**Lacombe Farmers Market**

**Vendor Policies and Procedures 2024**

***Our MISSION:***

It is the mission of the Lacombe Farmers Market to create a unique shopping experience in the heart of the local community, supporting regional producers and growers that provide high quality homemade, grown, or baked goods in a friendly vibrant atmosphere.

***Our VISION:***

Develop a central hub for the Farmers’ Market producers and consumers. Enhance the heart of the Community by creating a vibrant location for economic activity that will be a driving force in Lacombe. Help create community wellbeing by providing a center for not-for-profit organizations. Allow them to champion their fundraising causes and benefit from the energy generated by a regular, high profile community event like the Farmers’ Market. Act as a catalyst to build relationships between urban and rural communities: bring people together in one common area. To create weekly events and special events where people can enjoy shopping, eating, entertainment, fundraising, and sustain local dollars.

1. **Products sold.**
	1. All products or services a Vendor wishes to sell must be listed on their application and approved by the Market Manager. Products not listed must be approved by the Market Manager.
	2. **No Exclusivity will be given.**
2. **What can’t be sold at the Lacombe Farmers Market**
	1. Fruit from outside of Canada (Managers Discretion)
	2. Tobacco, Vaping products/equipment
	3. Marijuana – including edibles.
	4. Used items and antiques.
	5. Flea market item
	6. Live animals
	7. Anything that is illegal to sell/trade or own in Canada.
	8. Weapons
	9. Food item AHS has not approved for sale at farmers markets.
3. **Compliance with Legislation**
	1. Food vendors must follow all food safety training and paperwork required by AHS for the items they are selling and must bring a paper photocopy for the Market Manager on their 1st market day. Food safety training and permits if required by AHS.
	2. Market managers, vendors and sponsors must be compliant with all applicable municipal bylaws and provincial and federal legislation.
	3. Under Part 3 Section 36(4) of the Food Regulation, the farmers’ market permit holder, i.e., market manager, is required to ensure the stallholders are following Sections 36(1), 36(2) and 36(3). Failure to do so could result in loss of the farmers’ market permit for the market and/or fines.
	4. All claims made about a product must be backed up. Organic must be certified, cures – treats – must have medical studies recognized by health Canada etc.
	5. Helpful links
		1. <https://www.albertahealthservices.ca/eph/page3151.aspx>,

* + 1. <https://albertafarmersmarket.com/faq/labelling-requirements-food/>

* + 1. [https://ahs.myabsorb.ca/#/public-dashboard](https://ahs.myabsorb.ca/%22%20%5Cl%20%22/public-dashboard)
		2. <https://www.canada.ca/en/health-canada/services/consumer-product-safety/cosmetics/notification-cosmetics/guidance-document-complete-cosmetic-notification-form.html>

1. **Stall Rental**
	1. Spring Markets (Indoor): one 8-foot table + 2 chairs included.
	2. Summer Outdoor Markets: one 10 x 10 stall
	3. Winter Markets (Indoor): one 8-foot table + 2 chairs included.
	4. Payment methods – cash, cheque, e-transfer to lacombefarmersmarket@gmail.com
	5. Bank charges for NSF Cheques will be passed onto the issuer of the cheque.
	6. Payment is due upon approval. **NO EXCEPTIONS**
	7. If you owe money to the market, you must settle your debts before attending another market.
2. **Setup**
	1. Setup starts 2 hours before the start of the Market – Contact the Market Manager if you require more time.
	2. **You must be at the market 45 minutes before the market starts.**
	3. Tents must be weighted **20** lbs per corner minimum. Weights should be tethered to the canopy not just around the leg.
	4. All goods, and displays must be within the area you have been assigned.
	5. A-frame signs are permitted in outdoor markets – the Market Manager may adjust the position of the sign to modulate the flow of traffic.
	6. Any damage you do to the facility is your responsibility to have repaired.
	7. Vendors may park one vehicle behind to their assigned stalls in the outside markets.Helper’s vehicles outdoors must park at the far end of public parking.
	8. **Indoor markets all vehicles must be moved to the edge of the LMC.**

1. **Tear-down**
	1. You must wait until the market ends before packing up. Packing up early could and will result in you not being invited back.
	2. \*\*\* **No leaving the market till 15 mins after market ends.**

**This will be strictly enforced for safety of customers still walking.**

* 1. All garbage is to be removed – your spot should be in better condition then when you arrived.
1. **Cancellations/refunds**
	1. If you are unable to attend a market, please advise the **Market Manager at least 2 weeks in advance of the market**.

This can **ONLY** be done via text message 403-318-8678, or email to: lacombefarmersmarket@gmail.com. Not my personal cell or Facebook.

Failure to properly advise the Market Manager will result in a verbal notice and loss of table rent. A second infraction can result in your permanent spot being lost and you may be moved to fill spots. A third infraction or on any no show, the Market Manager will send an email to you to see if you are intending to continue to be a part of the market. At the Market Managers discretion, another vendor may be brought in to replace you.

