

Southern Oregon Growers' Association Grants Pass Growers' Market

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Member/Vendor Handbook OPERATING RULES & PROCEDURES

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About This Document

The document you have in front of you, although it is titled “Member/Vendor Handbook --- Operating Rules & Procedures”, more closely resembles an operating manual with the purpose to provide instructions on “how to operate your business at the Grants Pass Growers' Market.” Because the market has changed over the past few years the rule changes needed to be revised to adapt to the changing venues and conditions. That is the primary reason for revising previous editions of this handbook.

While this handbook articulates many necessary rules and regulations, you should think of it more like a “How do...” text. I will endeavor to imbibe equal parts “Why do’s...” with the “How do’s...” - as much as time and space allow. Within this handbook you will find “general” rules that apply to all participants in the Growers Market - both the Summer Market and the Winter Market (for example: starting time 9AM and closing time 1PM). Then there will be rules that are specifically designed to address circumstances that are unique to the individual venues/Markets (i.e., downtown parking at 4th & F streets/Summer Market and Commercial Building at the Jo Co Fairgrounds/Winter Market). These General and Market Specific Rules are interspersed throughout. This was done intentionally to encourage both members and vendors to read this handbook completely. Irrespective of your Market, please read this document in its entirety. Knowledge regarding the rules in both markets will help us all be better members in or vendors with this association. It will also help to reduce misunderstanding and miscommunication. So, get comfortable, pull up a cup of tea, kombucha, coffee or wine and enjoy the read.

ABOUT US

Southern Oregon Growers' Association (SOGA) was recognized as a 501(c)(3) by the IRS in 2016. We operate as a Membership Association to facilitate the Grants Pass Growers' Market (GPGM). Our members are active vendors who participate in the GPGM. Participation is limited to agricultural products grown in the Southern Oregon/Northern California region (loosely defined as the Siskiyou bioregion) and includes selected arts, crafts and foods members/vendors with products related to the Association's agricultural theme. They also share the same geographic footprint as Agricultural member/vendors. “We grow what we sell” has been our motto for years and **RE-SALE IS NOT ALLOWED**. SOGA is comprised of a Board of Directors that oversee the

operation of the GPGM and the market staff/employees. In addition to oversight, they provide direction, establish priorities and set goals for the Association (SOGA).

Members aspiring to become Directors should have as their primary focus, the best intentions of the market. Directors are expected to have casual familiarity and understanding with non-profit structures and purposes. As SOGA members and directors are governed by an explicit list of bylaws, Directors should study the bylaws regularly and be more intimately familiar with details of that document. SOGA membership is a privilege and ALL members (and non-members) are expected to have read the bylaws at least once. Our bylaws are not that long or tedious and you need NOT be a lawyer to understand them. As a member/vendor, you are further expected to abide by them. Failure to do so can result in your membership (or vendor privileges) being revoked. A copy of the bylaws can be found at growersmarket.org.

The board consists of 9 Directors, each of who serve in their position for 3 years. At the end of those 3 years they are eligible for reelection or may choose to retire from the board. They are nominated and elected by the membership. Members may self-nominate themselves if they wish to serve on the board. Each year at the Spring Annual member meeting, (3) members are elected to the Board of Directors. Once the new board members are seated, the Board of Directors elect officers: President; Vice President; Secretary; Treasurer who then serve a (1) year term in that officer position. The Market Manager is an employee who reports to the Board of Directors and oversees the operation of the GPGM. The Market Manager is responsible for the enforcement of all Operating Rules & Procedures and Bylaws along with any additional regulations established by the Board of Directors. Along with overseeing the Saturday activities at the market, the Market Manager is responsible for the administrative activities, keeping the GPGM successful and running smoothly.

Through the power invested in the Market Manager, the GPGM reserves the right to: limit the number of booth spaces assigned to a Member/Vendor; to prohibit anyone from selling or prohibit any products from being sold at the Market; and to inspect all production facilities.

Member or Vendor

Throughout, this handbook refers to members and vendors and member/vendors, so now is the appropriate time to explain the differences as they apply to SOGA and the GPGM.

The Merriam-Webster's definition of the word vendor is; "One who vends; seller". By that definition everyone that attends the GPGM is a vendor, including "members" because members do, in fact, "vend".

Members are vendors (using Webster's definition) who have qualified for membership in SOGA and have paid their annual membership dues thereby bestowing certain benefits, like being eligible to attend and vote at the annual membership meetings, attend either the Summer Market (downtown) or the Winter Market (Fairgrounds).

Vendors are non-member sellers ("one who vends") that have requested and been approved for space in the **Winter Market at the Fairgrounds ONLY**. As part of the application process they have paid an application processing fee. This application processing fee is not related to membership dues. Other than attendance at the Winter Market, no other membership benefits (i.e., no Summer Market, no voting rights, no attendance at membership meetings, etc.) accrue to vendors.

Member/Vendor designation is shorthand for everyone in either market (Summer or Winter, members and non-members).

***** IMPORTANT NOTE *****

All members/vendors, (vendors are considered non-members) including business owners, non-profits/community service organizations and market staff are expected to have read and adhere to all items listed in this handbook.

Market Schedule

The Grants Pass Growers Market (GPGM) is a **SATURDAY ONLY** Market. This applies to Summer and Winter Markets.

