

# THE SECHELT FARMERS & ARTISANS MARKET

## 2024 VENDOR HANDBOOK

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We respectfully gather on the unceded ancestral lands of the Coast Salish people, the traditional territory of the shíshálh First Nation.

## WELCOME TO THE SECHELT FARMERS' AND ARTISANS' MARKET (SFAM)

The SFAM was founded in 1993 and became a registered non-profit organization in 2002. It transitioned to a member-funded society in 2018.

The market is located at 5797 Cowrie Street, Sechelt. For the 2024 season, it will run every Saturday from March 30th through October 12th (with a possible extension through October). The market is open from 9:00 am to 2:30 pm. The Sechelt Farmers' & Artisans' Market operates rain or shine.

### Market Values

**Nutrition:** SFAM promotes access to local nutritious food for all in the community by supporting local and sustainable agriculture.

**Arts and Culture:** SFAM recognizes the value of the Arts in the community. The arts are recognized as an important aspect to the health of a community and help nourish social development.

**Sustainability:** SFAM promotes social, economic, cultural, and ecological sustainability.

**Distinction:** By combining innovation and industriousness we achieve our best while making our market fun, inclusive and a reflection of the Sunshine Coast.

**Organizational Integrity:** We maintain financial strength and professional fulfillment in a productive team environment.

**Authenticity & Transparency:** We are accountable to our stakeholders by requiring transparency in our practices and requiring our members and vendors to do the same.

### ABOUT YOUR APPLICATION

All vendors must go through a juried application process each year. If you are interested in applying for the upcoming market season, please familiarise yourself with the application process and Vendor requirements below.

2024 Applications will open January 15th, 2024. Vendor applications will close March 1<sup>st</sup> for vetting. Notification of acceptance will be sent March 15<sup>th</sup>.

Personal information provided by Vendors for the purposes of the application will not be shared or used outside of market operations and/or Board communications as per the Personal Information Protection and Electronic Documents Act (PIPEDA).

Only approved products that are made, baked, grown, raised, caught or wild harvested by the Vendor may be sold at the market. No reselling of any products is permitted.

Vendors must be residents of the Upper and Lower Sunshine Coast and surrounding islands. Vendors with storefronts are ineligible to apply (except craft alcohol).

Vendors will be juried based on the following criteria:

- Farmers vs artisans
- History of being a Vendor in Good Standing (abiding by the rules outlined in the Vendor Handbook)

- Quality of products and presentation
- Uniqueness of product (categories may be limited to 5% of market stalls with the exception of farmers that can go to 80% of market stalls)

Eat-on-site Vendors may be required to provide additional information or samples for jurying. Returning Vendors may be given seniority for acceptance and stall location, though spaces will be allocated specifically for new vendors so shoppers are offered a fresh mix of products.

SFAM has high demand for its finite space for vendors. Please note:

- Not all applicants can be accepted.
- Vendors do not need to apply for every Saturday of the season to have a successful application. But Vendors requesting preferred dates only (long weekends, peak of summer) may have a lower priority.
- Applications with missing documents or fields will be considered incomplete and will not be reviewed by the jury.
- The Sechelt Farmers' and Artisans' Market Association reserves the right to refuse any Vendor for any reason.

Only those items approved by the jury may be sold at the market. To add items during the season, a request to sell new items must be submitted, in advance, for approval by the jury before being sold. Vendors who fail to get authorization may be asked to remove those items immediately. Repeated violations may affect your good standing.

## HOW TO APPLY AS A VENDOR

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Before applying, we recommend you have the following information handy:

- Market dates you would like to apply for.
- The number of consecutive years you have participated in the SFAM.
- Quality product photographs that will be used as part of the jury process and for marketing purposes if your application is successful.

Step 1 Carefully read this Vendor Handbook.

Step 2 All applicants must apply via the application form on the SFAM website. (For those vendors who have difficulty using a web form, please contact the Market Manager – [manager@secheltmarket.com](mailto:manager@secheltmarket.com) – and alternate arrangements will be made.)

Step 3 Complete the 2024 SFAM application form.

Step 4 Applicants will receive an email on or before March 15th, 2024 regarding their application.

At this point vendors have 7 days for any schedule adjustments without penalty, after which you will be invoiced for approved market dates for the season. Once invoiced, pre-payment must be received within 10 DAYS to secure your place in the market. Fees are non-refundable. See 2024 Fees below.

