



## **VENDOR HANDBOOK (updated 12/2021)**

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The PFM Handbook is intended to provide clarity of the mission, vision, policies and rules of the market and is the guiding document of the Poulsbo Farmers Market.

### **Contents:**

**2 Introduction to the Poulsbo Farmers Market**

**3 Who Can Sell What**

**4 What Is Not Allowed at Market**

**5 Business Requirements and Notices**

**7 Permits and Licenses**

**8 Application Dates and Guidelines**

**13 Stall Assignments and Space Availability**

**14 Grievances**

**15 Market Day Rules**

**19 Market Standards of Conduct**

## **Introduction to the Poulsbo Farmers Market**

Read the entire vendor handbook to ensure your product qualifies and that you have the correct permits and licenses necessary to vend. Then, fill out the online vendor application at [www.poulsbofarmersmarket.org](http://www.poulsbofarmersmarket.org).

## **PFM Organization**

The Poulsbo Farmers Market (PFM) showcases locally grown and produced foodstuffs and artisan items. The market keeps local dollars in Kitsap County and helps sustain local farms and businesses.

## **Market Location**

The PFM is located on the grounds of Gateway Fellowship at 18901 8<sup>th</sup> Avenue NE. The market is open to the public on Saturdays from 10:00am to 2:00pm, beginning the 1st Saturday in April through approximately the 3rd Saturday in December.

## **Mission Statement**

The Poulsbo Farmers Market gathers to support local agriculture, artisans and makers through sales, education and advocacy.

## **Our Goals**

The PFM has two primary goals: 1) to provide an outlet for Washington State's farming families to direct-sell their farm products and 2) to provide farm-fresh food for consumers in a fun, safe, honest environment.

## **Our Values**

Support

Intentionality

Fun

Transparency

Inclusivity

Relationships

## **Operations**

Market operations are managed by a Market Manager and Market Staff. The PFM Board of Directors (PFM Board) is responsible for the guidance of the market and provides oversight and direction as needed. The Market Manager has the responsibility of interpreting and enforcing PFM Rules and Policies adopted by the PFM Board and has the authority to grant exceptions on a case-by-case basis. Decisions of the Market Manager may be appealed to the PFM Board.

## **Market Board**

The Poulsbo Farmers Market Board oversees all rules, policies, grievance procedures and other issues concerning Vendors at the Market. Any comments filed with the Board will be responded to by mail or email within 14 days. Challenges to disciplinary actions will be addressed at the next full PFM Board Meeting where the complainant may be present, if so desired.

## **At Will**

To maintain product diversity, volume and quality, the PFM Board reserves the right to deny a vendor or applicant from participating and/or deny any product or service from being sold. Vendors can stop participating at the market at any time. All balances are to be settled on market day.

# Who Can Sell What at the Market

## What is Allowed at PFM

### **FARMERS**

All fresh farm products must be grown or produced in Washington State, and grown, caught, cultivated, produced or foraged by the vendor selling them. Farm products include: fresh fruits, vegetables, herbs, nuts, honey, grains, dairy products, eggs, poultry, meats, fish and shellfish, fresh cut flowers, nursery stock, plants, and foraged items such as wild herbs or mushrooms. Agricultural hemp products will be juried on a case-by-case basis. The definition of Farmer may also include someone who *processes* produce, fruit, berries, botanicals, meats, honey, etc., which is grown, raised, or harvested on their own, leased or rented property, in the State of Washington or border counties and then turned into value added product(s) such as jams, cider, salsa, vinegars, alcoholic beverages, essential oils or any other botanical use. It may also include Farmers who raise the basic ingredient(s) of a product, but who must send it out for fundamental processing, either within Washington State or border counties, before creating the value added product. Such Vendors might include those Farmers selling certain essential oils, smoked meats or fish, fiber, etc. This excludes Resellers or those who might work on, or manage a corporately owned farm and have permission to dispose of surplus product. Farmers receive highest priority in stall placement and participation at the market.

### **SEAFOODS**

Seafood Vendors will be classified as a Farmer or Processor. Vendors must own, lease, or operate the fishing vessel or own, lease or rent the parcel of land where seafood is caught or harvested. Vendor must be a legal resident of the State of Washington. Seafood products must originate from the greater Pacific Northwest, which includes the waters of Washington, Oregon, Alaska and British Columbia.

### **ALCOHOLIC BEVERAGES**

Alcoholic Beverage Vendors will be classified as a Farmer or Processor. Alcoholic beverages must be made entirely from ingredients grown in Washington, or from grapes grown in a recognized Washington appellation, except for certain additives required for processing which cannot be produced in the State of Washington, not amounting to more than 5% of the total volume of the beverage.

( delete if site change requires?)

