



## **2022 VENDOR HANDBOOK**

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**KEEP  
CALM  
WE'RE  
BACK TO  
NORMAL**

**THE SEHELDT FARMERS' & ARTISANS' MARKET OPERATES RAIN, SHINE or COVID-19!**

We are open on Saturdays from 9:00 am to 2:30 pm April through September

#### VENDING COST:

- Annual Society Membership fee (changed) is **\$35.00** and is due by the date of the AGM (December 9<sup>th</sup>).
- A daily site rental fee for society members is determined from time to time by the Board of Directors. The daily site rental fee for Society Members is \$20 per week.
- The annual site rental fee for society members is determined from time to time by the Board of Directors. For 2022, members will be eligible for a 15% discount if pre-paying for the entire season.
  - There will be 26 market days in 2022 for a total in site fees of \$520.
  - For members who wish to pre-pay the entire season there will be a 15% discount applied bringing the total to \$442.
  - To qualify, members are required to make one payment for the full amount by March 1<sup>st</sup> 2022.
  - Members will be refunded \$17 for days missed up to a maximum of 8 **at the 2022 AGM.**
- Daily site rental fee for temporary vendors is determined from time to time by the Board of Directors. The daily site rental fee for temporary vendors will remain at \$25 per week.

#### HOURS OF OPERATION, SET-UP & TEAR-DOWN:

- The Market will run April 2<sup>ND</sup> 2022 through September 24<sup>th</sup> 2022.
- Market hours will be 9am to 2:30pm.
- You may arrive and begin setting up any time after 7:30 am.
- You must be on site before 8:30 am or you will lose your space.
- The site is closed to all vendor vehicle traffic at 8:30 am.
- Do not sell before 9:00 am or after 2:30 pm. This is an insurance requirement.
- **Vehicles are not permitted on site until 2:40pm to allow for public to leave the site.**
- The street reopens to the public at 3:30 pm.

#### ENTERING & EXITING THE MARKET SITE:

- Flashers must be used. Speed must be kept to dead slow – 5km.
- Respect the fact that other vendors are setting up or tearing down and are not as attentive as they would normally be to passing traffic.

- Respect the fact that the public might be on-site.
- When backing up, you MUST get someone to be your spotter.

#### BOOTH ALLOCATION:

- The Market will be returning to our site map in effect for the 2019 season.
- Members will receive confirmation of their booth location after memberships have been renewed. All members in good standing after the AGM will receive the preliminary site map and can choose to move to another available space based on seniority, subject to market needs.

#### CANCELLATIONS & ATTENDANCE:

- The Market will be returning to attendance requirements in place pre-Covid. Members can be absent up to 8 market dates to remain members in good standing.
- To cancel a day at the market, you must notify the Site Manager by email or telephone by noon on the Wednesday before market day.
- If you plan to be away for a block of time, you must notify the Site Manager of the dates as early in the season as possible.
- Failure to notify the Site Manager of your absence will result in a written warning. If you receive 3 warnings, you may lose your permanent vending space.
- Members must not be absent more than 8 Saturdays to maintain a permanent vending space and remain a member in good standing. **The Board may consider extenuating circumstances and any request or decision should be in writing.**

#### VENDING AREA:

- Standard booth size is 10' X 10'.
- A 10 X 10 tent is required.
- Site lines between vendors should not be overly or unnecessarily obstructed. Tent walls should not be used unless necessary.
- You must work within your allotted space.

- You are responsible for your own shelter, tables and stock. The Sechelt Farmers' & Artisans' Market Association will not be held responsible for any damage, theft or liability resulting from the sale of your product.
- You are required to keep your vending area clean and take your garbage away with you.
- **Ensure that your shelter is securely anchored at all times.**
- The Sechelt Farmers' & Artisans' Market is a non-smoking/vaping market. If you must smoke, do so away from the market downwind from our patrons and other vendors.
- Vendors are not to bring pets to the Market.

#### SHARED BOOTHS OTHER THAN FARMERS:

- Shared booths other than farmers are not allowed, however members already sharing a booth are "grandfathered" in and each vendor must pay for an individual membership.

#### FARMER'S COUPON PROGRAM:

- Coupons will only be accepted from qualifying vendors.
- Reimbursement for participating vendors will occur a week after you submit coupons to allow for accounting/reconciliation and appropriate cash acquisition.
- If you receive coupons after the Site Manager has collected them for the day, you will need to submit them the following week.

