

FROM THE GROUND FARMERS MARKET COLLECTIVE

2024 MARKET POLICIES



**FROM
THE
GROUND**

Farmers Market Collective

From the Ground Farmers Market Collective (FTGFMC) is a Michigan 501c3
Non-profit Corporation.

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DEFINITIONS

The Board: From the Ground Farmers Market Collective Board is composed of volunteers that represent different sectors and advocates of our local food system including farmers, teachers, food access program, marketing and outreach, planning, local nonprofits, and local government.

Local Market Committee: Committee of local representatives, vendors and the FTGFMC Market Manager that make decisions regarding each market location. These groups will be referenced as the “Hancock Market Committee”, “Calumet Market Committee”, and the “Houghton Market Committee”. Each Committee is made up of 3 vendors, the market manager, and a representative from the municipal entity hosting/funding each market location.

Market Manager: The person/s designated and authorized by the From the Ground Farmers Market Collective (FTGFMC) to manage all aspects of the market, coordinate market programs, and enforce the market policies.

Food Access Coordinator: The person/s designated and authorized by the FTGFMC who is responsible at the market for cash-handling, processing of credit card/EBT transactions, distribution, and redemption of food assistance programs.

Vendor: A person authorized and registered to sell at the Farmers Markets.

Season Vendor: A vendor who commits, and is approved to participate in the majority of dates at a specific market location for a specific season. The number of days to equal a full season is defined differently for each market location and year. Full season vendors must attend vendor training and may or may not accept food access programs at their choosing. Full season vendors must pay vendor fees prior to the start of the annual market season.

Daily/Day Vendor: A vendor who commits, and is approved for less than the majority of market dates. Daily vendors schedule which dates they will be attending in advance and attend vendor training. They may or may not accept food access programs at their choosing. Daily vendors must pay fees prior to the start of the annual market season.

Drop-In Vendor: A vendor who requests to attend a market on that day without prior approval or scheduling. Drop-in vendors are approved at the discretion of the market manager. Not all markets accept drop-in vendors. All vendors, including drop-in vendors must complete an application, bring copies of licences or certifications (if applicable), and pay vendor fees prior to

set-up at any FTGFMC market. Drop-in vendors MAY NOT accept any tokens or food access programs.

Farmer: A person who has grown, raised, or gathered a product that is sold directly to the consumer by themselves, their employee/s, or family member/s. This category includes vegetables, fruit, flowers, meats, fish etc.

Specialty Food Artisan: A person who creates handmade items that can be consumed, such as bread, jam/jelly, maple syrup, honey, prepared foods, etc. If you have a trailer, grill, or other cooking equipment set up under a 10x10 tent to sell prepared foods, you are considered a “Speciality Food Artisan.”

Food Truck: A person who creates handmade items that can be consumed, whose operation during the market depends on a vehicle, truck, trailer, etc, and CANNOT operate out of a 10x10 tent. If you have a trailer, grill, or other cooking equipment set up under a 10x10 tent you are considered a “Speciality Food Artisan.” Appropriate MDARD licensure required.

Artisan (Material Goods/Craft/Art): A person who creates handmade items that cannot be consumed, such as paintings, jewelry, wood works, metal works, wearable art, fibers, personal care products, etc. Please note, that while “flea” is in the name of this category, the market does not allow flea items of any kind. As a producers-only market, the reselling of items is forbidden. Flea items and vendors will not be approved.

Fisher: A fisher represents someone who catches fish and other marine life to be sold and consumed.

Service: A person who offers a task for a fee, such as knife sharpening, massage chair, etc.

Community Table (Organization): This is a person or organization that partners with the Farmers Market to provide educational, nutritional, or other programming for market shoppers. Organizations may be approved to sell products such as tickets, raffles, or organization related materials (i.e. native plant starts).

Entertainment: This is a person or group that is applying to perform at the market.

