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# Rules of Operation

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## ELIGIBILITY

- Preference will be given to vendors from the Creston and District (Yahk to Riondel). Vendors from outside this area will only be considered if there are not enough local vendors to fulfill the demand for any given product at the CVFM.
- Distributors and commissioned sales people are not permitted.
- Potential vendors must submit application and be notified of acceptance before attendance at their first market. Allow a minimum of two weeks. **Late applications may limit access to market, stall location and acceptance will be at the discretion of the Market Manager.**

## VENDOR REGISTRATION, RESERVATION & SET UP

- Vendors must prepay in order to choose stall locations. Any bookings after the Saturday prior to the market date will be on a first-come first-served basis without taking seniority into account. Booking applications must be in writing via email to [CVFarmersMarket@gmail.com](mailto:CVFarmersMarket@gmail.com).
- NSF cheques will be charged a \$40 NSF fee above and beyond the amount of the cheque.
- Non-profit groups are eligible for one free booth per season (each Spring, Summer, Fall & Winter). The CVFM reserves the right to limit the number of non-profit groups permitted to attend on any given market day, at the discretion of the Market Manager.
- While the Market welcomes a diversity of non-profit organizations, it will not permit the promotion of specific political causes, including the signing of petitions or letters of support.
- Groups strictly promoting one political party or a religious perspective are not considered education/community groups and will not be permitted.
- Although every effort will be made to accommodate the wishes of individual vendors, the Market Manager will determine the allocation of stall sites.
- The Market Manager has the right to manage market composition and allocate stall space accordingly.
- ALL PRODUCTS MUST BE LISTED ON THE APPLICATION AND BE PRE-APPROVED BEFORE IT WILL BE SOLD AT THE MARKET. THE MARKET MANAGER HAS THE RIGHT TO REFUSE SALE OF ANY PRODUCT IN ACCORDANCE WITH CVFM POLICIES.

## STALL RATES AND CANCELLATIONS

- Cancellation must be at least 72 hours prior to the opening of the market in order to credit pre-payment forward (prior Wednesday at 9 am). There will be no refund of stall fees with less than one full week of cancellation notice (Prior Saturday at 9 am).
- Cancellation must be in writing to [CVFarmersMarket@gmail.com](mailto:CVFarmersMarket@gmail.com). If the vendor **does not have an email account**, they may phone the Market Manager at 250.254.1594. Cancellation by phone is not to be used by vendors who have email accounts.
- Contact market staff in the case of an unexpected delay on market day. This may not prevent a vendor's stall from being re-assigned.
- Two cancellations without notice (no-shows) in any year may mean forfeiture of future market dates and could result in suspension from the Market. If fees are not paid for the missed days, the vendor is automatically suspended until those fees are paid.
- No subletting of stalls is permitted. Stall sharing is permitted with permission from Market Manager.

## STALL SETUP AND SAFETY

- Vendors will arrive no more than 2 hours and no less than 30 minutes prior to the specified opening time of the market for outdoor markets (unless approved by Market Manager). Arriving less than 30 minutes prior to the opening time may result in being refused entry to the market and that vendor's stall space will be re-assigned. **Vendors arriving after 8:30 will not be allowed vehicle access to the Market Site.**
- Vendors will move and/or park vendor vehicles as requested by CVFM staff:
- COOK ST. LOCATION: No parking in front of Chamber, park at Cook St. entrance before start of cement wall.
- MORRIS GREENHOUSE: No parking in front of Morris Greenhouse. Park in back of greenhouse or on road. Leave side access available for drop-off parking only.
- CDCC: top parking lot, entrance off Hillside Ave.
- Vendors will remove vehicles from the market area 30 minutes before official opening when vendor parking is not part of the stall rental agreement
- Vendors will place the parking requirements of customers first
- Vendors will move vehicles back into the vending area no sooner than 15 minutes after the closing bell.
- Vendors will dispose of their garbage by taking it with them and not using the garbage containers at the Market Site.
- Stall spaces shall be left garbage-free and tidy.
- Stall areas will be 10' x 10'. A maximum of 2 stalls per vendor will be permitted at the discretion of the Market Manager.
- Vendors will confine their product display to the boundaries of their stall and not extend into the customer walkways or into the boundaries of other vendors
- Vendors will complete awning set-up and product displays by the official start of the market day.
- All awnings must be weighted on all 4 legs with either 20 pounds per leg or tied off to ensure the awning cannot flip. Weights must be physically attached (ie. Tied) to the awning. Simply placing a weight around the bottom of the leg is NOT sufficient. **Failure to comply with this will result in expulsion from the market. It is the responsibility of the vendor to ensure they have enough weights and tie-down materials with them. The Market will not supply weights. The Market Manager can advise vendors in advance on ways to comply.**
- Excessive noise (ie. Noisy generators, loud music from stereos) is not permitted.
- Electricity is available in limited supply for vendor use at an additional cost of \$8 per stall.
- In all cases, the CVFAC board and the Market Manager will be the final judge of the acceptability of the appearance of stall setups. All stalls must be clean and tidy and reflect positively on the image of the CVFM.

