
- h) All stalls and adjacent areas must be left clear and clean at the end of each market day.
- i) Excess noise (e.g. car stereos) from vendor-operator equipment is prohibited.
- j) Electricity is available for vendor use at an additional cost of \$10 per market (limited number available)
- k) Although every effort will be made to accommodate the wishes of individual vendors, allocation of stall sites will be determined by the market manager.

## **VII STALL APPEARANCE**

- a) Stalls must be clean and tidy.
- b) No plastic tarps except by prior approval of Market Manager.
- c) All vendors must display business name prominently in stall.
- d) Prices must be clearly displayed.
- e) In all cases, the LCFM and Market Manager will be the final judge of appearance standards.

## **VIII SIGNAGE AND LABELLING**

- a) Vendors are required to display a sign bearing their business name and location. Banners that span the width of the awning and are attached over head on the valance (Over-Hang) are preferred as they increase vendor visibility to shoppers.
- b) Food Safe certificates must be on-hand at the vendor's booth. Acceptance/Confirmation letters from Health Authority must be posted at the front of the vendor's stall. All items for sale at the Market must be clearly marked with their price.
- c) Prices of items for sale must utilize one or more of the following signage techniques: individual price stickers on each item, or individual price signs for each type of item, or a list of prices on a large sign or board. In the case of volume sales, the minimum weight must be listed as well as the price.

## **IX VENDOR SALES REPORT**

Vendors are to report their gross sales to the market manager at the end of each Market day or within 48 hours. All information is strictly confidential and essential for the market.

## **X CANCELLATION POLICY**

Vendors are required to give the market manager **(604 613 7139)** 48 hours notice of cancellations to be eligible to refund or credit. Contact market staff in the case of an unexpected delay on market day.

## **XI NON COMPLIANCE WITH GUIDLINES**

The LCFMS board reserves the right to suspend vendors' participation in LCFMS markets after recorded violations of Policies. Suspension is seen as a last resort.

## **CONTACT US:**

**Website:** <http://www.langleycommunityfarmersmarket.com/>

**e-mail:** [info@langleycommunityfarmersmarket.com](mailto:info@langleycommunityfarmersmarket.com)

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Special thanks to the Vancouver Farmers' Market and their guidelines and policies