MARKET SEASON

2024 Market Dates

Market	Dates	Day of Week	Time
Calumet Farmers Market	June 15 - October 12	Saturdays	10 am - 2 pm
Calumet - Cool Season Market	October 19 - November 23	Saturdays	10 am - 1 pm
Hancock Tori Farmers Market	June 13 - October 10	Thursdays	3 - 6 pm
Houghton Farmers Market	June 11 - October 8	Tuesdays	3 - 6 pm

Application & Application Timeline

	Timeframe	Markets
Spring Enrollment	April 19 - May 10, 2024	Houghton, Hancock, and Calumet Farmers Markets
Summer Enrollment	August 19 - September 19, 2024	Calumet Cool Season Market

Important update for 2024: A link to the market application is available on our website at fromthegroundfmc.org. This season (2024), we are using a new platform called MarketSpread to streamline applications, invoices, scheduling, and market maps. All vendors (season and daily) are required to create a MarketSpread account and apply to each market individually. Your information will automatically transfer over if you apply to multiple markets.

Interested vendors are invited to submit an application outside of the listed enrollment periods and will be contacted as openings arise. Drop-in vendors are allowed at some of our markets and restrictions vary from site to site. Please consult individual market policies (below) on drop-in vendors.

All decisions regarding vendor application acceptance are made by the Local Market Committee.

Market Fees

Our market fees for the 2024 season are listed below. Please note, your application will calculate a “total amount” of estimated fees due. This amount may change based on the dates the Market Manager actually approves you for.

	Number of Weeks	Season Vendor	Daily & Drop-In Vendors
Calumet Market	18	\$150	\$25/wk
Houghton Market	18	\$150	\$25/wk
Hancock Market	18	\$150	\$25/wk
Calumet Cool Season Market	6	\$75	\$25/wk
Tent Rental (not guaranteed)		\$25/season/ market	\$10/week/market
Additional Space Allowed		Double the fees listed above	Double the fees listed above

Market Fees Payment Schedule

Market fees will be totaled and invoiced to approved vendors, based on the dates in the approved market application. Payment can be made via:

Method	Paid to	Mailed/Given to
Check	From the Ground Farmers Market Collective	400 Quincy St. 8th Floor, Hancock, MI 49930
Cash	Market Manager	Vendor Training Day
Credit Card	MarketSpread	Online MarketSpread account

Due dates for regular season markets:

Paid in full due Tuesday, June 3, 2024

Due date for Calumet Cool Season Market:

Paid in full by Saturday, October 2, 2024

Drop-in vendors are expected to pay the Market Manager via check or credit card on each day of market attendance. There will be a 3.4% processing fee added to all credit card payments.

Vendor Training Dates

All season and daily vendors are **required** to attend one of the vendor training sessions before the season begins. The 2024 vendor training dates are:

Saturday, May 18, 10:30 am - noon

Monday, May 20, 6:00 - 7:30 pm

Both events will be held at the Portage Lake District Library (58 Huron St, Houghton, MI 49931). Approved vendors will be contacted and asked to RSVP for the training.

ELIGIBILITY

The following information is provided to help you decide whether the FTGFM is a good venue for your product sales. If you meet all the eligibility requirements and would like to be a vendor with this market, please complete an online vendor application and submit it with all supporting materials. The market application is available on our website at fromthegroundfmc.org/apply. Eligibility requirements listed here are applicable to all FTGFMC participating markets. Additional requirements apply to each market and can be found in the Local Market Policies.

Who Can Participate & What Can Be Sold

The FTGFMC has variable space for vendors at our outdoor markets and approximately 16 vendors at our indoor Calumet Cool Season market. The following restrictions apply to all FTGFMC market locations. Additional requirements may exist and are listed in the Local Market Policies.

- All agricultural products sold must be grown, raised, or gathered by the vendor, their employee/workers, or family members from within 100 miles of the market and in accordance with Michigan Department of Agriculture regulations. The Local Market Committee may make exceptions on a case by case basis.
- Food products produced under the Michigan Cottage Food Law must conform to the regulations set forth in that legislation. All processing and packaging must be done by the vendor, in their primary residence, and have required labeling. Review regulation at the MDARD website, [Michigan Cottage Food Laws](#).
- All non-food, artisan products sold at the market must be original and created by the artist. Acceptable works include all media painting, photography, fibers, wood, jewelry, metals, wearable art, personal care products, etc. No kits, imports, or re-sale items are permitted.

Only those vendors that have obtained authorization from the FTGFMC may participate in the Farmers Markets. Each vendor booth must be controlled by the registered vendor or their designated representative, as provided in writing on their application.

