



Lunenburg Farmers' Market Association

www.lunenburgfarmersmarketns.ca

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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 (BOD) is made up of nine-member vendors and 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 co-op 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 at Lunenburg Farmers' Market are expected to commit to 34 weeks of the year, which is two thirds of the year, and pay an annual fee of \$30 to the Lunenburg Farmers' Market Association. In exchange for this commitment, member vendors:

- Are given priority for weekly stall spaces

- Are given special consideration when assigning stall spaces
- 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.

Date & Times

The Lunenburg Farmers' Market is a year-round market operating every Thursday morning. The hours year-round are 8:00am-12:00pm.

During predicted storm events, the Board of Directors and Manager will make a decision about Market opening by 1pm the Wednesday prior, and will notify attending vendors by email.

Location

For the majority of the year, the Lunenburg Farmers' Market is located at the Lunenburg Community Centre. On the Thursday before Mother's Day in May, the market location moves across the parking lot to the Lunenburg Arena and operates there until mid-September when ice gets put back in by the town of Lunenburg.

Vendor Fees

Member Vendors: Membership dues for the Lunenburg Farmers' Market Association is \$30 per year and due in April, 2023.

Stall Fees: \$35 weekly.

Payment Options:

All vendors are required to pay for their space on the day that they attend the market by e-transfer to lfm@lunenburgfarmersmarketns.ca or by cash.

In addition to paying weekly or monthly, Member vendors may also pay as following by e-transfer:

Yearly: pay for 46 weeks at once, get five weeks free

Quarterly: pay for 12 weeks at once, get one week free

All payment methods will be honoured with a receipt for fees paid.

Vendor Application & Selection

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

1. Submit a completed application form in January 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.

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

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

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

A primary producer is a farmer or grower who grows and sells their own farm products and who is involved in the harvest and production of 100% of the farm products they offer for sale. ex: A person who grows berries and makes jam with these berries, a person who raises animals on their farm and produces sausage for sale.

A secondary producer is a producer that purchases raw materials for local manufacture into secondary products. ex: A person who buys berries from someone else and makes jam with purchased berries, a person who buys meat from someone else then produces sausage from the purchased meat for sale, a person who buys raw ingredients from someone else for soapmaking.

1. Each vendor at the Lunenburg Farmers' Market must be a primary or secondary producer.
2. 100% of all products sold by artisans or crafters must be of their own production.
3. There must be an available spot in the appropriate producer category.
4. All new vendors approved by the board of directors will start as day/occasional vendors and attendance will be reevaluated between vendor and Manager based on consumer demand. Membership status the following year will be evaluated based on continued space and availability.

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 with clear signage with business name and pricing.
- Focused on fostering a connection between the producer and the consumer, with knowledgeable staff who are courteous and with strong customer service skills

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
- Timely arrival before Market opening

Product Balancing

- Products that are unique or unusual
- Products not already represented in the Market
- Duplicate products may be denied entry

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.
- <https://novascotia.ca/nse/food-protection/docs/publicmarketguide.pdf>

Space Availability

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

Agriculture

- Priority is given to those regional farmers and producers from Lunenburg and Queens Counties 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

- Priority will be given to products processed by the vendor over products by a third party.
- We encourage prepared food vendors to source from our market and locally wherever possible.

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.

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.

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

All farms with livestock can expect an annual visit/inspection by two members of the Board and/or the Market Manager.

It is a requirement for the Lunenburg Farmers' Market that:

Beef – cattle spend a minimum of 12 months on the individual's farm, preferably the animal should be born on the individual's farm- This ensures that the farmer knows what the animal's health history is (medication and diet).

Grass-fed Beef – the animal needs to be born on the individual's farm and reside there until butchering. (100% forage based diet after weaning).

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.

Pork – minimum three months on the individual's farm, preferably the animal should be born on the individual's farm.

Landscape Plants & Live Flowers

The Lunenburg Farmers' Market prefers that plants be propagated in soil by the vendor from seed, cuttings,

bulbs, or plant divisions. When plugs or bulbs are purchased elsewhere, the Board of Directors strongly encourages transparency and honesty about practices.

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 hosts a limited number of local artists and crafters whose products reflect unique methods, and/or local heritage, keeping in mind that the mandate of the Lunenburg Farmers' Market is to have 60% of vendors be primary producers

Product Packaging

The Lunenburg Farmers' Market is committed to being a green, environmentally sustainable Market, and as such, strongly prefers the usage of recyclable or compostable packaging for products being sold.