### **PROCESSORS**

One who sells foods that they have personally prepared or processed on property that they own, lease, or rent in the State of Washington. Processors are persons offering food products (such as meats, seafood, ciders, wines, baked goods, jams, nuts, etc.) that have added value to their product through some sort of “hands-on” processing (e.g., hand-filleted fish, smoked or butchered meats, handmade

candies/nuts, etc.), but have not raised the ingredients themselves. Processors must meet all Federal, State, County and local Health Department requirements. All appropriate permits and licenses must be submitted and filed with the Market Manager prior to selling at the market. Processors must produce their products in Washington State only. Processed food producers should use ingredients from Washington State farms or waters as much as possible,

## **PREPARED FOODS**

Prepared Food vendors (Concessionaires) offer freshly made foods, available for sale at the PFM. Prepared Food vendors shall submit and also possess and maintain all required State, County, and local Health Department permits. All appropriate permits and licenses must be submitted and filed with the Market Manager prior to vending. Prepared Food vendors are encouraged to use ingredients purchased from farmer vendors or produced in Washington State as much as possible. Further, when selecting Prepared Food vendors, the PFM encourages a good variety of healthy foods and gives preference to those vendors using ingredients produced locally.

## **ARTISANS + CRAFTERS**

One who creates with their own hands the products they offer for sale. To qualify as an Artisan/Crafter, a majority of the tools and equipment used to produce their products must require skill, personal handling and/or manipulation. Preference will be given to Artisans/Crafters who incorporate materials grown or produced in Washington State and create their products in Washington State only.

## **RESELLERS**

A “reseller” is one who buys farm goods produced in Washington State, transports them to market, and resells to the consumer. Reselling is **only** permitted when a product has both been deemed vital to attracting and retaining market customers, and is currently unavailable farm-direct or in inadequate supply. Each farm whose product is being resold must submit their own farm application and fee. All items sold must be approved by the PFM board and their origin must be clearly labeled. Resellers must represent the source of their products with honesty and transparency, and be thoroughly educated about how the product is produced. Violation of these policies may result in immediate loss of resellers permit to sell. If a farm-direct option of the product in question becomes available, admission of the farm will take priority over a vendor reselling the same product in future application review.

## **What is NOT allowed at the PFM**

Second Hand Items. Exception - Vendors who take a second hand item and recycle that item intended for a new use.

No Franchises: Those who have entered into an agreement or received a license to sell a company’s products and/or use a company’s packaging, logo, ingredients, and/or marketing tools under that license or any franchise agreement.

No Non-Owner Operated Businesses: Only those businesses that are operated and controlled by their Washington State-based, or border county-based, owners are permitted.

No Out-of-State Processing: All processed products sold at the market must be processed within Washington State.

Re-sale of pre-finished plants. Plants must be grown from seed, plug, cutting, bulbs or bare root transplants and must be established to the point where the roots fill the pot and hold fast when gently tested. Priority is given to plants grown or purchased in Kitsap County.

Religious or Political campaigning.

Hawking and false advertising.

Unapproved alcohol or controlled substances on the Market site is prohibited.

NO-SMOKING or VAPING: Our market is situated on private property where smoking is prohibited; smoking is not allowed on or within 25 feet of the entire Market area.

## Business Requirements + Notices

### **Quality Products**

Vendors agree to sell products of good quality. The Market Manager will not permit spoiled produce, diseased plants or shoddily made articles to be sold. Vendors are expected to bring the highest quality of produce and products to market. Vendors are responsible for the safety of their food and cannot sell adulterated food. Foods that require special considerations (such as elderberries, mushrooms that must be cooked, parts of plants that are toxic) must have appropriate signage and/or the seller MUST verbally inform all customers of these considerations. Low quality, inappropriately under/overripe, or otherwise inferior products are noticed by consumers and the media, and seriously undermine the PFM's efforts to bring shoppers to the farmers markets. Quality fresh produce must be consistently and reliably available to the public in order for farmers markets to maintain or expand their place in local food systems.

### **Scales**

Scales must be in good working order and certified annually by the WA State Department of Agriculture, Weights and Measures Division.

### **Organic**

If a product is labeled "organic" it must be certified as required by Washington State Law. Producers who use organic methods with \$5,000 or less in gross annual sales may use the term "organic" (Note: These producers may not use the term "certified" or "USDA"). Violations will result in termination of the vendor's permit to sell. If an organic producer is also selling non-certified organic produce at the same stand, the non-organic produce must be physically separated from the organic produce and clearly labeled as to growing method.

### **Growing Method**

Vendors of farm goods are encouraged to clearly label all products grown with corresponding grow methods including, but not limited to: unsprayed, pesticide-free, low-spray, IPM, conventional, etc. Growing methods must be clearly understood by all reseller and farm booth workers and queries regarding farming practices must be answered openly and honestly.