Summer Market Saturday Schedule:

Mid-March (third Saturday of the month - dates vary) – Last Sat in October (dates vary)

Location: City of Grants Pass – Downtown 4th and F Street, Grants Pass

Market Hours: 9:00AM – 1:00PM

Winter Market Saturday Schedule:

First Sat in November (dates vary) – Mid-March (second Saturday of the month - dates vary)

Location: Josephine County Fairgrounds Grants Pass – Commercial Building

Market Hours: 9:00AM – 1PM

Holiday Schedule: To be announced each year.

Fee Structure

Members must be approved by the Board of Directors to be part of the Grants Pass Growers' Market at the downtown Summer Market Saturday venue. **EXCEPTION:** Any non-member vendors interested in attending the **Winter Market Saturday ONLY** must secure the approval of the Market Manager and a minimum of (2) Directors.

Annual Membership Fees for approved members ONLY. Effective February 15, 2018.

Market Dates

Mid-March – End of October

If you are a returning member and your membership dues are not submitted by Feb 15th, a \$35 late fee will be assessed on top of the annual fee dues of \$65 making your membership \$100.

First Sat in November – Mid-March

March to the end of February to following year

If you are a returning member and your membership dues are not submitted by Feb 15th, a \$35 late fee will be assessed on top of the annual fee dues of \$80 making your membership \$115.

Fees/Dues

\$65 Summer Season dues – due by February 15th

\$35 Winter Season dues – due by October 15th

\$80 All Year dues – due by February 15th

All membership fees are Non-Refundable.

Vendor application processing fee for Winter Market ONLY:

Market Dates

First Sat in November – Mid-March

application & fees required before attending market.

Fees/Dues

\$35 Winter Season –

All application fees are Non-Refundable.

Booth Space Fees:

Each booth space fee \$25 per day per booth.

****Winter Market only – additional \$5 per day for electricity****

Summer Market – Booth space payment is required upon entering Parking Lot at Toll Booth.

Winter Market – Booth space payment is required before setting up on the day of Market.

Receipts for payment will be distributed to members/vendors by mid-morning at the Market that day. Booth space fees can be prepaid in advance.

Before participating in the market all forms, including the application form, copies of current certificates, licenses, General Liability Insurance must be updated each year of participation at the Market and provided to the Market. This includes special licenses and certifications. To become member/vendor you must agree to maintain compliance with the current Operating Rules & Procedures and By Laws. All Members/vendors are responsible for seeing that their employees or other personnel staffing their booths are familiar with the Market Policies and adhere to the Market Operating Rules.

RESERVATIONS/CANCELLATION POLICY

Reservations are typically made verbally during collection of space fee or distribution of receipts. “Are you going to be here next week?” is the question we use to confirm your reservation for an upcoming Saturday. When you make a reservation for an upcoming week, you are obligated to attend that day. You may reserve or cancel several future days with this verbal commitment. We will record those dates and expect you to keep track of them also. We recognize that emergencies do arise. When an emergency arises and you find that you will be unable to attend a date that you previously reserved, you **MUST CALL** the Market Manager as soon as possible to cancel (preferably before 7pm on the Thursday before the ***previously-reserved-but-now-Emergency-cancelled*** Saturday Market.) After requesting an emergency cancellation, you must restart the verbal reservation method to reschedule your plans to re-attend on any future week(s). Do this by calling or texting the Market Manager ASAP (by 7pm Thursday before your anticipated return to Saturday Market, at a minimum). Email is another form of cancellation that is acceptable if time permits. (Please do not send an email at 6AM on the day of market and expect the market manager to read it in time. – Unexcused!) The more you keep the Market Manager informed about your re-appearance at an upcoming Saturday Market the better for all. This is mandatory because surprise attendance is unwelcome and disruptive to smooth market operation. We keep a record of your attendance or absence (both excused and unexcused). As much notification as possible is helpful to design the lot map for the upcoming Market. Too many

unexcused/uncalled reservation cancellations will have seriously negative consequences (up to suspension or expulsion).

If you have attempted to cancel a date by phone voice message, text or email and do not receive a reply from the market manager you should assume that the manager did not received your message and try your cancellation call/text/email again. Texting is the best way to communicate your cancellation to manager.

RUNNING LATE: Yes, stuff happens and sometimes the best of us run a little late (flat tire, car trouble, illness, etc.). If you wake up on Saturday and are too ill to come to Market – STAY HOME! (But CALL IN SICK to the Market Manager before you go back to bed.)

What is late? The market entrance closes at 8:15AM and is closed to vehicular traffic at 8:30AM. If you are confident that your emergency will put you at the entrance after 8:15AM – don't panic! CALL THE MARKET MANAGER and inform him/her the instant you know you're going to be late. Arrangements may be available to find another space that allows you to "OFF-LOAD". If you are going to be after 9:00AM, CALL THE MARKET MANAGER and inform him/her the instant you know you're going to be that late and how late you think you will be. If it is too far beyond 9:00AM the Market Manager may be forced to exclude you from that market day.

Reservation/Cancellation and Running Late Rules are the same for both venues (Winter and Summer Markets).