#### FOOD AND BODY HEALTH VENDORS:

- All food and body health vendors must provide the Market with a current FoodSafe, MarketSafe or Vancouver Coastal Health Authority health inspection certificate and any other federal, provincial or municipal approvals required **prior to attending market**.
- You must **prominently display required certification(s)** in your booth each week.
- You must comply with all **Safe Food Handling** requirements.

## ALL VENDORS:

- You must make all the products you sell – original handcrafted items should reflect professional quality.
- Items from kits will not be accepted.
- You or a family member must sell **only juried products** you have made, baked or grown.
- Hired help is permitted **only when the primary vendor is also on site** for the duration of the market day.
- Any new items you wish to sell must be juried **prior** to being offered for sale. Keep your prices in line with other vendors selling similar items.
- The Sechelt Farmers' & Artisans' Market Association's insurance does not cover you for product liability for such things as allergic reactions, food poisoning, rashes, injuries resulting from the use of your product, etc. You must purchase this coverage yourself.
- Vendors sell at their own risk. Sechelt Farmers' & Artisans' Market, it's Employees and Volunteers, are not responsible for any loss, due to shoplifting, breakage, or any form of loss. Insurance of a Vendor's property is the responsibility of the Vendor.
- Permanent Vendor's are required to attend the AGM each year and are responsible to pay their membership fee on the date of the AGM, not before or after. If you are not able to attend, you must send all documentation and dues with a member who will be attending the AGM.

## THEFT

Theft at Market does happen. Your best defense to this is to be aware of this and take steps to prevent it.

Think about the placement of your registers, products, etc. Make sure that you have some distance between your products and your registers, and some distance between your registers and your exit.

Be sure to offer effective customer service so your products or registers are not seen to be unattended.

If there is a suspicion of theft, vendors should not approach, accuse or detain a customer. We ask that you try to get a photograph of the person, study physical details of the person, make sure you know what was taken, and alert the Site Manager by phone or have another vendor do so. The Site Manager will contact police and follow the person if possible.

There are many risks involved in accusing and attempting to detain persons and as a market, we cannot allow ourselves to be exposed to that type of liability.

## WEATHER

We are a rain or shine market. Our customers have come to appreciate us making every effort to provide our services every Saturday and we appreciate our customers making the effort to support us. Over time, failing to continue to provide this level of commitment would have detrimental effects on attendance.

If weather is severe, the Market will be cancelled, and you will be notified by the Site Manager as soon as possible.

Once the Market is running, Vendors are not permitted to remove their booth until the end of Market or until such a time as the Market is cancelled.

If product is at risk of being damaged by weather, Vendors can cover or pack up their product but the tent must remain standing so as not to present gaps in the Market. If a Vendor is having physical difficulties (wet feet, too cold etc) the Vendor should secure their site (remove product and cash) and then leave the site to seek relief. The tent should remain standing.

**RULES may be added, amended or removed from time to time as required at the sole discretion of the Board of Directors. Members will be notified in writing prior to changes in rules taking effect**

## Code of Conduct:

The Sechelt Farmers' and Artisans' Market Association (SFAM) recognises the obligation to have a work environment that is free of bullying and harassment. The responsibility to create an environment based on mutual respect, cooperation, and understanding is shared by all members and vendors and by the Board of Directors.

All vendors will deal respectfully with the Sechelt Farmers' & Artisans' Market (SFAM) Board members, site manager, fellow vendors and customers.

## Covid 19

Covid-19 safety guidelines will change on short notice. There is a zero-tolerance policy for failing to follow all Provincial/Federal Health Officer, BCCDC, EHO or SFAM COVID-19 safety guidelines.

### Verbal Threatening /Abuse

First Offence: reported to the Board, reviewed and response/warning letter from the Board issued to the vendor and placed on file.

Second Offence: temporary suspension from the market (4 market days). No refund of vendor fees will be given.

### Physical Threatening/Abuse

The Market has a zero tolerance for physical or threatening abuse. Such actions will result in removal from the Sechelt Farmers' & Artisans' Market and revocation of Membership as per the Constitutions guidelines if applicable.

## Conflict Resolution process

1. The SFAM Board, Site Manager and Vendors will respect the privacy and confidentiality of others.
2. All vendor concerns or grievances shall be directed to the SFAM Site Manager or a member of the Board who will attempt to resolve the situation.
3. If the grievance cannot be resolved by the Site Manager or Board member, the vendor will be requested to submit a detailed letter to the SFAM Board.
4. As part of the inquiry into any incident, the Board may request a meeting with the involved parties to further discuss the issue.
5. The Board reserves the authority to make the final decision on the outcome of the grievance and any penalties for non-compliance. If the grievance involves the Site Manager or a Board member, that person shall abstain from this process.