### **Labeling**

Processed foods, including honey, are subject to Washington State Department of Agriculture certification and labeling requirements.

### **Packaging**

Vendors are strongly encouraged to reduce packaging & use locally recyclable containers.

As of October 2021, the PFM is subject to Washington States bag ban. More information can be found on the [WA Department of Ecology website](#).

- The law prohibits single-use plastic carryout bags in all food service businesses, including retail and grocery stores, restaurants, takeout establishments, festivals, and **markets**.
- An \$0.08 charge is required for all large paper bags and thick reusable plastic bags.
- There are specific rules for bags: 1) Produce bags and thick reusable plastic bags cannot be printed with the words "biodegradable," "degradable," or "decomposable." 2) Plastic bags cannot be tinted green or brown unless they are certified compostable. 3) All retail-provided paper bags must contain a minimum of 40% post-consumer recycled content to meet composting requirements.
- **Guidelines for Existing Inventory:** The intention is not to throw away existing single-use plastic bag inventories. Businesses can use existing stock on hand of plastic bags without penalty if purchased before Oct 1 and used within a few months of Oct 1.

### **Vendor Contributions**

Vendors may be asked to contribute product to the Market's promotional and educational events such as chef's demos, produce tasting, and special events. FISHLINE, our local food bank, may also solicit food contributions every week. Please consider contributing to these Market events. Also, please consider that our local food bank FISHLINE is the best resource for distributing your unsold product to the local community in need. No participation is required.

### **Gross Sales Formula**

As a member of the Washington State Farmers Market Association, the PFM uses the following formula to help ensure a healthy vendor mix:

Total Farmers Sales must be greater than (>) Processor + Resellers gross sales combined.

All (Combined) Farmers + Processor + Resellers sales must be greater than (>) Artisan/Crafter + Prepared Food

### **Taxes**

Retail sales taxes are the responsibility of the individual vendor.

## **Market Currencies**

The following resources help connect people to the market and accessible healthy food. Vendor participation in these programs is required. Vendors are responsible for relaying this information to all their market employees. Copies are also available at the information booth. Please direct any questions about currency to the Market Manager.

### **EBT/SNAP**

EBT/SNAP (Electronic Benefits Transfer/Supplemental Nutrition Assistance Program). Customers charge their EBT card in exchange for red market tokens. No change is given on EBT tokens. These tokens don't expire and can be used at any vendor to buy any food for the household, such as:

Fruits and vegetables;

Meat, poultry, and fish;

Dairy products;

Breads and cereals;

Other foods such as snack foods and non-alcoholic beverages; and

Seeds and plants which produce food for the household to eat.

Prepared Foods fit for immediate consumption and hot foods cannot be purchased.

### **CASH TOKENS**

The PFM allows customers to charge their credit or debit card in exchange for green market tokens. These tokens don't expire and can be used at any vendor. Cash change can be given to shoppers using these tokens. The PFM cannot accept tokens from other Farmers Markets

### **SNAP Market Match**

Market Match provides SNAP participants with extra buying power. The program matches SNAP dollar-for-dollar. Market Match is only for purchases of fruits, vegetables, mushrooms, nuts, herbs, fresh frozen fruits and vegetables, and edible plant seeds and starts. Market Match may not be accepted for honey, fresh cut flowers, or products with any added sugar, salt, fats, or oils.

### **FMNP/ WIC**

PFM participates in the Farmers Market Nutrition Program (FMNP) which offers checks to the Women, Infants and Children (WIC) program as well as the Senior FMNP program. Checks issued by the FMNP may be used at eligible vendor booths only. For more information follow this link:

<http://wafarmersmarkets.org/wic-senior-fmnp-2/>

## **Permits + Licences**

It is the responsibility of individual Vendors to determine the type of permit or license required to operate their business within Washington State, Kitsap County and the City of Poulsbo, and whether display of their permits and license is required by issuing authorities. Approval by the Poulsbo Farmers Market of an individual Vendor to attend the Market does not relieve the Vendor of their responsibility to maintain the appropriate permits and licenses to operate. Copies of all appropriate Vendor permits and licenses must be on-site and available for review upon request. Display of permits and licenses while vending is not a requirement of the Poulsbo Farmers Market.

## **Prepared + Processed Food Permits**

All prepared and processed food vendors must have the proper permits and licenses as required by WSDA and Kitsap County Health Department. For more information, see Market Day Rules. All prepared and processed food businesses must carry product/general liability insurance with the Market named as additionally insured. Copies of all documents must be provided at the time of application and available onsite for inspection on any market day.

## **Food Handlers Permits**

All prepared food and unpackaged food vendors must have a current Washington State Health Department Food Worker Card. Anyone giving out samples must have a current Food Worker Card and follow all Kitsap County Health District rules and regulations, including no bare-hand contact. Sampling is only allowed within each vendor's stall, not while roaming.