Categories

All members/Vendors are categorized into one of four categories. They are (in order of importance); 1) Primary Agriculture and everything else - 2 through 4 - [Arts & Crafts, Food, Community Service] are equally secondary.

Primary Agricultural Products

Because Primary Agriculture is SOGA's fundamental purpose, members in this category are effectively exempt from JURY. (More on Ag hints later.) A few examples of Primary Ag are: fresh fruits and vegetables; protein like meat, cheese and eggs; honey bees and honey/bee products; some milk processed products produced by a dairy owner; nursery stock including edibles and ornamentals; food producing plant starts. Additionally, Primary Ag member wishing to introduce significantly processed food items from their agricultural crops may need to have those value-added products subjected to JURY and have an additional FOOD application on file. Examples include but are not limited to: soups; salsas; jellies and Jams: kimchi and other fermented foods; kombuchas; goat milk soaps; tortillas; sauces; candies; cosmetics; teas; and herbal tinctures, salves or ointments (marijuana and all cannabis products/byproducts are strictly prohibited).

Agricultural products must be grown by a Member of this Association in the Southern Oregon, Northern California region (includes ONLY the following counties: Josephine, Jackson, Curry, Douglas, Coos, Siskiyou CA and Del Norte CA).

Agricultural products may be resold by another agricultural member so long as the products being brought to market by an attending vendor are received from the absent grower who is an association member in good

standing. The resold items must be clearly identified as being grown by the absent member. For the sake of example, if Bob from Bob's Berry farm (a SOGA member in good standing) cannot make it to market on Saturday and he asks Joe from Joe's Tomato Farm (another SOGA member in good standing) to table his Bob's berries at Joe's space in the market. This would be acceptable so long as the growing farm (Bob in this example) is clearly indicated on the items in Joe's booth. Items that are u-picked or wild-crafted are prohibited from sale in the market as primary Ag – they are considered craft and must be juried.

Alert!!! “Why do...(or Why do NOT...)”

Other agricultural products from non-members or items grown out of the region are typically prohibited but exceptions are made by JURY (for example; mushrooms and cranberries, both Oregon grown but displaced by one county). Agricultural products displaced by greater distances (e.g., raw coconuts from Hawaii or raw citrus from Valencia, CA.) will probably be disallowed as “Primary Ag.” because there is no way for the market to verify the “producer/owner-status” of these products and introducing these products into the market set the market on the slippery slope of resale from out-of-the-region wholesalers.

Coffee is an example where confusion can arise. Yes, it is an Agricultural product from waayyyy-y-y-y out of the region (no coffee plantations in Oregon or California) that the member bought from a wholesaler, so why is coffee in the market and raw coconuts not? Two reasons: first, the coffee member subjected his products before the JURY and applied for membership as a “CRAFT” or “FOOD” and not “Primary Ag.”; second, all his coffee-related products have had value-added (i.e., roasting, grinding, distillation/reduction like fresh brewed coffee, roasted beans by the bag - none are repackaged and sold as raw coffee beans). Burlap coffee bags repurposed for sale/use in the market as market shopping bags is a creative way of utilizing the entire supply chain – still a craft and must be juried.

“What about ??????” Every year (usually in the middle of the season) the market information booth (and phone, and email) fields inquiries from aspiring vendors who want to bring their creative culinary concoctions, artsy crafts or trendy attire to the market. This is a testament to the success and popularity of GPGM. It also has a great deal to do with changing demographics and the migration of urban dwellers relocating to our rural setting. Many of us are creatures from someplace else, so we cannot be too harsh with these urbanites because they are just now discovering our beautiful valley. There is an entrepreneurial spirit dripping out of every booth and our new-found neighbors (transplanted urbanites) can sense it. We must walk a fine line of retaining our “We sell what we make” identity while at the same time encouraging aspirants to find their niche and see if that niche fits with our Mission. The purpose behind “JURY” is to preserve our identity while simultaneously allowing for the introduction of creative entrepreneurs and growers of quality agricultural and agricultural-related products (Sorry, satellite TV operators, you are ineligible!).

!!!!!! End of Alert !!!!!!

Windfall or moldy product must be removed from display area and may not be re-tabled or sold. All food items must be displayed or stored above/off the ground by keeping it on a display table, stacked on boxes/shelves or stowed in your vehicle.

Members/Vendors offering live animals/livestock for sale may display advertising material to that effect in their booths but the display of actual live animals/livestock in the Grants Pass Growers' Market is prohibited. Live animal transactions (sales) are acceptable at the Market but the animals must be picked up at the

member's farm – not the Grants Pass Growers' Market. Members that have had their livestock butchered and processed at a USDA inspected facility may deliver the finished product to the market and it must be packaged and clearly labeled according to USDA labelling law (including date, location, and animal ownership). Small animals for human consumption (chicken and other fowl, for example) that have been processed (slaughtered, cleaned, packaged) on the member's farm may be offered in the market. Said animals will be frozen or otherwise refrigerated and be properly packaged with approved labelling. Current ODA/CDFA/USDA certifications for on-farm processing must be either on display or available at the market for public viewing.

