



2017 VENDORS HANDBOOK

March 2017

INTRODUCTION

Welcome to the 2017 Yellowknife Farmers Market (YKFM)! We are thrilled to be kicking off the fifth year of the YKFM, and we are proud to be such a successful and well-known independent event operated by a registered not-for-profit organization in the North. A huge thank you goes out to all vendors for contributing to the success of the YKFM in past years, and we trust that this year will be just as successful as preceding years. Please note that the following will be new in 2017:

In marketing news, our logo for the year will be the tomato. We are also piloting a market theme for the first time this year. The 2017 theme is: Taste, See, and Hear the North. Vendors are encouraged to develop a new Northern product or choose an existing product to showcase this theme.

The YKFM continues to be a leader in waste management in our community. We will continue to reduce food waste and other waste at the YKFM through public education and encouraging the public to bring their own bags and containers. We encourage vendors to promote these initiatives as often as you can. We also ask that food vendors offer smaller serving sizes alongside their normal serving sizes.

The YKFM is in the process of developing and implementing a Produce Strategy to increase the amount of produce offered at weekly markets. More information regarding this initiative will follow.

We wish everyone a happy Yellowknife Farmers Market season in 2017!

TABLE OF CONTENTS

Table of Contents.....	i
PURPOSE.....	1
ORGANIZATION.....	1
Vision, Mission and Values.....	1
Governance.....	2
Management.....	3
Contact Information.....	3
MARKET LOCATION AND SEASON.....	4
Market Location.....	4
Market Season.....	4
PRODUCTS.....	4
FOOD SAFETY.....	5
VENDORS.....	6
Eligibility.....	6
Selection Criteria.....	7
Vendor Status.....	7
Community Produce/Wild Harvest Table.....	7
Charity or Non-for-profit Groups.....	8
FEES.....	9
Membership Fees.....	9
Vendors Fees.....	9
Electricity.....	9
ATTENDANCE.....	10
Reserving Market Dates.....	10
No Show.....	10
MARKET OPERATIONS.....	11
Stall Location.....	11
Set-up and Tear Down.....	11
Unloading and Parking.....	12
Booth and Signage.....	12
Pricing and Labeling.....	12
Packaging.....	13
Composting Guidelines.....	13
Smoking and Alcohol.....	14
Security.....	14
Business License.....	14
Insurance.....	15
Advertising and Promotion.....	15

Gross Sales Information..... 16
Weather..... 16
NON-COMPLIANCE OF GUIDELINES AND REGULATIONS.....16
GRIEVANCE AND CONCERNS.....17

PURPOSE

The vision, mission, and values of the Yellowknife Farmers Market (YKFM) have been implemented according to the following three objectives since 2013:

1. To facilitate the Yellowknife Farmers Market;
2. To support food based economic development; and
3. To support the development of local food systems.

The purpose of this Vendors Handbook is to describe the operations and administration of the Yellowknife Farmers Market and to detail the guidelines and regulations to be followed by the Market Manager and vendors of the Market.

ORGANIZATION

Vision, Mission and Values

VISION

The YKFM inspires and nurtures a healthy community by building a local, sustainable and Northern food economy in a vibrant, diverse and inclusive market place.

MISSION

The YKFM plays a central role in creating a just and sustainable food system and in fostering an economically, ecologically, culturally, and socially sustainable community.

The YKFM is a place where:

- Local food growers, producers and harvesters prosper by finding local marketplaces for their products;
- Yellowknife residents have access to high quality, nutritious, locally grown, harvested, processed food and artisan products;
- Yellowknife residents understand the value of supporting the local economy by purchasing locally grown food and supporting locally made products;
- Sustainable farming and local food production expand as more people choose to enter these professions;
- Relationships between vendors and consumers grow, nourish and inspire community;
- People share critical knowledge and create conversations required to initiate progress towards sustainability.

VALUES

Nutrition: Food is the heart and soul of our community. Access to fresh nutritious food is a foundation for health and human dignity.