## **City Business License**

The City of Poulsbo has granted a special waiver for the Poulsbo Farmers Market allowing its vendors to work under one master license issued to the Market. Therefore, each individual Vendor is not required to obtain a City Business license.

## **State Business License**

Vendors are required to obtain a Washington State UBI Number and must supply a copy of their corresponding Master Business License to the Poulsbo Farmers Market with their completed application.

## **Insurance**

Liability insurance is not required to vend at the PFM, however, it is encouraged. Prepared Food (ready to eat) Vendors must carry Product Liability and General Liability Insurance in the amount of \$1,000,000 and name the Poulsbo Farmers Market as an additional insured. A current copy of the Prepared Food Vendor's certificate of liability insurance must be submitted to the Poulsbo Farmers Market prior to vending.

# **Application Dates + Guidelines**

Every vendor must apply annually. PFM reserves the right to deny, revoke or otherwise end vendor status, at any time. Vendors accepted into the season are not guaranteed a stall every week. Application decisions are based on: available space, market product needs, vendor pricing and the vendor's performance history. Returning vendors may be considered as a new vendor if they fail to complete an application by the due date. Prior to completing the application, read the entire vendor handbook to ensure your product qualifies, and you have the correct permits and licenses necessary to vend.

The Poulsbo Farmers Market provides a vibrant market space and seeks vendors who uphold the values of the PFM through their own work. Space is limited. PFM strives to provide a place where fresh and wholesome products are sold, prioritizing the interests of local agriculture. We give priority to



vendors who support our local agricultural economy by purchasing raw materials that are locally harvested or processed, who source sustainable materials, and who work to minimize waste in their packaging. For example, ingredients that are certified organic, GMO-free, humanely raised, or farm direct. Priority is also given to food and artisan/craft vendors who source the majority of their ingredients/materials as available in the following order: 1. From Kitsap County 2. From adjoining counties 3. From Washington farms or waters.

A variety of factors are considered when making decisions about vendor participation, product mix and stall assignments. These factors include and are not limited to nor in any particular order:

- Support of the local agricultural and/or economic community.
- Location of the farm, vendor, supplier or processing facility in relation to the Market.
- Quality of product – fresh, local, high-quality.
- Environmentally sustainable business practices.
- Existing retail space or multiple markets.
- Developing healthy competition among vendors and providing customer choice.
- Maintaining a good mix of vendors and products.
- Past participation, ability to abide by Market rules and customer service.
- Ability to attract customers (actual or potential)

All decisions are on a case by case basis.

**Applications for the new season are due on an annually specified date in February - \$20 application fee. All applications will be reviewed and notice will be given to applicants by March 15.**

Applicants who are deemed by the Board to be a good fit for the Market but who, due to space limitations, cannot be admitted to the PFM Saturday market will be placed on a waitlist. Market Manager will inform applicants of waitlist status by March 15th. Waitlisted applicants are not guaranteed a vending space during the season. However, applicants are encouraged to be ready should a vending space become available.

Applications after the due date have a \$30 application fee and will be reviewed at monthly PFM board meetings. Space is limited and the PFM may not accept any late applicants, but we will consider them on a case-by case basis.

Applicants who wish to sell products in more than one category (e.g. Artisan/crafter, farmer, food processor, food vendor, reseller) will be classified by whichever category makes up the majority of their projected sales. Within their application, however, they will be asked to satisfy the requirements for both/all categories. (For example, farmers who wish to sell artisan goods at the market will only be classified as a farm and given priority stall space if their farm product comprises at least 51% of projected sales. When reviewing the applicant, the board requires sample images of the artisan good, and may also schedule a farm visit.)

Complete applications, which must include ALL items offered for sale, copies of all required documents and appropriate fees must be submitted to the Poulsbo Farmers Market either online through the Market's webpage [poulsbofarmersmarket.org](http://poulsbofarmersmarket.org) or via US Postal Service at the address listed above.

Applications will be reviewed by Market Staff and the PFM Board. Additional information from applicants may be required to make a determination of participation. A majority board vote is required to vend at the PFM. All decisions by the PFM Board are final and will be communicated to each applicant in a timely manner.

Any additional new or modified products not listed on the applicant's initial application to be sold must be submitted to the Market Manager for review and approved by the PFM Board prior to selling.

### **Application Fees**

Application fee if submitted by due date = \$20

Late Application if submitted after due date = \$30

Application fees are non-refundable and due with application.

### **Vendor Types**

All vendor types must submit a complete application.

#### **Member Vendor**

The Member Vendor category includes Farmers, Processors, Prepared Food Vendors, Artisans/Crafters and Resellers. Membership entitles members in good standing to participate in all scheduled markets for the entire season. Member Vendors may share stalls. Member Vendors take priority over other membership types in stall assignments and other market day upgrades. Member Vendors are allowed one vote per membership at the PFM general meetings.