Food Items and Foods-Ready-to-Eat:

All food items (prepared, preserve and ready-to-eat foods) must be juried prior to introduction for sale in the market by members in All Categories. This applies to food items prepared/preserved by a "Primary AG" member/grower. If using a heating or cooking device, you are required to have a working fire extinguisher on hand. Only approved foodstuffs are allowed in the market. No Styrofoam containers are allowed. Food vendors must provide large kitchen trash containers (11-13 gallon) for disposal of sample delivery utensils (i.e., toothpicks, spoons, paper cups, etc.) and will have a functioning hand washing station present in their booth whenever handling and serving food to the public or other vendors. While the Farm Bill is a guideline that allows home-based kitchens for farm-grown food producers to sell their food products on their farms, farmers markets like the Grants Pass Growers' Market are permitted to set higher kitchen and health safety standards. GPGM subscribes to those higher standards, for example, requiring certified kitchens and food liability insurance.

Properly Labelling and Storage:

Food items should be stored and/or displayed off the ground, either on tables or your vehicle. Foods prepared for consumption in the market require a temporary restaurant license from the Josephine County Health Department and vendors in this category will make those CURRENT licenses available upon request. Expired or otherwise unavailable licenses will result in an immediate (in market) suspension of operations.

Arts & Crafts

Crafts are required to be juried prior to sale, including new products being added by current members. They must be in keeping with the agricultural theme of the market, made from raw materials by the applying crafter and of unique quality. Offering assemblage of completed kits (COTS - **Commercial-Off-The-Shelf**) for sale in the market is prohibited.

Non-Profit/Community Service

Non-Profit/Community Service organizations (including, but are not limited to, RV Humane Society, Audubon, OSU, USFS, Chamber of Commerce, Rotary, ODHS, etc.) are required to fill out an application and submit a copy of Certificate of Insurance prior to coming to Market. There is a limited number of spaces at each market the Market Manager will assign the spaces as they become available. *Once there is a confirmation of attendance organizations are obligated to attend. A 24 hour advance cancellation notice to the Market Manager is required.* During busy months at the market, Non-Profits/Community Service organizations may be put on a rotating basis. All Non-Profits/Community Service organizations are required to have educational materials available to shoppers about their organizations as well as current campaigns. Everyone is expected to stay within their

area. “Working the crowds” and “hawking” are not allowed. Raffle tickets for a raffled item are allowed for purchase. The non-profit/community service organization offering raffles or prizes is responsible for complying with and completing all the necessary Oregon DOJ rules, laws and paperwork. GPGM will require a “Hold Harmless” form from all raffling entities. Non-Profit/Community Service are prohibited from offering any items or products for sale (this includes but is not limited to; cookies, cakes, drinks, shirts, hats, animals, etc.).

Permits, Licenses and Certifications (Current copies are required with application before attending the Market):

Upon acceptance into the Grants Pass Growers’ Market and prior to your first attendance in the Market – All Members/Vendors must provide the Grants Pass Growers’ Market with current copies of relevant permits and license applications to the sale of their products (i.e. food handler’s license, approved kitchen certificates, temporary restaurant licenses, organic certification, scale certification, nursery license, etc.) It is the responsibility of each Member/Vendor to research and procure his/her license(s). Documents may be submitted by email, US mail or hand delivered. Additionally, all appropriate documentation must be available in the Member/Vendor booth during Market.

Periodically during the season, the County or State Inspector will visit the Market to test temperatures, check for handwashing stations and sample protocol, check scales for certification verify credentials.

Members/Vendors selling hot food, potentially hazardous foods or processed foods and bakery items are required to purchase product liability and additional coverage insurance as defined in OAR 603-025-0010(22). **(22) “Potentially Hazardous Food” means any food that consists whole or in part of milk or milk products, eggs, meat, poultry, fish, shellfish, edible crustacea or other ingredients, including synthetic ingredients, in a form capable of supporting rapid and progressive growth of infectious or toxigenic microorganisms, but does not include food which has a pH level of 4.6 or below or a water activity (Aw) value of 0.85 or less.*

Insurance (effective February 15, 2018 a current copy of your “certificate of liability insurance” is required with your application and must be on file before attending the Market):

Upon acceptance into the Grants Pass Growers’ Market and prior to your first attendance in the Market – All Members/Vendors/Non-Profits/Community Service – Are required to submit a copy of a current Certificate of Insurance of General Liability Insurance.

All edible food vendors: In addition to General Liability Insurance, edible food vendors are required to carry Food Product Liability Insurance.

All Insurance policies must name as additional insured Southern Oregon Growers Association; Grants Pass Growers’ Market, PO Box 1053, Grants Pass, OR 97528.

SNAP/Oregon Trail:

Members/Vendors who are eligible to accept Scrip Bills must agree to the SNAP/EBT Members/Vendors Agreement. If Members/Vendors chose to participate in the SNAP program Grants Pass Growers Market will redeem your surrendered Scrip bills by issuing you a check the following week. Minimum redemption

requirements. Scrip bills of \$50 or more can be redeemed every week only if they exceed \$50. Amounts that are below \$50 will be redeemed at the end of each month (when there is no minimum required).

Food items that can be purchased with the Scrip Bills includes bread, cereal, fresh produce, meat, fish, poultry, dairy and starter plants (seeds and plants which produce food for the household to eat) SNAP benefits cannot be used to purchase hot meals, prepared foods, soap, or other body care items. A list of all eligible food items is available at: <http://www.fns.usda.gov/snap/eligible-food-items>.