Step 5 If approved, we recommend reviewing your market profile and adding more images and information that will help attract customers. Vendors will also need to sign that they have read and understand the Vendor's Handbook and the SFAM Bylaws.

## MEMBERSHIP

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There is an annual membership fee of \$35 which covers the period from January 1st to December 31st of the year in which they are issued. All members have voting rights.

Non vendors that meet the criteria laid out in the Bylaws, are invited to become Members anytime during the season

All Members are eligible to apply to become Board members. The membership fee is due prior to vending.

## 2024 VENDOR FEES

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A Vendor is a Member in Good Standing who has paid their membership fee and is considered for booth allocation during the season. Vendors in Good Standing are in compliance of the Bylaws and Vendor Handbook and are automatically voting members.

Acceptance as a Vendor is annual and is only for the market season for which it is granted. It does not imply acceptance in a following year.

Vendor fees for 2024 are:

- Option A: Vendor can pre-paid fees when signing up for 15 or more market days. This rate will be \$30 and non-refundable. Payment will be made by cheque payable to Sechelt Farmers' and Artisans' Market or by e-Transfer to: [secheltmarket@gmail.com](mailto:secheltmarket@gmail.com).
- Option B: Payments made on market day will be \$35, with the exception of the first four weeks and last four weeks when the fees are reduced to \$30.

The market has limited access to electrical outlets. There will be a surcharge of \$5 for use of electricity. Vendors must supply their own outdoor, CSA approved cords.

## BOOTH ALLOCATION

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ALL VENDORS ARE NOT GUARANTEED A BOOTH EVERY WEEK.

Booth allocation is at the discretion of the Market Manager subject to market needs. Vendors may be re-assigned a booth location up to and including the day of market. A Vendor may decline to participate in this instance and will not be required to pay fees for that day.

Based on your product needs, you may request particular stall locations. It will be considered but not guarantee to be granted.

Effort will be made to Vendors that request that for the full, or majority, of the season to have consistency in their booth location. Vendors that request a portion of the season may not be granted the same booth location each time. There may be times, for the sake of the overall market, that all Vendor locations may have to be moved.

Vendors must confirm with the Market Manager that they will attend on the date(s) offered no later than the Wednesday prior to the date(s) offered.

If after your initial request, you plan to be away for a block of time or specific dates, you should notify the Market Manager of the dates as early in the season as possible. No shows will result in the loss of Good Standing.

Vendor fees are considered owing once a booth has been offered by the Market Manager and confirmed by the Vendor. No reply to the Market Manager email assigning spots will be considered acceptance.

## VENDING AREA

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A booth size is 10' x 10'. A market-grade 10' x 10' tent is required. Double booths (10' x 20') will be granted only at the discretion of the Board. Vending spaces are limited so these may not be readily available.

All tent canopies, walls and drapings of any kind must be fire retardant with the code: CAN/ULC- S109-03. Tents may be inspected by the Sechelt Fire Chief for compliance. It is their discretion to take immediate action or issue a warning in the case of non-compliance. Vendors will not be allowed to return after a warning until an appropriate tent is in place.

There are a limited number of spots that allow for vehicles. When parking, you must not exceed the length of your 10' space. Your vehicle, parked perpendicular and sticking out, is not a reason for your tent to exceed the line of tents on the road front. If you need to parallel park into your space then the onus is on you to arrive early enough to negotiate into position.

Site lines between vendors should not be overly or unnecessarily obstructed. Full, solid tent walls should not be used unless absolutely necessary. If asked by the Manger, you must have a valid reason for using one.

The space allotted only provides for the front facing 10 feet. It does not necessarily allow or entitle Vendors space on the sides for customer access.

**TENTS WEIGHTS ARE MANDATORY.** ALL tent legs must be secured by at least 10 lbs (4.5 kg) weights each. Milk jugs filled with water are acceptable for example. Tents blowing over is the number one insurance issue. Repeated failure to use tent leg weights may result in a reduced Good Standing.

You must work within your allotted space. No signage, props or products are permitted to extend past all legs of your tent. In certain circumstances, depending on the placement on the site map, spill over may be allowed at the discretion of the Market Manger. Awning are permitted providing they are not creating a hazard.

