

VENDOR'S HANDBOOK



*A community project of
North Mountain United Tapestry Cultural and Heritage Society
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North Mountain Market

Operational Policy and Procedures Handbook for Vendors

Revised April 2017

WELCOME!

Welcome to the North Mountain Market. The Market has been in operation since 2014, and continues to represent the mission of North Mountain United Tapestry. We envision a local community that is: economically vital, resilient and self-reliant; socially connected, nurturing and supportive; responsible for its own health and wellness and proud of its heritage and culture. The Market is a welcoming space in our community that celebrates and enhances our local culture, economy, and quality of life.

Without you—our vendors – we would not have the bustling, vibrant Market we do.

This handbook is designed to be a comprehensive resource for Market vendors and staff. It includes logistical details like dates and fees, but also provides new tools to help build strong vendor relations, and create a positive and profitable market environment.

We hope that you will find this handbook helpful. If you have any questions, or suggestions for the handbook, please feel free to share them with the Market Manager.

Thank you for being a part of the growing success of the North Mountain Market.

About North Mountain Market

- The North Mountain Market is a community project of North Mountain United Tapestry Heritage and Cultural Society, which is a non-profit society that makes its home in The Harbourville United Church.
- Your current Board of Directors has been meeting at least once a month to organize the upcoming season.
- Research has shown that markets across Canada function best with guidelines, policies and procedures.
- In order to make our policies and procedures clear to all members and temporary vendors, we have created this handbook. These policies and procedures have been adopted in order to make the market run smoothly.
- On the last page of this document, you will find two places to sign, indicating that you have read and agree with the market policies, procedures and Code of Conduct. This document must be turned in with your Application Form.
- Thank you for making the North Mountain Market an exciting and vibrant place for everyone.
- Your Board of Directors looks forward to working with you to make this a successful season.

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THE NORTH MOUNTAIN MARKET OPERATES RAIN OR SHINE!

We are open on Saturdays from 9:00 am to 1:00 pm
from the first Saturday in June to the second Saturday in October.

HOURS OF OPERATION, SET-UP & TEAR-DOWN

- Vendors may arrive and begin setting up any time after 8:00 am.
- Vendors must be on site before 8:40 am or they will lose their space.
- The market opens at 9:00 am. Vendors are expected to be set up and ready to greet the customers when the market opens for the day at 9:00 am.
- The market closes at 1:00 pm.
- Vendors are required to tear down and clean up their stall area by no later than 2:00 pm.

VENDORS

There are two categories of vendors: Seasonal and Casual Day Vendor

- Seasonal Vendors are those who come on a seasonal basis, and have paid their fees before opening day. They are required to attend the AGM each year.
- Casual Day Vendors are those who come to the market on occasion. They are encouraged to attend the AGM each year.

VENDOR ALLOCATIONS

Seniority, market mix/flow, and manager discretion are used to allocate spaces each market day and take precedence over stall assignments from previous markets, although previous space allocations will be honoured whenever possible.

VENDOR ELIGIBILITY

1. **We believe in supporting local producers and local production!**
 - ➔ A minimum of 75% of gross sales at the market must be of the vendor's own production, and the remaining product must also be of Nova Scotia origin and production. Imported products are not allowed at the North Mountain Market. Imported ingredients and/ or supplies are allowed as long as there is no suitable or appropriate regional option. Preference is given to new vendors using local products in their production. Vendors should be prepared to provide receipts on request.

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VENDOR ELIGIBILITY continued

2. **We believe farmers' markets are a venue for direct producer-consumer relationships!**
 - ➔ A principle owner of the products for sale must represent their own product at the market. However, if they attend another Nova Scotia farmers' market during the same season, they may send well-informed family members or staff to the North Mountain Market to sell on their behalf.

3. **We believe in the 'right' mix of products for customers!**
 - ➔ The North Mountain Market reserves the right to limit the number of vendors selling similar types of products and to solicit high-quality products for our market.
 - ➔ The North Mountain Market uses a formula to determine which product categories have space for new vendors. All new vendors are required to complete an application process in order to be considered for vendorship.

4. **We believe in pro-active risk management and running a safe market!**
 - ➔ Food vendors must contact their local Food Safety Specialist, NS Department of Agriculture, to obtain the proper permits for the sale of their products and complete a "Food Vending Checklist" for the North Mountain Market

VENDOR FEES

- Seasonal site rental fee is \$8/ week, for a total of \$160 paid in full on or before the first market day
- Daily site rental fee is \$10/ week, to be paid on market day
- New vendors are encouraged to come test out our Market with very reasonable introductory rates: first market day - \$0, second - \$5, and then \$10 for every market day after that.