Market Day Logistics and Safety (Traffic and Setup)

Summer Market: All Members must be in the Market by 8:15AM and in their booth space by 8:30am. Entry to parking lot on “F” Street closes at 8:15AM. Member/Non-Profit/Community Service set-ups/displays/pop-ups must remain in place and intact until the market closing bell rings (1pm.) Shrinking your display area as your supply is exhausted is permitted, but egress/leaving (complete disassembly, tear-down & removal of your vehicle) is NOT permitted without permission from the Market Manager or until the second bell rings at 1:15PM. DO NOT MOVE YOUR VEHICLE UNTIL THE SECOND BELL (1:15pm) RINGS.

Winter Market: Entry to Josephine County Fairgrounds Commercial Building closes at 8:15AM. Member/Vendor/Non-Profit/Community Service set-ups/displays/pop-ups must remain in place and intact until the market closing bell rings (1pm.) Shrinking your display area as your supply is exhausted is permitted, but removing your booth (tear-down) is NOT permitted without permission from the Market Manager or until the second bell rings at 1:15PM. DO NOT ABANDON YOUR SPACE OR REMOVE YOUR “STUFF” UNTIL THE SECOND BELL (1:15pm) RINGS. DO NOT LEAVE ANY ITEMS OR SET UP EQUIPMENT IN THE MARKET AFTER 1:30pm. Doors are locked at 2PM and all “your stuff” will be stuck in the building.

Summer Market (4th & F Street - downtown City of Grants Pass): Only approved Members may enter the lot on “F” Street at 7AM. Booth space fee is collected upon entering the parking lot. The Market Manager will be on site by 7AM, Members requiring 2 or more booth spaces, with large trucks, trailers to drop or trailers to unload please arrive by 7AM. All Members with 1 booth space only please plan on arriving after 7:30AM. Enter on the “F” Street driveway just behind the Post Office with booth space fee in hand to provide Market Assistant at the time you enter the parking lot at the toll booth, also let them know if you will want to reserve your space for the following week. After receipt of payment you will be assigned your booth space location number. A payment receipt will be delivered to you in the morning on market day. Only Members vehicles may enter the lot from 7AM to 1:30PM, traffic moves only one way into the lot, unless otherwise instructed by the market manager. No movement of vehicles in the Market during market hours 8:30AM to 1:15PM. Market closing bell is at 1:00PM (**First Bell**) at which time vendors begin disassembling their booths **NO ATTEMPT TO MOVE VEHICLES UNTIL the Second Bell rings** at 1:15PM WITHOUT PERMISSION OF THE MARKET MANAGER.

Please be prompt, but courteous and safe when pulling your car into and out of your space. Do your best to not obstruct the main traffic lane or other vendors during setup and take down.

Members/Vendors – Street side parking within a one block radius of the Market is for customers only. Street – side parking may be used for loading and unloading ONLY. After off-loading is completed, ALL Members/Vendors vehicles must be moved off the Street side parking by 8:30am (Juvenile Justice lot or either

County lots on 5th St.). **DO NOT, repeat DO NOT** park along either side of the railroad tracks (shopping center or other side) or along the curb on F street.

If a Member/Vendor has not checked in, or contacted the Market Manager (in the event of an emergency) by 8:15AM on Market day, a previously reserved space may be re-assigned and you may not get “Your Space” if you show up too late (see; **“What is Late?”** above). Quotations “marks” are there for a reason – Reason #1 of 1: there is no such thing as “Your Space”! Members that are demonstrably reliable (e.g., attend the market almost every Saturday), have a cooperative attitude and keep the management informed, (few cancellations/emergencies), and are not negatively impacted by extreme weather (hot, cold, wind or wet, smoke & haze) or crop failures can be comfortable in knowing that space reassignments will be infrequent, if ever.

Winter Market (Jo Co Fairgrounds – Commercial Building): Only approved Members/Vendors may enter the Commercial Building at 7AM. The Market Manager will be on site by 7AM to give Members/Vendors their assigned booth space. Look for Market Manager to get your space assignment. All Members/Vendors with indoor space must off load their products unless they choose to set up outdoors at the perimeter of the building. There are a few dollies available for use but it is recommended that you bring your own cart or wagon for in-loading and off-loading into/out of the Commercial Building. Booth space rent should be ready for pickup by a Market Assistant before 7:30AM. Also, let us know if you will want to reserve your space for the following week. A payment receipt will be delivered to you later in the morning of that market day. Upon closing at 1:00PM a **First Bell** is rung NO ATTEMPT TO MOVE VEHICLES UNTIL **Second Bell** at 1:15PM WITHOUT PERMISSION OF THE MARKET MANAGER.

Members/Vendors – At Commercial Building after unloading product by assigned door into building and before setup – it is imperative that you move your vehicle to an outside radius of the Fairgrounds parking lot (along the fence of Hwy 199 or near the grandstands/race track or down the midway). Please leave parking spots close to the buildings (Commercial Building, Pavilion, Floral Building) for customers.