Signs or products should be facing inwards to your space or outward to the street.

Vendors will not play amplified music or sounds or emit enhanced smells (smells beyond what is naturally occurring from the products).

The Sechelt Farmers' & Artisans' Market is a strictly non-smoking/vaping market.

Vendors are not permitted to bring any pets to the market. Certified Service Animals are permitted; proof of valid certification is required (copies are to be emailed to the Market Manager on an annual basis).

A Vendor assumes all risk for any damage, theft or liability resulting from the display or sale of their product.

## ARRIVING AND SET-UP

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You may arrive and begin setting up any time after 7:00 am and not before. Hazard lights must be used when driving through market space.

Speed must be kept down to 5 km/h maximum (walking speed). If it feels awkwardly slow then you probably got it right. Consider that pedestrians may be mingling and vendors are setting up or tearing down and are not as attentive to passing traffic as they normally would be.

When you arrive at your booth location, pull off to the side as far as possible ensuring traffic can pass. Turn off gas engines while unloading. Unload your gear quickly, ensuring it is off to the side in your allotted spot. **Do not commence set up until after your vehicle is moved off the market roadway.**

Pay-on-the-day vendors must be on site before 8:30 am or you may lose your space. You must notify the Market Manager as soon as possible if you are running late or need to cancel or make special arrangements.

Prepaid market stalls are guaranteed up to 15 minutes prior to opening. Vacant spaces may be given up to others on a first come first served basis.

The site is closed to all vendor vehicle traffic at 8:30 am. You will need to walk in your kit after this time.

DO NOT SELL TO THE GENERAL PUBLIC BEFORE 9:00 AM. Sales to fellow vendors are permitted prior to 9:00 am.

## TEAR-DOWN AND EXITING THE MARKET SITE

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All sales end at 2:30 pm. You may complete sales underway prior to this time.

Vendors are encouraged to not pack up early. It is recognized that Vendors that are on the actual road may need to start early to have time to be cleared away by 3:00 pm when the road opens to traffic. By showing up to the market, you are agreeing to the end hour of 2:30 pm. Therefore, all customers should be given the same level of experience within the posted hours.

Vendors are required to take all garbage away when leaving. No trace must be left behind after the market. Ensure there is no produce debris, especially berries and leafy debris.

Vendors may exit market starting at 2:30 by foot.

Vehicles are NOT permitted on-site until 2:40 pm to allow time for the public to leave the site.

Do not bring in your vehicle until your space is COMPLETELY collapsed. Stack your gear off to the side to allow space for your vehicle to pull into your booth area. Try and park without blocking the flow of vehicles, turn off car engine and pack out swiftly.

If backing up, ask someone to be a spotter to guide you out in the event there are people mingling. Politely toot horn to give notice of backing up. You must use hazard lights when VERY SLOWLY exiting market site.

The street reopens to the public promptly at 3:00 pm at which time all Vendors must be off the roadway. This is particularly important to Vendors on the library side of the street where regular traffic will flow through.

## CANCELLATIONS AND ATTENDANCE

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A Vendors must notify the Market Manager of a cancellation prior to noon on the Wednesday before the market. In this instance, if a Vendor is normally paying full rate on market days, there will be no penalty. If it is a discounted pre-paid Vendor, then the fee is non-refundable.

Cancellations after Wednesday noon are considered short notice.

A pay-on-the-day Vendor who cancels on short notice is required to pay the Vendor fee (\$35) for that date unless a replacement Vendor is found or may make a request to the Board of Directors within 48 hours for the fee to be waived.

Vendors who cancel or change more than 4 dates in a season may result in their loss of Good Standing for the following year.

Pay-on-the-day Vendors who do not show up for a market date must prepay all future market dates.

A Vendor must pay all outstanding fees to remain a Member in good standing.

Two cancellations without notice (no-shows) can mean a forfeiture of future market dates.

## NOTES TO ALL VENDORS

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Vendors should staff their own stall. Family members or employees of the Vendor may attend the market with, or instead of, the Vendor. The staff replacement will be verified as having full and complete knowledge of the product and its production. Vendors are responsible for ensuring that their hired staff are in compliance with the Vendor Handbook and all health and safety requirements. Staff replacement will be allowed for both single days or for the season.

Failure to provide a knowledgeable replacement may result in having this privilege withdrawn. They will not be permitted to have staff replacements for subsequent market days.