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 years attending the Market, the number of weeks attended per year, product presentation, and the overall best interest of the entire Market. Member vendors are given primary consideration in assigning stall spaces. Renewing members 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 President's 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 seek approval for any changes or additions to their product selection to the Market Manager before bringing to Market. Any notable changes to product selection will be reviewed by the Board Of Directors at the next monthly Board meeting.
- 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, including the two ongoing Market coupon initiatives (Market dollar coupons sold as well as Nourishing Communities Program- both of which will be compensated by the Manager with cash when available or by e transfer within 24 hours of Market).
- 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 product's value.
- 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 (labeling 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 always monitor and supervise their children 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.
- 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 the 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 Board of Directors.

Attendance Regulations

Cancellations

If a cancellation is necessary, member vendors must provide the Market Manager with at least two days' notice- by 8am on the Tuesday prior to Market day- so space can be reassigned. Timely cancellation notice ensures vendor prepayments, if applicable, will be honoured for a future Market date.

Failure to communicate , or continued absences, may result in the vendors' participation at market being terminated.

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

Late Arrival

All vendors are required to be on site by 7:30 am to ensure setup is complete for when the market opens. Any vendor not able to arrive by 7:30 am 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. Without adequate notice, the vendor will be charged and must pay the owing payment upon next attendance. Extraordinary circumstances may be taken into account.

Display Regulations

To maintain a positive selling environment, vendors should have a neat and 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.
- 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 their 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:

<https://novascotia.ca/nse/food-protection/docs/publicmarketguide.pdf>

- Vendors are responsible for clearing their stall at the end of the Market day and taking 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 or Manager.

Set-up & Take-down

Vendors should arrive on site by 7:30am.

When unloading, please ensure you do not block or impede other vendors from accessing the property. Vendors should unload product into the Market, then promptly move your vehicle to furthest end of parking lot, *then* complete setup of your display. This allows our valued customers preferred parking. Special parking exceptions are honoured for those vendors with mobility concerns.

Reminders of courteous parking practice will be offered by the Market Manager or Board of Directors, and continued disregard for customer preferred parking will be discussed with the BOD at the next monthly meeting.

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.

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 the 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 outside of Market hours. 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 the 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. 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.

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 always exercise sound loss prevention measures. The vendor shall not make a 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. The following is one such insurance option, offered in partnership with Farmers Markets of Nova Scotia: <https://duuo.ca/vendor-insurance/fmns>



LUNENBURG
FARMERS' MARKET

Vendor Code of Conduct

1. Vendors will adhere to the highest standards of quality, service and business.
2. Vendors must not disparage other vendors, board members, products, or the market.
3. Vendors shall conduct themselves at all times in a courteous and professional manner.
4. Vendors agree to be clean, tidy and properly attired.
5. Vendors must attempt to bring an adequate supply of their primary product(s).
6. Vendors are not allowed to drink alcohol or smoke onsite. Vendors must not be at the market under the influence of alcohol or drugs.
7. Vendor must not aggressively sell their product.
8. Vendors agree not to practice distress pricing.
9. Vendors agree to honour all market promotions, including the ongoing Market Dollars and Nourishing Communities Program.
10. Vendors must monitor and supervise their children at all times during the market day.
11. Competition and cooperation between vendors is encouraged.
12. Vendors should staff their own market stall. Any alternate staff should be well versed in the business/production methods. Vendors are responsible for ensuring that their staff members are in compliance with these guidelines.
13. All vendors will abide by all applicable Provincial and Federal regulations and By-laws. All products should be produced and sold as per above regulation. It is the responsibility of the individual vendor to know what is required to meet and implement above guidelines- failing to do so jeopardizes the integrity of the Market overall. Both Management and the Board of Directors and appropriate authorities will make periodic inspections of the vendor and product.
14. Vendors are responsible to obtain all necessary licenses, permits, inspections and certifications for the sale of their product(s).
15. Lunenburg Farmers' Market will not permit any form of harassment in the Market. Harassment, be it verbal, physical or sexual, can be simply defined as any unwanted behaviour that jeopardizes someone's feelings of comfort or safety. The Lunenburg Farmers' Market believes all employees, customers and vendors deserve respect and dignity, and folks who report to Management or a Board member of their choice will be heard and believed, and their confidentiality maintained. Harassment based on any individual's race, religion, gender, gender identification, sexual orientation, national origin, age or disability will be discussed at the Board level swiftly and promptly, and is cause for disciplinary action up to and including termination.

Above issues will be reviewed by the Board of Directors, and will be discussed, voted on and addressed in a timely fashion, with both a written and verbal response. Decisions of the Board of Directors are final.