Electricity (Summer Market):

Notify management/staff before using electric outlets. Too many devices on any one circuit will blow breakers, effectively killing the power to everyone. If you have made advanced arrangement with the Market Manager to use electricity, be sure and bring an UL Approved extension cord of sufficient length (up to 100 feet) and capacity (12Gauge recommended, 14Gauge minimum). Most of the power outlets have been modified by the city to accept only “twist turn” to “Household” adapters. These are single connection adapters. If you anticipate using more than one power cord, you will need to provide your own UL Approved power splitter and extension cords. The market does not inventory and will not be able to provide you with this equipment. DO NOT use household “power strips” or extension cords. They are not suitable for outdoor use. Find “Contractor grade” equipment at any hardware supplier. You can purchase your own UL approved “twist-lock” to “household” adapter, (available at Home Depot for around \$11). Power cords that cross a pedestrian path must be covered to prevent a tripping hazard (approved carpets or cord covers).

Electricity (Winter Market – there is an additional \$5/market fee added to Booth fee per Sat for use of electricity at the Jo Co Fairgrounds):

Notify management/staff before using electric outlets. Inside the Commercial Building there are power

outlets in most booths along the walls. Booths that are in the center of any aisle are unlike to include power. Keep that in mind when requesting space. There is power available outside around the perimeter of the Commercial Building. Same \$5 charge and let the Market Manager know in advance if you anticipate needing power outdoors.

Too many devices on any one circuit will blow breakers, effectively killing the power to everyone. If you have made advanced arrangement with the Market Manager to use electricity, be sure and bring an UL Approved extension cord of sufficient length (100 feet) and capacity (12Gauge recommended, 14Gauge minimum). If you anticipate using more than one power cord, you will need to provide your own UL Approved power splitter. The market does not inventory and will not be able to provide you with this equipment.

Market Day Conduct

Market Etiquette:

All Members/Vendors/Non-Profit or Community Service Organizations must maintain a professional, courteous and businesslike manner toward other Members/Vendors, Market Staff, Customers and Volunteers.

Rude, abusive, offensive or disruptive conduct is prohibited. No loud hawking, shouting or barking is allowed (defined as selling your wares in an overly aggressive manner, calling out to a shopper as they pass by your booth, or standing outside your booth to attract customers).

Everyone (Members/Vendors/Non-Profit or Community Service Organizations) wishing to play radios or use other sound-generating devices during market hours must do so at a volume that is inaudible outside of their respective booth (this includes, but is not limited to: music; ball games; debates; speeches or audio books). Headphones are permitted. Musically inclined members may play their instruments so long as they do so in accordance with the volume rules set out in the preceding sentence. Any noise complaints should be directed to the market manager and he/she will be the final arbiter about what is too loud or not.

Market Manager Rules & Responsibilities

There can be only one chief at the market on Market Day – that chief is the Market Manager. While we are organized as an Association, we are NOT a Democracy on Market Day. Think of him/her (Market Manager) as a benevolent monarch. She/he is here to ensure that everyone has a good time – members and public, gets along with one another, interacts peaceably with customers, addresses emergencies – ultimately makes a few bucks, has a good day and wants to come back next week.

All rules of the Market are enforced by the Market Manager or Market Staff designee who has ultimate on-site authority. Complaints or problems should be directed to the Market Manager, not staff, other members/vendors or the public. Operational, personal or ideological differences should wait until after market close (this includes but is not limited to: space assignments, neighbors, arrival times, policy, etc.) Safety concerns should be brought to the attention of the Market Manager or staff – IMMEDIATELY! (examples might include; traffic backups, crowding, arguing, injury, parking challenges, dangerous spills, unsafe driving, etc.)

If any Members/Vendors/Non-Profit/Community Service Organization does not abide by the rules of the Grants Pass Growers' Market or comply with federal, state, and local regulations applicable to the market, the Market Manager has the authority for immediate action to remedy the situation, including fines or barring (Members/Vendors/Non-Profit/Community Service Organization) from the Market.

“Space swapping” without the permission of the Market Manager is a serious rule violation. It is prohibited – PERIOD! If two members agree to be reassigned to different spaces and have discussed it between themselves, that is fine. Discussion is the first step. The next step is to meet with the Market Manager and REQUEST the change. Just because the two members agree does not automatically make it OK. The Manager takes more than the two members opinion into consideration before deciding. There may be issues beyond the knowledge of the “swapping” members that could force the Manager to reject the request.

Market Managers are like (or should be like) the head coach of a football team. Arguing with the coach during a game is a sure-fired way to get benched or worse. Same with the Market Manager.

Whenever a member complains about a space because of a neighboring member or neighboring member's product, it is the responsibility of the complaining member to articulate to the Market Manager why they want to be moved. This dissatisfied member has NO RIGHT to request that another member move or be moved. Attempting to influence other members into moving without the knowledge or permission of the Manager is prohibited. The complaining member will only have the right to request a different space for themselves – not for others. The Manager will meet with the complaining member to discuss and understand the difficulty. If space allows the Manager may present more than one option for a space move. Regardless of space availability, the new space location of the Manager is final. Repeated or frivolous requests of the same complaint from the same member may result in that member being considered a nuisance – NOT GOOD.

Members/Vendors/Non-Profits/Community Service Organization are expected to stay within their selling area with their products. “Working the crowds” and “hawking” are not allowed.