#### **Guest Vendor**

The Guest Vendor category is for businesses that do not fit the requirements for membership or who wish to try the market out. Guest Vendors may vend once per month, as space is available. Guest Vendors are non-members and have no voting rights at the PFM general meetings.

#### **Community/Non-Profit**

For not-for-profit or non-profit organizations that provide a service to the community as a whole. Community/Non-Profit Groups are welcome to join our market free of charge, once a month, as space is available. Community/Non-Profit organizations are non-members and have no voting rights at the PFM general meetings. Religious or Political campaigning is prohibited. Equipment rental may be available for a small fee (see attached equipment fees on page 11). Fundraising sales are allowed only once per year and must be approved in advance.

#### **Citizen Members**

The Poulsbo Farmers Market encourages community members to participate in the Market as voting members through its Citizen Membership program. The nominal fee is used for market awareness purposes. Citizen Members are eligible for the PFM Board. Citizen Members are allowed one vote per membership, at general meetings.

## Fee Structure

As stated in current Poulsbo Farmers Market Vendor Application, fee rates below:

<p><b><u>Upon acceptance to vend at the market, each applicant is:</u></b></p> <p><i>Application fee is separate from the member vendor fee or guest vendor fee.</i></p>	<p><b>Member Vendor</b></p> <p>(Includes Farmers, Artisans, Prepared &amp; Processed Food vendors)</p>	<p><b>Guest Vendor</b></p> <p>(1 week per month; space available)</p>	<p><b>Non-Profit/Community Booth</b></p> <p>(1 week per month; space available)</p>
Application Fee	See Application Fee Schedule	See Application Fee Schedule	See Application Fee Schedule
Membership Fee	\$30	N/A	N/A
Weekly Booth Fee	\$15	\$50	N/A
% of Sales	5%	5%	N/A
Voting Rights	YES	NO	NO

All fees are due in-full weekly on Market Day after the Official Closing Bell and prior to a vendor leaving the Market Site. Vendors may not sell at the Market if any fees are overdue or unpaid. Vendors may resume vending once ALL outstanding fees are satisfied. Continuing non-compliance with payment terms will lead to vendors suspension or permanent expulsion from the Market.

### Membership Fees

Membership fees are due the first day vending. Membership fees are refundable only during the 4 week probationary trial period and are not prorated.

### Daily Stall Fees

Daily stall fees apply to each stall for each Market day April-October. Member Vendors who share a stall(s) will be charged a single fee to be shared by the vendors.

### Daily Percentage Fees

Daily percentage fees apply to Vendor's gross revenue, less sales tax collected. Sales must be reported weekly including any special orders or any other custom jobs sold, ordered or paid for at the Market. This does not include transactions undertaken for full season CSA shares or whole animal sales where the exchange of product will take place outside of the Poulsbo Farmers Market. Any CSA or similar subscription-based activity (including customer pick-up of CSA shares or use of customer credit at vendor booths) taking place within the confines of the market is subject to daily reporting and percentage fees.

### **Additional Fees**

- Additional fees may be required for special sales categories.
- Additional fees are required for vendors who use PFM supplied power (\$5/week).
- Additional fees may be required to receive checks for the token reimbursement program. (\$5 fee for checks less than \$30)
- All returned checks must be paid in cash plus an insufficient funds fee \$50.00. Year-end sales reports are available for a \$15.00 service fee.

### **Equipment Rental**

Available for a fee. However, market supply is limited and not guaranteed.

- Set of bungees, day rental \$5
- Canopy weights, day rental \$5 each
- Canopy, day rental \$40
- Bungees, canopy, and weights, day rental \$50
- Table, day rental \$10
- Chairs, 1 to 2 quantity, day rental \$5
- Electrical extension cord, no charge

### **Participation + Review**

Participation in the Market is determined by the PFM Board and Market Manager. All initially accepted member vendors are on a 4 week probationary trial and invited to vend up to four weeks before being reviewed for annual Vendor Member status at the following monthly PFM Board meeting. This policy helps promote honesty, integrity and quality.

The PFM Board and Market Manager maintain the right to perform periodic reviews of vendor performance, product quality, and product saturation at the Market. Reviews may be used to determine whether continued participation will be offered to certain vendors. The PFM Board may discontinue participation by vendors with multiple rule violations, unacceptable behavior, poor product quality or consistently poor sales and consumer demand. These reviews may become more necessary as the market site reaches its capacity.

## **Stall Assignments + Space Availability**

While there is often space for most everyone, it may become necessary to temporarily decrease the number of vendors to allow space. If space is at a premium, double booths will be allotted only if

average weekly sales are \$800 or more. Vendors with low sales may be asked to share stall space or to rotate market dates to continue participation at the PFM.