Sustainability: Our market promotes social, economic, cultural and ecological sustainability.

Relationship: Positive human connections and cooperation allow our community to flourish and grow.

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

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

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

Governance

The Yellowknife Farmers Market is a registered non-profit organization under the *Northwest Territories Societies Act*. The organization is responsible for the administration of the weekly Yellowknife Farmers Market (the Market) that operates from June to September. In addition, the YKFM also administers seasonal markets including, but not limited to, the Christmas Farmers Market.

The YKFM is governed by a nine-member Board of Directors, represented by vendor members (V) and supporter (S) members. Under the YKFM Bylaws, there are a minimum of two (2) representatives from each member group. The 2017 Board is comprised of:

France Benoit (V), Chair

Lise Picard (S), Vice-Chair

Jesse Reid (V), Communications

Kimberly Fairman (S), Director

Jordan Reid (S), Director

Maxime Carpentier (S), Treasurer

Caroline Lafontaine (V), Secretary

Renée Thomas (V), Director

Emma Ambury (S), Director

An annual general meeting takes place after the Market season in the fall, at least 31 days after the end of the fiscal year which runs from October 1st to September 30th.

Management

On-site, the Market is managed by a contracted Market Manager, hired by the Board of Directors.

The Market Manager supervises the on-site operations of the Market. The Market Manager applies the guidelines and regulations of the Market as detailed in this handbook and reports violations to the Board.

Among others, the duties of the Market Manager include:

- Organizing the weekly Tuesday markets;
- Ensuring all vendors have paid their vendor and membership fees;
- Ensuring vendors adhere to Market guidelines as per the Vendors Handbook;
- Maintaining vendor, member and stakeholder relations;
- Liaising with the Board, Environmental Health Officer and the City of Yellowknife representatives;
- Collecting data for management, planning and promotional purposes;
- Promoting the Market in the media, including social media; and
- Ensuring that the Market is a pleasant, clean, welcoming place for all vendors and shoppers.

Contact Information

The Yellowknife Farmers Market can be contacted by:

Email:	ykfarmersmarket@gmail.com
Website:	yellowknifefarmersmarket.ca
Facebook, Twitter, Instagram:	ykfarmersmarket
Mail:	P.O. Box 1181 Yellowknife, NT, X1A 2N8

MARKET LOCATION AND SEASON

Market Location

The weekly June – September Market is located in Somba K'e Civic Plaza in front of the Yellowknife City Hall.

Market Season

The 2017 season runs every Tuesday from June 6th to September 19th from 5:15 PM to 7:15 PM. This year, the June 20th Tuesday Market will be moved to Monday June 19th due to the set-up of National Aboriginal Day celebrations being held on the site on June 21st.

The City of Yellowknife will host a children's tent in conjunction with the Market each week.

PRODUCTS

Approved products that are made, baked, grown or harvested by the vendor can be sold, displayed or advertised at the Market.

The sale of items grown or produced by anyone other than the vendor is reserved primarily for items otherwise not available from other vendors at the Market and is only permitted by special provision. Such items must be approved by the Vendor Selection Committee and listed on the Vendor Application in advance of selling at the Market. These items must be labeled with their originating producer. In these special cases, the vendor can sell a maximum of 20% of goods that are not made by them.

The Market does not accept distributorship, re-sellers, direct sellers, manufactured products, or any form of petitioning.

Furthermore, as per our agreement with the City of Yellowknife, the Market must encourage vendors to follow environmentally-friendly practices as much as possible and restrict the sale of unhealthy foods as per the Community Services Policy 1040.15- Healthy and Sustainable City Event Guidelines.