## VENDING PROCESS

- Vendors will be permitted to sell ONLY the items listed on their application form. **Changes and additions to vendor products must be approved by the Market Manager prior to sale.** The Market Manager may reject any additions or changes at their discretion. It is best to apply to change your product list a minimum of a week prior to the day of the market in order to avoid disappointment.
- **Vendors will commence selling to customers only after the ringing of the CVFM bell which officially opens the Market day.**
- Vendors must leave their stalls open for business until the closing bell. Teardown of stalls may not commence until the closing bell. If a product is sold out, a sign must be placed in the stall space and the stall shall not be torn down until after the closing bell. It is acceptable and encouraged that vendors take down empty tables to keep displays looking abundant. **Under no circumstances will a vendor move a vehicle within the Market grounds during Market hours.**
- Vendors will not bring pets to the market
- Vendors will refrain from drinking alcohol. Smoking is not permitted within 50 feet of the Market Property (including doorways)
- Sales should be finalized by 10 minutes after the closing bell. Our insurance is not valid after the market closes and continuing to sell after closing is a safety issue as vehicles will be coming into the sales area. Aim to be packed up and gone within the hour.
- Complete and submit Vendor Report before leaving market or, by prior arrangement, within 48 hours of market close. This information will be held strictly confidential and may be reported anonymously, but it is integral to the ability of the Market to apply for grants.
- Aggressive hawking of products is not permitted. Vendors are encouraged to address shoppers as they pass by the front of their stall and not try to “pull in” customers from other booths.
- Any vendor who is operating an open flame of any kind must have a certified fire extinguisher accessible in their booth.

## PRODUCTS OFFERED

- The CVFM 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.
- Only products approved in the application may be sold. Any additional products must have prior approval before being sold at the market.
- Products will be accepted after the following factors are considered: location of producer, overall product mix and balance, seasonal availability, consumer demand as determined by the Market Manager, current number of vendors with

similar product, producer's history of selling such product, producer's history of compliance with Market Regulations. Inclusion of out of area products will be determined by the Market Manager and will be permitted only if the inclusion does not unreasonably compete with local vendors. Eg: If the market is saturated with the same product by local vendors.

- All products are to be sold by producer. Family members living in the same household or immediate family (parent or child of producer) with the producer may attend instead of the registered vendor or assist the regular vendor. Regular, legal employees involved in the production may attend instead of the registered vendor providing they are well versed in affairs of the farm/business and hold all certifications required in the case of food vendors.
- Vendors will provide samples as requested by the CVFM.
- All products for sale need to meet the laws, regulations and rules as specified by federal, provincial, and municipal bodies, local health authorities, CVFM and the certifying body the vendor belongs to.
- Vendors of soap, cosmetics and supplements will adhere to the notification, testing and labeling regulations set forth by Health Canada and be prepared to show proof of compliance at any given market. Vendors may add this documentation to their Vendor File rather than have it at each market.
- Resale of purchased goods is strictly prohibited except for products sold by approved prepared food service vendors.
- The CVFM strongly encourages all vendors to carry **product liability insurance**.
- All products should be individually priced or have pricing displayed in a clear and obvious manner.
- Proof must be displayed for products claiming to be Organic or Fair Trade, including ingredient claims.

## FOOD SAFETY

- **All higher risk prepared foods, meat, poultry, fish and shell egg** vendors must complete an “Application-Sale of Higher Risk food at Temporary Food Markets” and submit it to the **local health authority** for approval. *A copy of this approval **must** accompany your application form, however, a copy of previous approval letters from Interior Health are acceptable to CVFM as long as the products listed remain the same.*
- Shell eggs offered for sale must be sound and clean. Cartons must bear the name of the farm/producer and the date packaged. **Eggs must be kept at a temperature below 4°C.**
- Ingredient labels will be attached to all prepared foods sold and ingredients will be displayed for items sold to eat at the market site.
- Proof of Organic Certification will be displayed.
- Vendors of lower risk foods are required to ensure that all lower risk foods meet the definition of a lower risk food, namely: water activity (Aw) of 0.85 or lower AND a pH (hydrogen ion concentration) value of 4.6 or less. It is the vendors responsibility to provide evidence that a food is a lower risk food if such evidence is requested by their Market Manager.
- All vendors of food products not prepared in certified kitchens will display at their stall a sign clearly stating “Food items are prepared in a facility not certified by a Regulatory Authority”. Failure to display this sign will result in removal of the vendor from the Market. A further sign stating, “some foods may contain nuts” will protect you and alert the public.