A standard stall space is 10' x 10'. Additional space may be used if approved by the Market Manager.

Spaces will be assigned according to market policies, considering vendor's standing, tenure, sales and in the following order of priority:

1. Farmers selling fresh farm products
2. Farmers selling value-added foods
3. Approved Resellers\* \*See section on Resellers (pg 3) for more information.
4. Food Processors
5. Food Vendors
6. Artisan/Craft vendors
7. Community/Non-Profit Booths
8. Guest Vendors

### **Requesting and Canceling Stall Space**

We receive many applications and we are unable to include all vendors who apply. Vendors who make last-minute cancellations to their participation in a market negatively impact the market and their fellow vendors, who could have taken that space. Consistent and reliable attendance is essential to the success of your business and the market. Vendors who fail to keep their commitments to their permitted sales dates jeopardize the success of the market as a whole as well as their individual businesses, and may have their permit to sell revoked.

Attendance is a factor in stall assignment and in next year's application review.

### **Requesting Unscheduled Stall Space**

To request unscheduled space for Market Day, Vendors and Community/Non-Profit Groups must notify the Market Manager no later than 5pm on the Thursday before Market Day. Failure to do so may result in stall space being unavailable for that week.

### **Canceling Stall Space**

Vendors and Community/Non-Profit Groups who cannot attend on a market day must notify the Market Manager no later than 5pm on the Thursday before market day. Email cancellations to [info@poulsbofarmersmarket.org](mailto:info@poulsbofarmersmarket.org) or call 360.779.6720. Vendors who fail to comply with the above cancellation policy will be charged their scheduled stall fee(s) for that Market day.

Late cancellation notices due to illness or emergencies will be handled on a case-by-case basis by the Market Manager. The Market Manager may waive fees in emergency situations where proper notification was not possible. Repeated no-call and/or no-shows by a Vendor may lead to further disciplinary action.

### **Market Day Cancellation**

At the discretion of the PFM Board and/or the Market Manager the Market may be cancelled or closed

early due to inclement weather. Vendors and Community/Non-Profit Groups will be notified as soon as possible.

## Grievances

A grievance procedure has been established by the PFM Board and will be used if a Vendor or Customer believes a policy or rule violation has occurred or is occurring. Comment forms are available at the market booth and online, and may be submitted to the Market Manager or a PFM Board Member. Vendors and Customers are encouraged to speak with any of the above individuals should they have any questions or concerns. Violation of Market Policies or Rules is subject to disciplinary action at the discretion of the Market Manager and PFM Board.

INITIAL VIOLATION: Verbal warning

SECOND VIOLATION: Verbal and written warning, and a \$15.00 fine.

THIRD VIOLATION: One week suspension.

FOURTH and FINAL VIOLATION: Depending on severity, response may consist of suspension from the remaining market session or permanent expulsion from the Market.

- The PFM Board has the sole right to determine vendor and product mix at the Market.
- The PFM Board may prohibit a vendor from selling or deny any product from being sold.
- The PFM Board may also limit the types of vendors in number and product in order to regulate operations and behavior as related to the Market.
- The PFM Board supports the Market Manager's discretion in applying Market Rules and Policies and the Manager's decisions are considered final.

Any party who disagrees with the Market Manager or PFM Board decision, or has a grievance, may appeal to the PFM Board by submitting a Comment Form to the Market Manager or a PFM Board Member.

Open communication between all parties is encouraged and necessary to resolve issues or appeals presented. An appeal should include information about the decision or grievance in question, why the appellant believes the decision to be inappropriate or a grievance has been caused, and what action, if any, is requested. Receipt of an appeal will be acknowledged in writing via email to the appellant by a PFM Board Officer within seven (7) days. The PFM Board will review, discuss, and make a determination within 45 days of receiving an appeal. The Board reserves the right to seek additional information as necessary from both the appellant or others to make a determination. Appellants will be notified by email prior to the PFM Board's meeting so appellant may address the Board directly. Appellant will be notified in writing via email of the Board's determination. The PFM Board's determination of an appeal is final and is not open to further review.

## Market Day Rules

### **Market Hours**

10:00am - 2:00pm April-December

Business with non-vendors is not allowed before the opening bell. At approximately 10:00am, the bell will signal the market is open. Vendors should be set up and ready for business and in their stalls by the opening bell. The closing bell, at approximately 2:00 pm, will indicate the end of sales and the close of the market. Shoppers should be encouraged to complete their transactions and depart.

### **Booth Workers**

Vendors may send family members, partners or employees to the Market in their place, but are responsible for ensuring their on-site representatives comply with all Market Rules and Policies.