Products sold at the Market need to fit into the following categories:

1. **Agricultural/Wild Harvested:** are grown, foraged, harvested or produced by the vendor and include, but are not limited to: fruits, vegetables, fresh and dried herbs, plants, shrubs, trees, flowers, honey, syrup, wild meat, fish, eggs, etc.
2. **Processed Product:** are produced by the vendor using local ingredients where possible and include, but are not limited to: pre-packaged meals, preserves, sauces, vinegar, dried soup and other mixes, processed meat, cheese, etc.
3. **Baked Goods /Confectionaries:** are products which are made by the vendor that include, but are not limited to: breads, muffins, cookies, pies, cakes, cupcakes, pastries, frozen treats, candy, fudge, etc.
4. **Food Concession:** are ready-to-eat meals for consumption at the Market. (Please note: baked goods are not in this category!)
5. **Artisanal Items:** must be made by the vendor using their own skill, artistry, and training to produce a new, unique and original product that include, but are not limited to: jewelry, clothing, pottery, hanging art, soaps, bags, etc.

Note: A 5:1 ratio of Agricultural/Processed Products/Food Concession/Baked Goods/Confectionaries to Artisanal products vendors will be maintained.

FOOD SAFETY

The Yellowknife Farmers Market is operating as a pilot project with the Environmental Health Division of the Department of Health and Social Services of the Government of the Northwest Territories. In addition to being approved by the Vendor Selection Committee, all food vendors must have their food items approved by the Environmental Health Officer (EHO) prior to selling at the Market. All approved vendors must contact the EHO as soon as possible to obtain a letter of compliance. This letter produced by the EHO must be submitted by the vendor to the Market Manager well in advance of the first market. Vendors who have not submitted their letter will not participate in the Market.

Note that when preparing food for the public in your home kitchen, make sure no other activities are going on at the same time. When you are done, you can go back to using the kitchen as you normally do.

All food concession vendors must operate under a tent. All food products must be appropriately packaged and handled, complying with the Farmers Market guidelines, any guidelines established by the Department of Health and Social Services and any other relevant regulations and best practices to ensure all products for sale at the Market are the safest and of the highest quality for consumption. Vendors are responsible for ensuring compliance.

Environmental Health Contact:

Environmental Health
Population Health
Department of Health & Social Services
Government of the Northwest Territories
Box 1320, Yellowknife, NT, X1A 2L9
Phone: (867) 767-9066 ext. 49262
Fax (867) 669-7517
Website: www.hss.gov.nt.ca

VENDORS

Eligibility:

All vendor applications are reviewed and approved by the Vendor Selection Committee, comprised of board members and volunteers who are not vending (or have no family relationship to a vendor). We strive to create a diverse market place and every vendor is carefully screened to meet our mandate for high quality, unique local goods.

Applications for the 2017 season need to be received by 11:59 PM Mountain Time on the approved date(s). Applications are open to the public in general, and to past vendors. No vendor has priority status but the selection process will take into account past experience at farmers markets.

Vendors from outside the Northwest Territories may be accepted if the vendor meets a need of the Market that has not been covered by any local vendor and if this vendor presence could stimulate local vendors to engage in similar endeavours during subsequent years.

Selection Criteria

The Vendor Selection Committee evaluates applications based on the following criteria and weighing scales:

2017 Vendor Selection Criteria

Criteria	Weighting
Market experience	10
Agriculture	25
Market need	10
Uniqueness/Quality	25
Local Harvest	15
Product Exclusivity	15
Total Points	100

Vendor Status

There are three types of vendors:

1. **Full Season Vendors:** Attend the Market for up to 16 weeks in the season.
2. **Half Season Vendors:** Attend the Market for up to 8 weeks in the season.
3. **Quarter Season Vendors:** Attend the Market for up to 4 weeks in the season.

Under special circumstances, the Vendor Selection Committee may grant permission to a vendor to sell for less than 4 weeks if that vendor is not be in direct competition to other vendors. All rules would apply.

Community Produce/Wild Harvest Table

The YKFM wants to encourage the availability of produce and wild harvested products at the weekly Market. To that effect, the YKFM will be offering two different options to Yellowknife food growers and harvesters who do not have their own stall at the Market.