## SAMPLES

- 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.
- Samples are to be displayed in a single layer on a covered plate so they are protected from contamination
- 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
- Samples must be served from within the vendors market stall.
- 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.
- Customers cannot handle unpackaged prepared foods. If customers touch unpackaged prepared foods, the foods must be either bought by that customer or removed from sale or sampling.

## HIGHER RISK FOODS

- Visual displays of products which require temperature control but are displayed outside of refrigeration for longer than ten minutes are to be **marked as display only** and not sold (ie. Eggs)
- Higher risk foods are to be held at the temperature required by Interior Health and be easily assessed – vendor is required to have thermometers available.
- All higher risk foods must comply with IHA Regulations and must be **certified for sale by the Environmental Health Officer.**
- All food vendors are expected to read and comply with the “Guidelines for Sale of foods at Temporary Food Markets.” Available online.
- All vendors of high-risk foods must have a copy of their Foodsafe Level 1 or Marketsafe certificate on file with the Market.

## CONDUCT AND 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. Forms will be available at each market. Public airing of these concerns at the Market is not permitted. This includes airing complaints or disagreements on Farmers' Market or Food Action Coalition social media. Vendors provoking public altercations or disruptions may be suspended from the market. The Market Manger will consult with the CVFAC board to resolve disputes in accordance with the Rules of Operation of the CVFM and will default to the CVFM Conflict Resolution Policy in the event the issue cannot be resolved at this level. (See Conflict Resolution Policy)**
- Vendors experiencing any difficulty with customers, health officials or market volunteers must refer the matter promptly to the Market Manager.
- The FAC Board that governs the CVFM reserves the right to suspend vendors' participation in the CVFM for recorded violations of the Rules of Operation after the Conflict Resolution procedure has been followed. There will be no refund of paid fees in the event of a suspension. Suspension is seen as a last resort.
- The Market and Manager are not responsible for lost, stolen or damaged articles or money.

## CONFLICT RESOLUTION POLICY

- All members/vendors are required to make a good-faith effort to resolve all disputes cordially and PRIVATELY before filing a grievance.
- Confrontations or open conflict between vendors in view of the public will not be tolerated and may result in temporary or permanent suspension of vendor privileges without the refund of membership or booth fees. The Market Manager may issue a temporary suspension at any time at their discretion and will submit a written report to the FAC Board detailing the reason for the suspension. The FAC Board must approve permanent suspensions.
- If resolution cannot be achieved through Step 1, grievances may be submitted, in writing, to the Market Manager. Anonymous grievances will not be accepted. Grievances will be handled with as much confidentiality as possible; however, confidentiality may need to be waived by the complainant in order to facilitate resolution. The CVFAC board will receive copies of all written grievances and the responses to those grievances.
- The Market Manager will investigate all written complaints. Subjects of complaints will be given the opportunity to respond to the complaint in writing. The Market Manager will render a decision in keeping with the Creston Valley Farmers' Market Rules of Operation. Complaints submitted verbally to the Market Manager may be upgraded to written complaints at the Manager's discretion, including the name of the complainant.
- The Market Manager may, at any time, submit a complaint to the CVFAC board for resolution.



- If a complainant disagrees with the resolution decision of the Market Manager they may submit, in writing, an appeal to the CVFAC Board outlining their reasons for their disagreement with the Manager's decision. The decision of the board on the outcome of the appeal will be governed by Creston Valley Farmers' Market Rules of Operation and will be final.

*THE CVFM AND THE CVFAC BOARD RESERVE THE RIGHT TO CHANGE, INTERPRET AND ENFORCE THESE POLICIES AND GUIDELINES AS DEEMED NECESSARY TO MAINTAIN CONSISTENCY AND ENABLE THE SMOOTH FUNCTIONING OF THE MARKET FOR THE BENEFIT OF ALL WHO PARTICIPATE, WHETHER VENDOR OR CUSTOMER, IN THE MARKET.*