All booth workers must be informed about all currencies accepted at the market, including market tokens, EBT, and Fresh Bucks, to ensure a positive shopping experience for all customers. See section on Market Currencies.

Booth workers are encouraged to actively participate in the happenings at the Market and to stay informed by providing an email address in order to receive the weekly emails and communicate with Market Staff.

### **Safety Requirements**

Safety is paramount in all operations of the PFM! All vendors and booth workers must understand and agree to Market Day Rules.

### **PFM Site Map**

Online and on-site maps will indicate proper parking layout and driving patterns.

## Market Day Procedures

### **Arrival Schedule**

Arrival time is from 8:00 am to 9:45 am . All vendors must be set-up and ready for business by the 10:00 opening bell.

Vehicles will not be allowed to enter the market site within 30 minutes of the market opening.

Late arrivals may not be allowed to set up and a daily booth fee may be charged. Late arrivals will be charged a \$5 late fee.

### **Weekly Stall Assignments**

Upon arrival, vendors must check-in with Market Staff or the Site Map to ensure proper stall assignment. The PFM Site Map will be posted by 7am on Market Day, but may be changed at any time. Vendors arriving after 9:30 am may forfeit assigned space.

### **Vehicle Unloading**

Vehicles should be parked and unloaded in a logical and timely manner. One-way driving and

unloading lanes have been established and must be adhered to. Questions regarding parking should be directed to the Market Manager.

**\*\*\* VEHICLES ARE TO BE UNLOADED BEFORE SETUP BEGINS. \*\*\***

This helps us minimize congestion and improve Market safety. If available additional loads can be carted in/out of the Market site with PFM hand-carts. Inquire with Market Staff for cart availability.

Exception in regards to unloading made for prepared food vendors who are required to set up their canopy and table(s) prior to unloading product in order to be in accordance with Chapter 246-215 Washington Administrative Code, which states "FOOD must be protected from contamination by storing the FOOD: (a) In a clean, dry location; (b) Where it is not exposed to splash, dust, or other contamination; and (c) At least six inches (15 cm) above the floor. (2) FOOD in packages and working containers may be stored less than six inches (15 cm) above the floor on case lot handling EQUIPMENT as specified under 04268. (3) Pressurized BEVERAGE containers, cased FOOD in waterproof containers such as bottles or cans, and milk containers in plastic crates may be stored on a floor that is clean and not exposed to floor moisture.

### **Vehicle Parking**

All vendor vehicles must be parked in designated vendor parking areas unless otherwise directed by Market Staff.

### **Set-up**

Set-up is to begin only after Vendor's onsite vehicles have been unloaded and properly parked. Space dimensions must be respected, including fire lanes and other safety measures. Vendors must not block the flow of traffic or encroach upon restricted areas or areas assigned to other vendors. Tables, awnings, canopies, umbrellas and all other vendor property is the responsibility of the individual vendors. All vendors who wish to erect canopies (including umbrellas) on the Market site during market operations, including the set up and break down period, are required to have their canopies sufficiently and safely anchored to the ground with weights from the time their canopy is put up to the time it is taken down. Any vendor who fails to properly anchor his or her canopy will not be allowed to vend at the Market on that market day, unless that vendor chooses to take down and stow their canopy and vend without it. Each canopy leg must have no less than 24 pounds anchoring each leg. Failure to comply may require that the vendor operates without a canopy for the day. Umbrellas must be anchored to a base of no less than 50 pounds. If available, weights may be rented for a fee.

For examples of recommended safety methods pertaining to canopy weights, please refer to the "Canopy Safety 101" document located at [www.wafarmersmarkets.com](http://www.wafarmersmarkets.com). Market Staff will monitor vendors for proper safety compliance.

### **Open Flame**

Any stalls with open flames, including heaters must be equipped with an easily accessible, charged 10-BC fire extinguisher. Only two stall sidewalls may be up when using an open flame. Propane tanks cannot exceed 5 gallons.



## **Signage**

All vendors must post a sign identifying the name of the farm/business and where it is located. Signs must be clear and accurate.

## **Visibility and Sales Technique**

Displays and signs must allow clear visibility of adjoining booths. Display and vending techniques must not impair other vendors' ability to display and vend and must not create a potentially hazardous situation. Stalls should be clean and operated in accordance with all appropriate rules, policies procedures and protocols. Vendors must display their products neatly and attractively, with consideration for the other vendors, safety and the general public. All products and display (including sandwich boards and flower pots) shall be contained within the vendor's assigned 10x10 stall space.