1) You can donate your produce and wild harvest

Washed and ready-to-sell produce and wild harvested products are donated to the YKFM and the proceeds from the sale go to the YKFM. Those can include dried morels, whole produce (e.g. uncut carrots) and wild berries as long as they are known to be safe to eat, for example raspberries, cloudberries, cranberries. Yourself or another person can drop off the

produce and the wild harvested products prior to the beginning of the Market. Advance notice to the Market Manager is much appreciated. The Market Manager can be reached at ykfarmersmarket@gmail.com.

Produce growers and harvesters selling other wild plants and mushrooms than those listed above must seek approval to donate their products from the Environmental Health Officer. For Environmental Health Officer contact information, see section on Food Safety in the Vendors Handbook. The Market Manager will ask you for a letter of confirmation from the Environmental Health Officer before we can accept your donation of produce or wild harvest products.

2) You can sell your own produce and wild harvest

Produce growers and harvesters are invited to sell their produce and wild harvest products at the Produce and Wild Harvest Table for a fee equal to 10% of their weekly sales or \$25/week whichever is less. Arrangements to pay the fee must be made with the Market Manager at the beginning of the Market each week they intend to sell. The produce growers/wild harvesters must be present to conduct their own sales. Products sold can include dried morels, whole produce (e.g. uncut carrots) or wild berries as long as they are known to be safe to eat, for example raspberries, cloudberries, cranberries. Products must be washed, priced, and ready for sale. For insurance purposes, vendors must be members of the YKFM and Vendors Handbook guidelines apply. As much advance notice to the Market Manager is appreciated as the number of tables is limited. The YKFM will do its best to provide a table. If they can, vendors are encouraged to provide their own table and chair. The Market Manager can be reached at ykfarmersmarket@gmail.com.

Produce growers and harvesters selling other wild plants and mushrooms than those listed above must seek approval for their products from the Environmental Health Officer. For Environmental Health Officer contact information, see section on Food Safety in the Vendors Handbook. The Market Manager will ask you for a letter of confirmation from the Environmental Health Officer before you can sell your produce or wild harvest products.

Charity or Non-for-profit Groups

Charity and not-for-profit organizations, at no cost, may apply for a table with the Market Manager for promotional and/or educational purposes for a maximum of two weeks in the season. Proselytism, fundraising, sales and invitations to sign petitions are not allowed.

Organizations are responsible for their own table set-up and all supplies (e.g. tents, tables, chairs, bags, signage, etc.). A minimum of one-week advance notice is required. The 2017 Vendors Handbook applies.

The organization must provide proof of their own insurance at the time a space is booked; otherwise all volunteers at the table must become members of the YKFM.

FEES

Membership Fees

The annual non-refundable membership fee to the YKFM is \$20.00. Memberships are valid from October 1st to September 30th of each year. All vendors and every helpers/staff (even for one week only) must hold individual memberships for the YKFM for insurance purposes. Children under 18 years of age helping their parents are covered under their parents' membership. Being a member also entitles them to vote at the annual general meeting on items concerning the operation of the Yellowknife Farmers Market. Membership fees and vendor fees are used to pay for the operations of the Market. **Vendor fees and the cost of powered stalls have risen this year to reflect the increasing cost of renting the Somba K'e Civic Plaza.**

Vendors Fees

1. Full season Vendors: \$450.00 for up to 16 weeks.
2. Half Season Vendors: \$275.00 for up to 8 weeks.
3. Quarter Season Vendors: \$175.00 for up to 4 weeks.

Vendor fees are non-refundable and must be paid in advance of the start of the Market by the date specified in their approval notice.

Electricity

There are a limited number of stalls with electricity. Vendors requiring electricity are subject to a surcharge of \$10.00/week.