Submission of a completed application does not guarantee the applicant a spot at the market. The Local Market Committee is responsible for the final selection of vendors and reserves the right to accept or reject any applicant.

Other Participants

The FTGFMC is open to welcoming community organizations, sponsors and market partners to our market. We do not welcome religious or politically affiliated groups. Approval of these types of participants is up to the discretion of the Local Market Committee.

Entertainment

We encourage local musicians to perform at our markets. You are required to bring your own equipment. We offer \$50 compensation to perform for 2 hours. Market managers and Farmers Market Committees retain the right to accept/reject entertainment applications.

Entertainers will be expected to provide their own instruments, sound equipment, etc. Content, music, and lyrics are expected to be appropriate for all age ranges and social environments. Music must be played at a reasonable noise level. Electrical is not provided by FTGFMC, but any known existing site electrical will be noted to the artist. Entertainers are expected to be set up prior to the start of the market and perform for the 2-hr duration, taking breaks as needed. Our market is rain or shine! Please dress accordingly and take the necessary precautions for a successful performance.

APPROPRIATE CONDUCT

All vendors, vendor employees/designated representatives, volunteers, and market staff are expected to treat each other and market visitors and shoppers in a courteous and professional manner. Any conflict or disagreements with anyone occurring during the market must be handled with the utmost discretion. All vendors are responsible for their employees and designated representatives and are responsible to advise them of all market policies. Vendor feedback must be directed to the Market Manager and be discussed in private, not in front of other vendors and customers.

Anti-harassment Policy

The FTGFMC strives to provide a safe, welcoming, and accessible space for all participants. As such, harassment or discrimination based on an individual's sex, gender identity or expression, race, ethnicity, national origin, religion, age, ability, or any legally protected category will not be tolerated at the market. Harassment or discriminatory activity is subject to the FTGFMC Vendor Grievance and Enforcement Policies as outlined in these Market Policies.

Smoking Prohibited

Smoking on the Farmers Market grounds when the FTGFMC is hosting is prohibited.

Alcohol Prohibited

Vendors are prohibited from consuming alcohol on FTGFMC grounds before, during, and after the farmers market.

Pets

Vendors may not bring/keep pets within their food vendor booth. The FTGFMC is licensed as a food establishment under MDARD rules and therefore must follow food establishment pet regulations.

VENDOR EXPECTATIONS

Vendor Attendance

Vendors are expected to participate with the FTGFM for all dates indicated on their approved application. The FTGFM is a rain or shine market, meaning vendors are expected to participate even during rain or snow. In the case of extreme or severe weather, the Market Manager will do their best to communicate changes in regular market happenings. The FTGFM Facebook and Instagram accounts will have the most up to date information in weather related situations.

Vendors who miss two weeks of market during the season, without 24 hour prior notification to the Market Manager via email (fromthegroundfmc@gmail.com) OR call/text, forfeits their booth space for the remainder of the season, (all fees forfeited). The Market Manager cell phone number is provided to approved vendors.

Vendor Licenses

It is the responsibility of the vendor to comply with all local and state regulations and ordinances governing farmers market sales. It is the vendor's responsibility to secure the appropriate license/s based on the types of products they offer. If it is required that a vendor be licensed, information about their license/s MUST be included on their vendor application and a copy of the license must be with them at each market.

To find out more about required food licenses, licenses for perennial plants, and licenses for pet food vendors, please visit www.michigan.gov/farmersmarkets. If you need a license, or if you have questions regarding food licensing, please contact the Michigan Department of Agriculture and Rural Development (MDARD) Food Industries Licensing, Certification, and Registration at (517) 241-6666. All vendor information regarding licensing will be provided to MDARD prior to each market for review.

Examples of licenses include, but are not limited to:

- Perennial Plant License from MDARD (does not include cut flowers or annual plants)
- Applicable Health Department License
- Small Wine Maker Licensed from the MLCC
- Copy of MI Sales Tax License ([more info here](#))

Sales

Vendors are responsible for all sales of their own products, including providing correct change to customers. Vendors should make sure they have signage or price cards that are clear and legible. All processed products must be properly and clearly labeled for sale. Vendors are encouraged to accept credit cards, debit cards, and contactless payment methods.