**Refunds:**

* + 1. If you are unable to attend a market, you must give **2 weeks** notice.
		2. **To receive a refund, you must email the Lacombe Farmers Market.** **lacombefarmersmarket@gmail.com** **with your request. It will be reviewed and sent to the board for approval.**
1. **Solicitaion**

No Solicitation for other markets. If you wish to advertise or ask vendors to join a market, you must submit to the board, and they will approve. This is no longer in the managers hands. If this is found to be happening a report will be filed to the board. If noncompliance you could be asked to leave the market permanently.

1. **Buskers**
	1. Buskers must be approved by the Market Manager.
	2. Placement and duration of performance at said location is at the discretion of the Market Manager.
2. **Smoking/Vaping**

There is no smoking/vaping allowed within the sales area.

1. **Code of Conduct**

All Vendors are expected to conduct themselves in a professional and ethical manner while at the LFM.

Expected conduct includes proper attire, and business practices that positively reflect on the reputation and values of the market.

There is to be absolutely no selling of products outside of your 10x10 space. Failure to adhere to this rule will result in immediate dismissal from the market and any future markets.

All products must be inside your 10x10 spaces including displays unless approved by market manager.

Vendors are asked to always have an individual present at their stall.

All vendors will guarantee the quality of all products they sell.

1. **Anti-bullying and harassment policy statement**

The Lacombe Farmers Market and its board is committed to having a respectful work site. The LFM Farmers Market is not an employer of vendors and

therefore, will only address vendor issues that are related to the direct operations at the work siteduring market hours.

1. **Marketplace conduct**

Bullying and harassment is not acceptable or tolerated in this Marketplace. All persons must be treated in a fair and respectful manner.

**2**. **Bullying and harassment**

(a) includes any inappropriate conduct or comment by a member towards another person that is known or reasonably ought to be known would

cause that person to be humiliated or intimidated.

Examples of conduct or comments that may constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing, or initiation practices, vandalizing personal belongings, and spreading malicious rumours.

**3.** **Members must:**

• not engage in the bullying and harassment of other persons

• report if bullying and harassment is observed or experienced

**4.** **Application**

This policy statement applies to all members, their employees, and LFM Farmers Market employees, including permanent, temporary, casual, contract, and student workers. It applies to contact for the purposes of vending during market site hours of operation. If vendors choose to interact with each other

outside of the market site and its hours of operation, those communications will fall outside of this policy statement.

**5. Reports of Policy Statement Contravention**:

**Member/employee responsibility**:

Report in writing any incident that you feel contravenes this policy statement.

To the Lacombe farmers market board at: [lacombefarmersmarket@gmail.com](lacombefarmersmarket%40gmail.com)

• Incident details must include to the best of your ability:

date and time of incident

location of incident

purpose of the interaction (if applicable)

names of any witnesses who may have witnessed the incident.

must be signed and dated.

**Board responsibility**:

• Investigation process will start within 2 weeks of the receipt of the report.

• Board designate will talk to all who are identified as involved in the incident or who may have witnessed the incident

• If the allegation includes a board member, the board member will be removed from all board discussion of the matter.

• All investigations will include written notes.

• Board designate will make recommendations to the board on corrective actions and any support that may be required by the target and/or witnesses within 14 days of the investigation completion.

• The Board will review the recommendations and will make a decision to be communicated within 14 days.

• All submissions will be kept confidential at the Board level.

* The Market Manager will not be involved in these investigations, unless they have information that may be relevant to the allegation.

**12. Complaints and Suggestions**

* 1. Complaints and suggestions may be made in writing and submitted to the Market Manager, a LFM Board Member or via email to: lacombefarmersmarket@gmail.com. They must be dated and signed prior to being submitted.
	2. They will be reviewed by the LFMA Board of Directors at its earliest convenience.

**13. Penalties and Appeal Process**

* 1. If a Vendor does not follow the LFM Policies and Procedures, the Market Manager can issue a verbal warning. A second infraction can result in a written warning from the Market Manager. A third infraction can result in expulsion from the LFM, And/or The Market Manager with the Board of Directors of the LFM reserve the right to bypass verbal and written warnings.
	2. Appeals of the warning or notice of expulsion can be made in writing to the Lacombe Farmers’ Market Association Board of Directors via email to: lacombefarmersmarket@gmail.com within seven (7) days of receipt of the notice of expulsion, and will be reviewed by the Board within thirty (30) days.
	3. During the appeal of a notice of expulsion process, the Vendor under review will be prohibited from attending the LFM.
1. **Personal Information Protection Act**

By submitting this application consent is implied for the LFM to disclose your name, company name, email address, and/or telephone number to those persons inquiring about your product(s) or service(s), and for the LFM website.

* 1. It also provides consent for LFM to take pictures during Market hours for marketing and advertising purposes.