ATTENDANCE

Reserving Market Dates

1. **Full Season Vendors** can vend up to 16 weeks of the 2017 season. They are assigned a dedicated stall. However, if they are late for market set-up, they may risk losing their assigned stall. Full Season Vendors should contact the Market Manager as soon as possible, but with a minimum of one week of notice, with dates they will not be available to vend. Another vendor can use their stall space that week.
2. **Half Season Vendors** can vend up to 8 weeks of the 2017 season. Half Season Vendors must submit their dates in their application form. The dates for which they were retained will be presented in the notice of approval. The Market Manager will do their best to satisfy vendors' date preferences.
3. **Quarter Season Vendors** can vend up to 4 weeks of the 2017 season. Quarter Season Vendors must submit their dates in their application form. The dates for which they were retained will be presented in the notice of approval. The Market Manager will do their best to satisfy vendors' date preferences.

If the vendor is not available, the option of a helper working as a replacement is permitted provided that the products sold are listed on the approved Vendor Application and that the helper becomes a member of the YKFM. Helpers cannot bring their own products to sell that day.

No Show

Vendors are considered a “no show” if they do not provide advance notice to the Market Manager that they cannot attend a given week. A minimum one-week advance notice is appreciated from vendors if they cannot attend a given week, but last minute notice is accepted for sickness or emergencies.

See below NON-COMPLIANCE GUIDELINES AND REGULATIONS.

MARKET OPERATIONS

Stall Location

As per the mandate given to the Board at the 2015 AGM, vendors will be assigned a stall by the Market Manager. This is to improve crowd flow, safety and general market atmosphere.

Market maps are distributed by the Market Manager on a weekly basis.

- Fees are per single stall of 10 square feet. Vendors may have more than one stall, if required and available, paying full fees for each stall.
- Vendors may use their stall space as they see fit.
- **Vendors must not stake the ground under any circumstances.** This could puncture the City's water pipes and the YKFM would be held responsible. Use weights or jugs of water to hold your tent down.
- The Market Manager will adjust spacing between vendors to work our permanent fixtures such as trees, garbage cans, benches, etc.
- Vendors may not sell, sublet, or rent Market space to other vendors.

Set-up and Tear Down

The 2017 Market runs from 5:15 PM – 7:15 PM every Tuesday from June 6 – September 19. The Market will be opened officially with the ringing of the market bell. **Sales cannot start until after the ringing of the bell at 5:15 PM.** This is to ensure that all patrons are able to enjoy the wide selection of products no matter when they arrive at the Market.

- Vendors **MUST** submit their gross sales amount to the Market Manager at each market day or after the Market through the online survey sent by the Market Manager. This is so we can calculate the economic impact of the Market each year.
- Vendors may begin set-up no earlier than 3:30 PM for each Market.
- Complete set-up of booth must be ready by 4:45 PM; product displays have until 5:00pm to be ready.
- Vendors must keep their table open until closing time of 7:15 PM, even if sold out. Vendors can continue to vend until 7:45 PM, if they wish.
- Vendors **MUST** be off site by 8:00 PM at the latest.
- Vendors must clean up their site and dispose of their own garbage at the end of the Market.
- Vendors are encouraged to share any leftover food with other vendors or the general public, and compost any remaining food waste.

Unloading and Parking

- Parking is limited near and on the site. Please note the paved parking stalls before the children's playground are NOT available for YKFM vendors. They are all rented by the City of Yellowknife.
- To ensure maximum access to the site Vendors should unload first and park their vehicle in the gravel parking lot, and then proceed to move their set-up to their stall.
- Observe parking rules on 49th Street.
- The City of Yellowknife is allowing vendors to use two parking spots in the unloading zone right in front of City Hall on 49th street. Vendors MUST unload their supplies on the sidewalk and then IMMEDIATELY go park their vehicle.

Booth and Signage

- Stalls should have an attractive and professional appearance and be kept neat and clean.
- Vendors will provide their own set-up needs (e.g. tents, tables, chairs, bags, petty cash, signage and garbage cans).
- All tents must be secured with weights or jugs of water. **Vendors must not stake the ground under any circumstances.**
- Vendors using a BBQ are required to use charcoal mats under the BBQ's to catch drippings.
- Vendors must display a sign bearing their business name.