Product Sampling

Safe preparation and handling of food items and samples is very important. If a vendor intends to offer samples of any food products at the FTGFMC, [Safe Food Sampling Guidelines](#) must be followed. Please note, the FTGFMC is subject to inspection from MDARD and all vendors are responsible for complying accordingly.

Food Assistance & Credit/Debit Processing

The FTGFMC processes credit/debit cards and participates in food assistance programs, including but not limited to; SNAP/EBT, Double-Up Food Bucks (DUFB), Project FRESH, Prescription for Health - Aspirus, Prescription for Health - UPFAM, and Senior Market FRESH.

Important note for the 2024 season: WIC has undergone some big changes relevant to vendors this year. Now under the name "WIC Produce Connection", the program is eliminating the use of paper vouchers by program participants and adding benefits directly onto the participant's WIC EBT card. Vendors will need to INDIVIDUALLY sign up for this new program to utilize WIC at the markets. FTG is no longer allowed to facilitate the WIC program. To sign up as an authorized grower, email mdhhs-produceconnection@michigan.gov. If you have additional questions about these changes, please email foodaccess@mifma.org.

All vendors are encouraged to accept credit/debit card tokens. Vendors who sell eligible products are strongly encouraged to participate in all applicable food assistance programs. Participating vendors are required to have signed vendor agreements on file with the FTGFMC for each program they participate with (including credit/debit card tokens) to be reimbursed for food assistance program sales.

Please see the Market Manager at one of the pre-season All Vendor Training Dates (Saturday, May 18, 10:30 am - noon, or Monday, May 20, 6:00 - 7:30 pm at the Portage Lake District Library) to receive training on these programs and sign required agreements.

MARKET LOGISTICS & AMENITIES

Market Hours and Location

From the Ground Farmers Market Collective hosts three farmers markets in Houghton County. They are located at the following locations **RAIN OR SHINE:**

Market	Location	Dates	Times
Calumet	Agassiz Park 4th Street, Calumet, MI 49913	Saturdays, June 15 - October 12, 2024	10:00 am to 2:00 pm
Calumet - Cool Season	Copper Country Curling Club (behind the Calumet Colosseum)	Saturday, Oct 19 - Nov 23, 2024	10am to 1pm
Hancock	417 Quincy St, Hancock, MI 49930	June 13 - Oct 10, 2024	3:00 to 6:00 pm
Houghton	56 Huron St, Houghton, MI 49931	June 11 - Oct 8, 2024	3:00 to 6:00pm

Vendors are **required to stay for the entire market**, or risk being excluded from future markets. Failure to show up on time and stay for the entire market may result in loss of privilege to participate in future markets.

Set-up and Tear-down

Vendors are responsible for their own set-up, tear-down, and clean-up. Hancock and Calumet markets offer tent/table use for a fee and those items are stored on-site. Please consult the Local Market Policies for specifics on individual market equipment use. Vendor set-up generally starts about one hour prior to the scheduled start of the market and must be completed prior to the scheduled start of the market. Participants should arrive early enough to be ready to greet customers by the scheduled start of the market. Tear-down should be complete within one hour after market end.

Parking

Vendor parking availability is defined by the individual market location. Please consult the Local Market Policies for more information.

Booth Assignment

Each vendor will be assigned a 10x10 booth, or a double booth if indicated and approved on the market application. The Local Market Committee is responsible for all vendor booth and location assignments.

Table, Tents & Chairs

The FTGFMC has a limited number of tents available for rent, on a first come, first serve basis for outdoor market vendors at Calumet and Hancock markets. Rental fee is \$25/tent/season, or \$10/day for Daily Vendors. Vendors must indicate their request for tent rental on their application form. The FTGFMC provides tent weights for rented tents, and only rented tents. Vendors who rent equipment are responsible for selecting it from tent storage and putting it away at the end of the market, and keeping the storage areas in neat and tidy condition.

All not renting equipment are responsible for bringing their own equipment including: tents, table/s, chair/s, and all other necessary supplies. All tents are required to be **weighted**. Vendors will not be allowed to use a tent that is not weighted for the safety of everyone at the market.

ADDITIONAL POLICIES & PROCEDURES

Local Market Policies

Calumet Market Policies 2024

Market Management

Both Calumet markets are managed by the From the Ground Farmers Market Collective staff Market Co-Manager with input from the Calumet Market Committee.