Members/Vendors/Non-Profits/Community Service Organization are responsible for maintaining their space in a safe and clean manner. Everyone is required to provide their own cleaning supplies especially your own dust pan and broom. Displays should be arranged to minimize trip and fall hazards, with special attention made to safety. The wind can be very dangerous and has sent canopies sailing in the past! Chances that they set back down in the place from which they left is highly unlikely – landing instead on some unsuspecting schlub (usually a customer) that could not avoid your airborne 50-pound canopy, unfortunately. You have General Liability Insurance for mishaps just like this. You had your weights in the trunk of the car and were just going to get them as the wind started to pick up. Whoops, there goes the canopy. **SECURE YOUR BOOTH AND DISPLAY. Your car does not need weights in the trunk, your canopy needs the weights on its legs – WEIGHTS ARE MANDATORY! ANY OUTSIDE SETUP (Downtown or Fairgrounds) - Leg weights on ALL Canopy legs (15lbs or more/leg MINIMUM). Tying your canopy to your vehicle (car/truck/trailer) is acceptable so long as said canopy is securely attached (no string, ribbon, rubber bands, frayed bungee cords, etc.). Unacceptable weights include; tables/chairs/crock pots/coolers/relatives/clothing/service dogs/neighbor's canopy, noisy children, etc. Combining weights with a neighbor is ill-advised and strongly discouraged, irrespective of whether they meet the required minimum weight or not. If you think one flying canopy is dangerous, imagine 2, 3 or 4 canopies tied together flying through the parking lot. We dodged a bullet one year when 4 canopies that were tied together went sailing. Thankfully, they all landed in a heap in the landscaping and not on a pedestrian.**

If a Member/Vendor has not checked in, or contacted the Market Manager by 8:00am on Market day, their booth space location may be re-assigned.

Political and Religious outreach groups, petitioning and signature gathering are **PROHIBITED** in the Grants Pass Growers' Market. Organizations out of compliance with the Operating Rules & Procedures will be asked to leave.

No Pets allowed; only ADA eligible service animals are allowed in Market.

No Smoking allowed in Market (TOBACCO OR OTHERWISE).

Bicycles, skates, skateboards, rollerblades and scooters must be walked through Market.

Frequently customers must leave the market prior to opening bell for things like appointments or work and would like to shop before the bell. Those are acceptable reason to sell early. The "early birds" that want to shop before opening bell just because they get up early or some other nonsense are not eligible for pre-bell sales. Sales to customers before the opening bell ring 9AM is possible upon request and approval from the Market Manager. EXCEPTIONS: Ready to eat foods, prepared to be eaten in the Market and sold in individual servings may be sold beginning at 8:30AM. Sales between vendors are allowed before opening bell.

Any petition, newsletter, other printed material or any type of correspondence generated by a Board Member, a Member, a Vendor or a Volunteer that includes information sensitive to Market business or any business other their own must be submitted to the Board for approval prior to distribution (email, mailed or handouts).

A booth space will accommodate a 10' x 10' canopy. Straight legs only, please.

Members/Vendors must provide their own tables, scales, containers, change, pricing, bags, signage, trash receptacles and brooms/dust pans. **OUTSIDE SETUP - Don't forget mandatory Leg Weights (15lbs/leg) for canopies.** No Styrofoam containers allowed.

Notify the Market Manager/Staff before selling any other Members/Vendors products. All products must have point of origin signage.

All Members/Vendors must comply with the applicable guidelines and requirements published by the Oregon Department of Agriculture and any other legal entities that regulate retail.

Members/Vendors/Non-Profits/Community Service Organizations must remove their own garbage, clean and sweep their booth spaces before leaving market. Trash receptacles around the lot/building are for public use only. As a gesture of civic pride if you could look at your booth space and the area surrounding your booth space for a quick broom-up and remove the trash to the garbage, your appreciative Market Manager would be in your debt. I spend between 20-30 minutes policing up the lot after everyone else has left. Here's a partial list of what I pick up (cigarette butts, twist ties, sample cups, napkins, cornhusks and silk, paper clips, pepperoni slices, smashed berries and tomatoes, straws and wrappers, water bottles and tops, blue tape, tooth picks and duct tape.) Trash is trash regardless of how it got there or who put it there. The Grants Pass Growers' Market has a dumpster which is available for trash you generate at the market or trash you pick up from around your space. There is a lock on it and it will remain locked until the end of the day (usually

unlocked around 12:45PM), at the end of Market please take your trash to the dumpster across the railroad tracks behind the [fotbol](#) building. **PLEASE do not dump your trash into the customer trash cans provided by the Market, take a few steps and put your trash in the dumpster or take it home with you.**

BRANDED MERCHANDISE FOR SALE (requires review & approval):

Inquiries by members about “branded merchandise” has been forwarded to and discussed by the board. After much wringing of hands and gnashing of teeth the board approved only one branded merchandising product that may be offered by members in Growers’ Market. Shopping Bags with the member’s branded artwork printed/emblazoned/embroidered on the bag has been approved for sale. No shirts, hats, hoodies or other apparel may be sold in the member’s booth. Other ineligible items include (but are not limited to) do-dads, ornaments, buttons, tchotchkes, trinkets, knick-knacks, mugs, pens/pencils, edible treats/chocolates and anything mass produced. This restriction applies to non-profits, also.