Pricing and Labelling

- Prices of items for sale must utilize one or more of the following signage techniques: individual price stickers on each item, or individual price signs for each type of item, or a list of prices on a large sign or board.
- YKFM reserves the right to regulate vendor signage and product labelling. YKFM does not however regulate pricing.
- Pricing of goods sold at the Market should reflect the cost of goods, including labour, marketing expenses and a reasonable profit.
- Collusion and deceptive pricing practices are strictly forbidden. Vendors are not allowed to harass or pressure other vendors regarding the pricing of their products.

- Vendors must not practice distress pricing by undercutting other vendors or dumping products at bargain or sale prices. To avoid a flea market image Vendors should avoid giving offers such as, "Year-end Sale," "Buy two get one free" or "Discount."
- Vendors should be able to provide clear information about ingredients and/or production methods, which can be made available to any consumer, who requests it.
- Vendors can donate a portion of their revenues to a community project or organization and have a sign on their table to that effect.

Packaging

- The use of Styrofoam is strictly prohibited.
- The use of environmentally compostable packaging and cutlery is **mandatory**. Composting guidelines are below.
- In our efforts to reduce waste, the Market will encourage patrons to bring reusable bags and their own dishware and cutlery.

Composting Guidelines

In 2017, the Yellowknife Farmers Market will continue to run the "Waste Reduction and Compost Program" started in 2015. The Program will achieve an 80% waste reduction at the Market by implementing the following actions:

1. Educating the public to bring their own container and utensils to the Market.
2. Food vendors will use compostable containers/cutlery and reusable bottles for sauces and condiments.
 - All food sold at the YKFM must use compostable containers and compostable utensils.
 - Sauces and condiments should be served in bottles rather than individual plastic envelopes; e.g. soya sauce, ketchup, condiments.
 - Compostable items can be made of:
 - Paper, preferably unbleached, e.g.: paper plates, bowls, cups, napkins, straws. (Available at Co-op, Staples, NorthBest Distributors, Walmart, Independent stores)
 - Organic material; e.g. clamshell box, cups with lid, utensils, straws. (Available at NorthBest Distributors.)
 - Wood material; e.g. wood chopsticks.

IMPORTANT:

- **Compostable items must have the logo issued by the Compost Council of Canada.**
- **“Biodegradable” products are not compostable and should not be used.**
- **“FOAM” AND “NON-COMPOSTABLE PLASTIC” ITEMS CANNOT BE USED.**

3. Education and Communications Strategy

A YKFM team will inform the public about waste reduction and composting by using the following:

- Social media, radio and printed advertising;
- Providing information about composting at the YKFM stall each week
- Having signage on compost units and throughout the Market.

Smoking and Alcohol

Vendors are not permitted to smoke or consume alcoholic beverages on the Market site.

Security

The Market does not provide security guards during its operation and is not responsible for lost or stolen goods. Therefore vendors are reminded to be alert and to keep their cash and products secure. Please be vigilant and report any suspicious activities to the Market Manager.

Business Licence

Vendors can retail products at the Market under the YKFM City of Yellowknife Business Licence provided that they sell products solely at the Market.

Any vendors who sell products at other venues in addition to the Market are:

- obligated to obtain a business licence from the City of Yellowknife in order to comply with City by-laws,
- not covered by the YKFM Commercial Liability Insurance Policy, and
- responsible to meet all required legislation.

Vendors who sell their products at the Farmers Market to businesses or organizations are covered under the YKFM Commercial Liability Insurance and the City of Yellowknife Business Licence as long as those clients come to pick up the products during the weekly market.

Vendors who currently hold their own business licenses or those who are operating as a business as per City by-laws, be it commercial or home-based, must be in good standing with the City. The City of Yellowknife holds the right to verify business licenses as required.

The YKFM City of Yellowknife Business License covers vendors operating under the Yellowknife Farmers Market, and includes weekly markets during the 2017 season, in addition to YKFM Special Events, including, but not limited to the Christmas Farmers Market.

