

The Pass Market Disciplinary Rubric.

March 2026

Authority Statement

The following guidelines are based on standards established by the Mississippi Department of Agriculture and Commerce (MDAC) and farmers market best practices, are revised adopted by The PassMarket Board of Directors, and are filed with the City of Pass Christian.

Purpose

The Pass Market is committed to maintaining a safe, respectful, and professional environment for vendors, customers, volunteers, and Market leadership. Failure to comply with Market Guidelines may result in disciplinary action as outlined below. Actions will be determined based on the nature, severity, and frequency of violations. The Market reserves the right to take immediate action when necessary to protect Market operations, safety, and community harmony.

First Offense – Written Warning

The vendor will receive a written warning issued by the Market Manager outlining the specific violation. The documentation shall be signed by the vendor and the Market Manager and maintained in Market records.

Refusal by the vendor to sign the written warning does not invalidate the notice or the disciplinary action taken. The warning will remain in Market records regardless of the vendor's signature.

Second Offense – Written Reprimand & Probation

The vendor will receive a formal written reprimand issued by the Pass Market Board of Directors following a Board review and vote, with enforcement carried out by Market leadership.

The vendor will be placed on probation for no less than ninety (90) days. The duration and conditions of probation may be extended depending on the severity and circumstances of the violation and will be determined by the Pass Market Board of Directors.

During the probation period, the vendor will be required to set up their booth in a location designated by Market leadership, typically adjacent to the Market Manager's booth or designated management area for observation and compliance monitoring.

Third Offense – Board Action

The vendor will receive written notice from the Pass Market Board of Directors. Disciplinary action may include Suspension or Permanent removal from The Pass Market.

Disciplinary Action Flow

1st Offense → Market Manager Written Warning

2nd Offense → Board Review & Vote → Probation (no less than 90 days)

Vendor placement during probation may be reassigned by Market leadership for monitoring and compliance purposes.

3rd Offense → Board Review & Vote → Permanent Removal from The Pass Market

Zero-Tolerance Conduct Policy

The Pass Market maintains zero tolerance for conduct that is threatening, abusive, vulgar, aggressive, disruptive, violent, or damaging to the integrity of the Market community. This includes gossip, rumor-spreading, or any behavior intended to create division, hostility, or disruption among vendors, customers, or Market leadership.

The Pass Market Board of Directors may impose immediate disciplinary action, including permanent removal, when conduct is determined to be harmful to the peaceful operation and professional environment of the Market.

Violations Subject to Immediate Action

The following conduct may result in immediate disciplinary review and action by the Pass Market Board of Directors:

- Aggressive or argumentative behavior toward vendors, customers, volunteers, or Market leadership
- Gossip, rumor-spreading, or divisive conduct intended to create conflict within the Market community
- Refusal to comply with Market Guidelines or directives issued by Market leadership or the Board
- Aggressive selling practices that interfere with another vendor's ability to conduct business or interfere with fair selling practices

Aggressive selling practices include but are not limited to:

- Pulling or redirecting customers away from another vendor
- Interrupting active customer interactions at another vendor booth
- Disruptive sales tactics intended to divert business from neighboring vendors
- Pressuring or coercing customers into making a purchase in a manner that causes discomfort or disruption within the Market environment

During the probation period, any additional violations may result in further disciplinary action including removal from The Pass Market.

Service Vendor Demonstrations

Service vendors such as face painters, henna artists, or vendors providing cosmetic services such as hair glitter extensions (products that do not require a licensed cosmetology service) may demonstrate their services as part of their normal business operations. These vendors may apply their products directly to the customer as part of providing the service

Fair Selling Practices

To maintain a fair and orderly marketplace, vendors are expected to conduct business using fair selling practices, meaning business activity that allows all vendors equal opportunity to present and sell their goods or services.

Fair selling practices include:

- Allowing customers to browse freely without interference
- Respecting the designated selling space of neighboring vendors
- Conducting sales in a respectful and professional manner
- Allowing customers to make purchasing decisions without pressure or disruption

Aggressive selling practices such as pulling customers away from another vendor, interrupting active customer interactions, applying pressure on customers to make purchases, or using disruptive techniques intended to redirect business from neighboring vendors are considered violations of fair selling practices and may result in disciplinary review.

Discretion & Case-by-Case Review

Each incident will be evaluated individually, and disciplinary measures may be adjusted based on circumstances, severity, history of violations, and impact on the Market.

Documentation

All disciplinary actions shall be documented and maintained in official Market records. Documentation will be provided to the vendor in person, via text message, or via email. Refusal to sign any disciplinary notice does not invalidate the action taken.

Appeal Process

Vendors may submit a written appeal to the Pass Market Board of Directors within three (3) business days of receipt of disciplinary notice.

The Pass Market Board of Directors shall have up to thirty (30) days to review the appeal and gather any relevant documentation or statements related to the matter before issuing a final determination. The Board's decision shall be final.

Commitment to Market Standards

The Pass Market is dedicated to maintaining a peaceful, welcoming, and professional community marketplace. Disruptive conduct, gossip, aggressive behavior, or actions that interfere with the ability of other vendors to conduct business in a fair and orderly manner will not be tolerated.

The Pass Market Board of Directors

Sherry Hough — Board Chair

Nick Gipson — Vice Chair

Rebecca O'Dwyer — Board Member