Member’s branded artwork for shopping bags must be submitted to the board for review and approval prior to production run. Branded plastic handled bags (found in almost all grocery stores) are prohibited. Fruit/Produce members may provide free, non-branded, clear or white plastic bags for their products.

Woven polyester bags with sturdy straps of the Whole Foods or Trader Joes quality/style are acceptable for use as branded bags. Natural fiber shopping bags of a higher quality are preferred but not required. Strapped, heavy duty paper bags may be submitted for consideration with the member artwork. Keep in mind the cost associated with the production of a branded bag. Some bags are inexpensive to purchase but getting them printed is NOT inexpensive. Single color printing is always less expensive than full color. Growers’ Market customers may tolerate a bag with your logo on it for \$3 but anything more expensive than that can turn into a costly mistake. Do lots & lots of research before investing in this kind of marketing campaign. If several members consider cost sharing for branded bags, all individual logo designs must be submitted along with an overall bag design. If approved, only participating members may offer bags for sale and bag sale prices must be uniform. Like the bottle water “resale” exemption below, we want this to be perceived as a service to our customers.

OTHER NON-JURIED PRODUCTS:

The ONLY “resale-able” product that may be introduced into your booth without jury is store purchased Bottled Water. NO exceptions! That means NO flavored bottled water, NO soft drinks or other carbonated beverages, NO adult beverages, NO tea/coffee/infused tap water or homemade root beer without jury, NO lemonade made by Cub Scout pack #xyz. Bottled water is a service for your customers during hot summer days. Of the people currently offering bottled water today, the going price for a 12oz. bottle is \$1. Please do not advertise bottle water any lower than \$1. You may give away bottle water in the event of medical or heat-related emergencies.

DISCIPLINE:

All Members/Vendors/Non-Profit/Community Service Organizations booth privileges may be suspended or terminated due to failure to comply with the current Operating Rules & Procedures or health and safety issues following a written warning issued by the Market Manager or the Board of Directors. The type of offense will determine the timing and severity of the discipline.

COMPLAINTS:

All Members/Vendors/Non-Profit/Community Service/Customer who has a complaint should file a written report of their complaint with the Market Manager. If the person filing the complaint is uncomfortable submitting the complaint to the Market Manager, they may request a blank complaint form and when completed, submit the form to a board member. Timeliness is important when filing a complaint, certain things require immediate attention of the Manager/Board of Directors to protect customers and the integrity of the Market.

Complaints should contain specifics about the item or items that are in violation of the Op Rules as well as the name of the Member/Vendor(s) or Member/Vendor(s) involved, what type of violation is occurring and the date. Anonymous complaints will not be investigated.

Once a complaint is filed, the Market Manger/Board of Directors will gather information about the violation from the Complainant as well as the Member/Vendor(s) involved. If the violation(s) is supported by the data gathered, the Market Manager/Board of Directors will issue a formal notice the Member/Vendor(s) detailing the violation(s) and the time-frame for the Member/Vendor(s) to come into compliance in order to participate at the Market. In the case of minor violations, this notice will be verbal and conveyed to the Member/Vendor(s) by the Market Manger/Board of Directors.

Repeated offenses by any Member/Vendor(s) will result in a letter of suspension from the market issued by the Board of Directors. This letter will also detail the time-frame of the suspension and the required actions for the Member/Vendor(s) to regain their standing at the Market.

Any Member/Vendor(s) may appeal any of the actions detailed above by attending the next scheduled Board Meeting and explaining to the Board why they feel a violation is not justified. So long as the violation does not affect health or regulatory infractions, the Member/Vendor may state their desire to appeal and continue to operate until their appeal is heard at the next scheduled Board Meeting.

FINDING THE CURRENT MARKET OPERATING RULES & PROCEDURES and CHANGES:

The Board of Directors reserves the right to modify the Operating Rules & Procedures of the Market as circumstances warrant. Members/Vendors will receive a notice in advance and revised copy of the rules will be available on the website as soon as changes are incorporated. If a Member/Vendor intends to staff their booth with an employee, it is the responsibility of the Member/Vendor to inform and educate said employees of any rule and guideline changes and guarantee their compliance. Too much "Nobody told me about that" grows old fast. Please take the time to provide your employees a copy of this handbook or instruct them about where to find copies online. www.growersmarket.org.

Day of Market RULES and Special Circumstances:

While this Handbook has grown considerable since its last revision, it still cannot cover every inevitability. When a special circumstance occurs whether it involve safety, conflict or personalities, the Market Manager is the BOSS and she/he is the responsible party, tasked with keeping the market operating smoothly and safely. Please do not challenge the Market Manager's decisions during working hours. (EXCEPTION for obvious safety concerns).

METHODS OF COMMUNICATION AND UPDATING ASSOCIATION DOCUMENTS

Moving forward the Association would like to emphasize the use of electronic media to disseminate important Association news. Paper is nice and if you want a paper copy for your coffee table, please download them from the website (www.growersmarket.org). If you do not have an email address or access to the internet please ask your niece/nephew/grandchildren or find a local cub scout.

Bylaws also available on the website (growersmarket.org).