## **Pricing**

1. All products MUST be clearly and accurately priced.
2. Dropping prices at the end of the day is discouraged.
3. "Seconds" or blemished goods must be marked as such and should be priced accordingly.
4. Pricing of goods sold at Market is solely the responsibility of the individual vendor. Vendors are expected to price goods in a way that does not give the appearance of a "loss leader" product as used in large grocery stores.
5. Vendors are not allowed to give produce or other items away for free or at below-cost pricing, thus undercutting potential sales of other vendors.
6. Collective price setting is not allowed, as per the Attorney General, and may represent an illegal activity.
7. Vendors selling produce by weight must provide their own scales. All scales must be appropriately certified and accurate.

## **Food Vendors**

All food vendors must understand and abide by USDA, WSDA and Kitsap Health District policies and procedures. These are to include, but are not limited to the separate PFM Food Safety Checklist items as well as the WSDA Small Farm & Direct Marketing Handbook (the "Green Book").

## **Food Handling + Sampling**

Any worker handling or offering samples or unpackaged foods must possess and post a current Food Handlers' permit as required by the Kitsap Health District. All food vendors must list all inputs and/or ingredients and sources on application. Only those products approved by the board may be sold at the market. Additional products, significant changes in recipes and changes in sources must all be reported and approved by the PFM.

## **Daily Reporting**

All fees are due in-full weekly on Market Day after the Official Closing Bell and prior to Vendor leaving the Market Site.

All Vendors must provide the Market Staff a completed and accurate Daily Sales Form which includes

the Vendor's name, date, gross sales total (less any sales tax collected), fees due, and an accurate token count along with corresponding tokens collected. Vendors will be reimbursed for tokens collected by electronic transfer, or by check. There is a \$5 fee for token reimbursement by check for amounts less than \$30. Vendors may not sell at the Market if any fees are overdue or unpaid. Vendors may resume vending once ALL outstanding fees are satisfied. Continued non-compliance with payment terms will lead to vendors suspension or permanent expulsion from the Market.

### **Departure Procedure**

Early take-down and departure before closing time will not be allowed. Vehicles are prohibited from entering the Market Site during market hours and until 15-minutes after the official closing bell. (Exceptions may be made in case of emergency; see Market Staff). Take-down must be completed within 2 hours of close. Vendors are responsible for returning the area to its original condition and disposing of their own trash, recycling, and compost.

### **Clean up + Trash**

Vendors are responsible for their own stalls, must supply all necessary trash and recycling containers, and must leave their site clean and in a condition suitable to the Market Staff and property owner. Each vendor must remove containers, waste and trimmings before leaving the Market. Vendors distributing samples or ready-to-eat foods must have a garbage can outside their booth large enough to handle all trash produced and dispose of their own trash at the end of the market day. In an effort to promote sustainability the PFM asks that vendors minimize unnecessary packaging and ensure that all disposable serving implements provided, e.g., forks, spoons, knives, cups, plates, bowls, napkins, etc., be made of locally accepted recyclable materials and/or biodegradable or compostable materials. Vendors are responsible for the collection and disposal of all wastewater produced by their vending operations. Vendors must dispose of all wastewater off-site in accordance with applicable laws and regulations.

### **Dogs**

Shoppers' pets will be allowed at the Market. Owners are responsible for their pet's behavior and must clean up after their pets. All pets must be on a static, short-leash, under an adult's control and cleaned-up after by its owner. Please help us enforce this rule. See Market Booth for assistance.

Vendor's pets are NOT allowed on the market site before, during or after the market.

## **Market Standards of Conduct**

Vendors, Board Members, Volunteers and Market Staff will be suitably dressed and conduct themselves in a courteous and appropriate manner. Rude, abusive, or other disruptive or offensive conduct is not tolerated.

Vendors will in no way cause detriment to other vendors, Market Staff, PFM Board Members, volunteers, customers, or vendors' family members or friends.

Discrimination and/or harassment according to gender, race, color, religion (creed), sexual orientation,

disability, age, ethnicity, ancestry, military or veteran status, or nationality will NOT be tolerated.

Threatening language or behavior will NOT be tolerated.

Vendors who do not comply with the standards of conduct may be subject to discipline and/or dismissal. Vendors experiencing any difficulty with customers or other sellers should refer the matter promptly to management.

### **Goodwill**

The PFM functions on a basis of mutual respect and honesty. Vendors are considered representatives of the market. The expectation is that everyone will contribute to honest and positive interactions, work hard to create an enjoyable atmosphere, and treat folks with common courtesy throughout the market experience. Misrepresentations, disparaging remarks about other vendors, or other negative behavior will not be tolerated. To file a complaint, email [info@poulsbofarmersmarket.org](mailto:info@poulsbofarmersmarket.org) with a description of concerns and a suggested solution that is considerate of all parties involved.

### **Communication**

The PFM is attempting to stay as flexible as possible while providing a fun, safe, honest environment. We ask for open, honest, timely communication and promise the same in return. When emailing correspondence, please make sure your subject line reads "Your Business Name".

The Poulsbo Farmers Market is not responsible for loss or damage of property.