CANCELLATIONS & ATTENDANCE

- Seasonal member vendors are expected to attend all markets during the regular season. If a cancellation is necessary vendors must provide the Market Manager with at least two days notice. Failure to do so, or continued absences, may result in the vendors' participation at market being terminated.
- Extraordinary circumstances may be taken into account for both seasonal, monthly and casual vendors.

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SALES DATA

We believe in proving the value of farmers' markets to our economy and our community!

- *Vendors will be given anonymous sales record data sheets that they will be expected to fill in and submit each week*
- *This will help the North Mountain Market show our community that farmers' markets make a difference to farm livelihoods and the NS economy.*

DISPLAY REGULATIONS

1. *We have a limited number of tables, but will provide them while they last. Vendors are required to set up and tear down their own tables during market day*
2. *Vendors are responsible for supplying their own shelters and any other needed equipment, such as concrete blocks, tablecloths, etc.*
3. *Each vendor must display their name or the name of their farm or business*
4. *Vendors are required to display prices for all products by way of a price list or individually priced items*
5. *Vendors may not misrepresent their products*
6. *All stalls should be neat, tidy and safe for customers. **Aesthetics matter at our market!***
7. *Vendors may not bring pets to the market*
8. *Clean up is carried out by the vendors. Everyone is responsible for cleaning their own vending space. Vendors should clean up the common area on a cooperative basis. There is a broom and dust pan available in the castle storage area, or from the market manager*
9. *A vendor who consistently offers products of inferior quality may be excluded from the market at the discretion of the manager*
10. *Vendors may not come to the market to dump their products at deflated prices. Vendor prices must be in-line with other vendors at the market*
11. *The North Mountain Market reserves the right to refuse vending space(s) to any individual or group*
12. *All vendors are required to keep in mind the impact on the environment of all packaging supplies, etc.*

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CODE OF CONDUCT

The North Mountain Market recognizes the obligation to have a work environment that is free of harassment and bullying. 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.

1. All vendors will deal respectfully with the North Mountain United Tapestry Board Members, North Mountain Market manager, fellow vendors and customers.
2. The North Mountain United Tapestry Board, Market Manager and Vendors will respect the privacy and confidentiality of others.
3. All vendors are required to review and sign the Vendor Conflict Resolution Process and Code of Conduct document for submission with their vendor application.

CONFLICT RESOLUTION

The first point of contact for any conflict arising between vendor(s) and the market, or vendor to vendor (providing that the issue is related to the North Mountain Market) is the North Mountain Market manager. The manager will offer a resolution. If the issue is not satisfactorily resolved, the vendor or the market manager can present the issue to the North Mountain United Tapestry Board of Directors for a decision. If vendors have an issue with the manager, they are welcome to raise the issue with the manager or the Board Chairperson. The Board reserves the authority to make the final decision on any issue.

DISCLAIMER

Although the Market does carry liability insurance, the Market does not assume responsibility for loss or damage to the stall area, product, vehicle and any other property of the Market vendor. The vendor accepts all reasonable risks associated with the use of the Market stall and will exercise sound loss prevention measures at all times. The vendor shall not make claim or take any legal action against the NMUT or its representatives for any loss, damage or injury caused to the vendor, agents and/or property, including vehicles.

*All decisions of the North Mountain Market manager and staff
are final on market day. Thank you.
Have a great day at market!*

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CONFLICT RESOLUTION & CODE OF CONDUCT AGREEMENT

I have read and agree to comply with the Vendor Conflict Resolution Process and Code of Conduct for the North Mountain Market. I understand that I am responsible for myself and my staff and/or volunteers and that failure to comply with these rules may result in revocation or suspension of my membership.

Business & Vendor Name: _____

Vendor Signature: _____ Date: _____

ACKNOWLEDGEMENT AND AGREEMENT

TO ADHERE TO THE POLICIES AND PROCEDURES CONTAINED IN THIS VENDOR'S HANDBOOK

*I (please print your name here) _____
declare that I have read and understand these policies and procedures.*

Furthermore, I agree that I will abide with these policies and procedures or risk forfeiting my vending space.

Signed _____ Dated _____

Signed _____ Dated _____