Vendors must stay for the entire market, even if the market has a low attendance or poor weather. If a vendor has sold out of their product, a 'sold out' sign should be displayed but the table should not be removed until the end of market.

In the event of personal or health emergencies the Vendor should first endeavour to find a replacement to stand in ('knowledgeable' will be waived in this case). If none is available, the Vendor should approach the Market Manager who will assist them to safely exit the market. Vehicles MUST have a walking escort to leave the site.

Vendors sell at their own risk. The Sechelt Farmers' & Artisans' Market, its employees and volunteers are not responsible for any loss due to shoplifting, breakage or any form of liability that may occur within your allocated booth area.

## WASHROOMS

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Vendors are invited to use the washrooms located in the library / city hall building. This facility opens at 10 am. Alternatively, there are washrooms in the Trail Bay Centre which opens at 9:00 am.

## BC FARMERS MARKET NUTRITION PROGRAM

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Coupons will only be accepted from qualifying Vendors (produce, honey, eggs, meat, fish, etc.). If you are not sure if your product qualifies, please ask the Market Manager or a Board member.

Coupons will be collected near the end of each market day. Coupons obtained afterwards can be submitted the following week.

Reimbursement will occur the following week unless otherwise communicated.

## FOOD AND BODY HEALTH VENDORS

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All food and body health vendors must provide the Market with a current FoodSafe Level 1, MarketSafe, and Vancouver Coastal Health Authority Health Inspection Certificate and any other federal, provincial or municipal approvals required prior to booth allocation.

Vendors must keep all required approvals and certifications up to date.

Vendors must comply with all safe food handling and labelling requirements. Failure to comply with the requirements may result in the Vendor being cautioned verbally, then in writing, or risk being removed as a Vendor.

Vendors must prominently display required certification(s) in their booth each week.

Any products labelled as being organic must provide and display certification to verify the claim. Requirements may include: hand washing station if sampling food on site and/or products labeled with all ingredients and the vendor's contact information. We suggest consulting Vancouver Coastal Health in advance for more information.

We strongly encourage prepared food and eat-on-site vendors to carry insurance, particularly food poisoning insurance coverage.

## EAT-ON-SITE VENDORS

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Eat-on-site vendors are vendors who prepare food to be consumed at the market. Vendors who prepare the food in a kitchen and transport it hot (or cold) to the market for sale and vendors who prepare the food on site are both in this category.

All vendors must have and display the correct documentation and approval from Vancouver Coast Health. You may also be required to apply for a Temporary Food Permit, depending upon your set up and products. Contact Vancouver Coastal Health directly to determine what requirements you must fulfill.



Food vendors may be subject to unannounced inspections by the Health Department. The market will fully support any requests made by an inspector regarding these Vendors.

If you are cooking onsite, you will also be required to supply confirmation from the Sechelt Fire Department that your cooking set up is to code and deemed safe.

## ALCOHOL VENDORS

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All craft alcohol vendors must provide a copy of a Market Authorization form through the BC Liquor and Cannabis Licensing Branch for permission to sell with their application to vend. This Authorization must be displayed at their stall.

All staff selling alcohol must have their Serving it Right cards. Alcohol vendors must only provide samples to legal adults and are expected to practice good judgement in the sampling and sale of alcohol.

Alcohol Vendors may be subject to unannounced Liquor Licensing Inspectors. The market will fully support any requests made by an inspector regarding these Vendors.

## YOUTH VENDORS

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Youth Vendors (15 years of age or younger) may be invited to participate in the SFAM. They must abide by the same Handbook and Bylaws criteria as a full vendor (ie: make it, bake it, grow it). This program is designed to support young entrepreneurs who live in our community.

They are subject to approval and any date requested will be subject to availability. The SFAM limits the number of Youth Vendors in attendance at the market. The cost of booth space for a Youth Vendor is \$15 per market date.

A tent may be provided subject to availability. A youth who has participated at the discounted rate in one market season may need to apply as a regular vendor the subsequent market season, even if they still qualify based on their age.

Any youth, under the age of 13, who is applying to the market must provide a statement of support from a parent or guardian who agrees to be in attendance at the market to supervise the youth.

## THEFT

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Theft at the market does happen from time to time. Your best defense is to be aware of this and take steps to prevent it. Think about the placement and distance of your cash boxes, high- valued products, etc.

