CURBSIDE PICK-UP PROGRAM

Our Curbside Pick-Up program is available to all vendors who have been approved for our markets. This includes vendors that are temporarily withdrawn or waitlisted. Vendors may accept pre-orders and deliver them to our Curbside Pick-Up area for staff and volunteers to distribute directly to customers. HFM plans on operating the Curbside Pick-Up program through the entirety of the season. Please find the new fee structure and guidelines below.

FEE STRUCTURE

1-10 Orders: $5/week
11-20 Orders: $10/week
21+ Orders: $40/week

Vendors who are physically present at the market may utilize the curbside pick-up program as part of their vendor fee for each week.

GUIDELINES

Vendors may participate in our pre-order Curbside Pick-Up through the markets What’s Good App or through individual pre-orders.

WHAT’S GOOD GUIDELINES

Vendors are required to deliver produce or products for each week they are featured on the What’s Good App.

- For vendors with a specific schedule, please reach out to What’s Good to edit your active dates.
- Vendors who receive orders through What’s Good and do not drop them off at the corresponding market may lose the ability to participate in the program.
- SNAP customers may order through What’s Good and pay with tokens at the market.
- All vendor or customer challenges are to be reported directly to What’s Good staff.

INDIVIDUAL PRE-ORDERS

Vendors may accept individual pre-orders and utilize the Curbside Pick-Up program.
DROP OFF DETAILS

Be sure to clearly label each order with both the vendor name and customer name.

Orders will be distributed based on last name.

Customers in vehicles will pull up to our Curbside Pick-Up bays and call our market phone as indicated by our signage. Volunteers will then deliver the customer’s order directly to their vehicle.

- *Downtown Hillsboro:* 1st Floor of the Civic Center Parking Garage
- *Orenco Station:* 61st Ave (near New Seasons)

Customers without a vehicle can walk up and pick up their order at both locations.

- *Downtown Hillsboro:* Refer them to the information booth.
- *Orenco Station:* Refer them to the information booth.

If customer orders are not picked up by the end of the market:

- If the vendor is present, the order will be returned directly to the vendor.
- If the vendor is not present and the product is not perishable, the order will be returned to the vendor the following week.
- If the vendor is not present and the product is perishable, the order will be donated as seen fit.

**Downtown Hillsboro Saturday Market**

- Curbside pick-up/drop-off will be at the information booth. Please enter through Jackson St.
- Deliver your products to the information booth between 7am – 8:30am.

**Orenco Station Sunday Market**

- Curbside pick-up/drop-off will be at the information booth
- Deliver your products to the curbside pickup station between 8am – 9:30am.

Please contact manager@hillsboromarkets.org with questions