Insurance

While the YKFM does carry basic Public Liability and Property Damage Insurance, any additional insurance coverage is the responsibility of the individual vendor.

The YKFM insurance covers vendors operating under the Yellowknife Farmers Market, and includes markets during the 2017 season, in addition to YKFM Special Events, including, but not limited to the Christmas Farmers Market. Vendors and all individuals vending for them must have insurance by becoming members of the YKFM. Children under 18 years of age helping their parents are covered under their parents' membership.

Charity or non-for-profit organizations operating a community table must provide proof of their own insurance; otherwise all volunteers at the table must become members of the YKFM.

Vendors who sell their products at the Farmers Market to businesses or organizations are covered under the YKFM Commercial Liability Insurance and the City of Yellowknife Business Licence as long as those clients come to pick up the products during the weekly market.

Advertising and Promotion

The YKFM will provide:

- visible advertising signage for the Market on every market day,
- will promote the Market before and during the season, and
- will work with the vendors to make the Market attractive to shoppers.

As well it will:

- build bridges with local merchants, organizations, charities, and
- will continue to work on raising awareness about local food through the Yellowknife Food Charter Coalition.

Occasionally, the Market may approach vendors for donations of goods for promotional and fundraising campaigns. Vendors are not required to participate, but donations are greatly appreciated to support the awareness of Market goods.

Gross Sales Information

Vendors must provide the Market Manager with gross sales figures after the Market through the on-line survey sent by the Market Manager. **We cannot overstate the importance of this collective information as we negotiate with funders and corporate sponsors in the future.** For those who prefer to do it at the end of each Market, a hard copy may be given to the Market Manager. This information is anonymous and will be used for market statistics purposes only.

Weather

As an outdoor market, it is possible that the Market will operate under inclement weather. It is up to the vendor to be fully prepared for the season. Under the advisement of the proper authorities, the YKFM Board reserves the right to cancel the Market when emergency provisions or extreme weather warnings are in effect. No refunds will be provided in the event of any cancellations.

NON-COMPLIANCE OF GUIDELINES AND REGULATIONS

The guidelines and regulations are to ensure that the Market meets the objectives of all stakeholders: consumers, vendors and the YKFM. The YKFM Board, the Market Manager and regulatory partners will implement and enforce all guidelines and regulations pertaining to the operation of the Farmers Market.

The YKFM Board reserves the right to suspend vendor's participation in YKFM markets in the following order:

- A verbal or written notice issued by either the Market Manager, the Environmental Health Officer or a City official; the matter should be addressed immediately;
- In the case of a repeated violation, a second notice, verbal or written, will be issued;

- If the matter is not resolved a temporary or permanent suspension may come into effect.

Violations can include, but not limited to:

- Using non-compostable items
- No show
- Parking violation
- Damaging of City property
- Not following food safety guidelines
- Sale of unapproved products
- Onsite smoking/alcohol usage
- Unprofessional vendor conduct
- Late Set-Up (after 5:00 PM)
- Trash not removed/stall space left messy
- Exceeding booth space allocation
- Unpaid fees, vendors or membership
- Inappropriate pricing practices
- Mislabelled products
- Selling before opening bell
- Improper use of power (pop the breaker)
- Selling after 7:45 PM
- Late Tear Down (after 8:00 PM)

GRIEVANCE AND CONCERNS

Should a vendor feel their rights as a member of the YKFM has been violated in some way, or feel that another vendor, or someone else has acted outside their authority with the YKFM, or in a way that harms the YKFM as a whole, the following action should be taken.

- A formal complaint should be submitted in writing to the Board of Directors with a request to address the issue.
- Verbal complaints to the Market Manager must be recorded, signed and dated by both the complainant and the Market Manager for submission to the Board.
- The Board may request additional information from complainants.
- All complaints will be dealt with by a minimum of two (2) Board Members accompanied by the Market Manager when appropriate.