If there is suspicion of theft, vendors should not approach, accuse or detain a customer. 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.

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 Market Manager (or have another vendor do so). The Market Manager will contact the police if requested.

## INSURANCE

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SFAM has insurance that ONLY covers events that affect market operations. This does not include insurance that will cover an individual Vendor or their products.

A Vendor assumes all risk for any damage, theft or liability resulting from the display or sale of their product.

Liability insurance is the responsibility of the Vendor and is recommended by the SFAM.

The BCAFM has arranged a preferred group insurance rate on Commercial General Liability for BCAFM Vendor Members. Go to:

<https://bcfarmersmarket.org/membership/vendor-membership/#benefits-program-partners>

Prepared food and eat-on-site Vendors are strongly encouraged to carry insurance including food poisoning coverage.

## WEATHER

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

Once the market is running, Vendors shall not remove their booth or display items (tables, props, etc.) until the end of the market or until such a time as the market is canceled at the discretion of the Market Manager.

This market often has strong or gusty winds. Ensure your products and displays are well secured. If your products are at risk of being damaged by weather, Vendors can cover or pack up their product, but the tent and tables should 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 products, cash and valuables), then leave the site to seek relief. The tent and displays stands should remain standing.

## HEALTH AND SAFETY

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Health guidelines can change on short notice. There is a zero-tolerance policy for failing to follow all Provincial/Federal Health Officers, BCCDC, EHO or SFAM Health and Safety guidelines.

Any breaches of following rules, verbal or written, expressed by the Market Manager or Board Member pertaining to health and safety will be grounds for fines, loss of Good Standing or, in more serious cases, removal from the market, either immediately or with notice, at the discretion of the Market Manager or Board.

## CODE OF CONDUCT

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The Sechelt Farmers' and Artisans' Market Association recognizes 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.

The SFAM reserves the right to limit or prohibit the sale or distribution of any commodity, literature, material or article deemed not to be within the guiding principles of the SFAM.

All Vendors will deal respectfully with the Sechelt Farmers' and Artisans' Market (SFAM) Board members, Market Manager, fellow Vendors and customers. The Market Manager reserves the right to ask a Vendor to leave the market if the situation requires it.

A Member who is the subject of a proposed expulsion, suspension or discipline will be provided a reasonable opportunity to respond to the proposed discipline before any Board decision.

Please see By-laws for more details.

## COMPLAINTS BY VENDORS OR CUSTOMERS

Complaints by a Vendor or a customer about vendors, their products, pricing issues or the operation of the market will face the following disciplinary actions:

- First offence: Verbal warning
- Second offences: Written warning
- Third offence: Expulsion from the market for that day, documented in writing for the

Board via the Market Manager's weekly report. Your Good Standing will be affected.

- Final offence: Expulsion from the market for the remainder of the season, documented in writing for the Board via the Market Manager's monthly report. The Vendor's Good Standing will be withdrawn.

## VERBAL, PHYSICAL OR THREATENING BEHAVIOUR

The market is built on values of trust between Vendors, Managers, Board members and the public. The Market strives to be a safe and welcoming space for all people regardless of race, ethnicity, age, gender, religion, sexual orientation, gender identity, gender expression, disability, economic status and any other diverse backgrounds.

The market has a zero-tolerance policy for verbal, physical or threatening abuse by Vendors. Such actions may result in the immediate removal from the market and may result in revocation of Membership in the Association as per the Constitution.

Customers exhibiting bad behaviour, verbal, physical or otherwise should be brought to the attention of the Market Manager.

## CONFLICT RESOLUTION PROCESS

The SFAM Board, Market Manager and Vendors must respect the privacy and confidentiality of others.

All Vendor concerns or grievances shall be directed to the Market Manager or a Board member. If the grievance involves the Market Manager or a Board member, that person shall abstain from this process.

If a grievance cannot be satisfactorily resolved by the Market Manager or Board member, the Vendor will be requested to submit a letter to the SFAM Board requesting a review.

As part of the inquiry into any incident, the Board may request a meeting with the involved parties to seek further information that may help in resolving the conflict.

The Board reserves the authority to make the final decision on the outcome of the grievance and any penalties associated.

RULES in this handbook 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.

Thank you for taking the time to read this Vendor Handbook.