2024 Committee Members

Ashley TenHarmsel – Farmer

Beth DeGaynor – Maple Syrup Producer

Nichole Boersma – Farmer

Margaret Hansen - Organization

Leah Polzien – Executive Director, Main Street Calumet

FTGFMC Market Managers – Cassandra Reed-VanDam and Amanda Makela

Vendor & Product Selection

The Calumet Market Committee will review all vendor applications and make approvals. The Committee reserves the right to reject a vendor application if, in the Committee's judgment, the produce, goods or food items are not compatible with the overall concept of the Market, or the product mix currently offered at the Market.

Artisan vendors must submit photos of their products for approval by the Market Committee prior to attendance.

Stall sharing may be allowed at the Committee's discretion and must be requested at the time of application.

The Calumet Market will accept Seasonal and Daily Vendors via the FTGFMC application process.

Drop-In Policy

Drop-in **food** vendors will be allowed at Calumet Farmers Market at the discretion of the Market Manager on the day of the market. This type of vending is NOT advised. If space is limited, the Market Manager does not have time, or the product is not deemed appropriate for the market, the Manager has the ultimate right of refusal to access a vending space.

Prior to setting up at the market, all vendors must complete an application and sign all required documents. The drop-in vendor must abstain from using any food access tokens until properly educated and the Market- Vendor agreements are signed for the Food Access Programs.

Site Assignments

Sites are assigned by the Committee at the beginning for the season and by the Market Manager for daily vendors as the season proceeds and scheduling changes occur. Full season returning vendors will be given preference for site assignments. Full season vendors will have dedicated sites, day vendors will be placed based on the best fit for each market day.

Full season vendors will be notified of site assignments prior to the first day of market, part-time vendors will be notified of site assignments the morning of the market (if not earlier). Site assignments will be posted on the market trailer daily.

Full season vendors will have priority for table/tent rentals, then part-time vendors based on seniority. Notification of equipment availability will be delivered along with market acceptance.

The Calumet Market will be relocating for the 2024 season to Agassiz Park on 4th Street in Calumet. Specific layout details have not been finalized for this location and will be determined by the Calumet Market Committee in the upcoming weeks.

Location Notes

Plan for *WIND!* Consider bringing weights for any small items. If you are using your own tent bring your own weights!

Rentals

For full season vendors, in addition to the “Tent Rental” option, table and chair rentals are available for \$10/season. This rental comes with 1 table and 2 chairs.

- If you are renting gear, please treat it gently and clean after use if soiled.
- If you are renting gear, please keep the gear trailer tidy, take time to stack tables close together and secure tents with the provided bungee straps.

Loading & Parking

Vendors will be able to park behind their tent while the market is at Agassiz Park. More details for parking, loading and unloading will be provided as site details are developed for the 2024 season.

No Early Sales Policy

Market staff will set up flagging and signage to keep customers back from vendor booths until 10am. However, customers do occasionally trickle through. This policy is to be **gently** enforced by management or by the vendor at their own booth. Please remind customers (kindly and gently) that the market does not open until 10am and invite them to join other waiting customers. This policy has been adopted to allow vendors the ability to set-up without having to address customer sales concurrently.

Hancock Market Location

The Hancock Market is managed by the From the Ground Farmers Market Collective staff Market Managers with input from the Hancock Market Committee. The Hancock Committee is composed of the DDA Coordinator, the Market Managers, and 3 vendors.

2024 Committee Members

DDA Coordinator	Todd Gast
Market Managers	Cassandra Reed-VanDam and Amanda Makela
Artisan Vendor	Carol Bird
Produce Vendor	James Niemela
Produce Vendor	Jake TenHarmsel

Layout

- Tents will be lined up along both sides of the sidewalk leading to Hirvonen Hall on Quincy Green. Customer and ADA access with no impeding obstructions, is vitally important to maintain. Safety and security of the market is of utmost concern to all.
- Designated spaces will be assigned in 2023. All tents will be spaced apart to allow for a walking area between tents for vendors and customers.
- All tents must be secured with weights to minimize damage in high winds.
- Market-supplied tents, tables, chairs and weights must be returned to the Hancock market trailer at the end of the market. If damage occurs to any equipment, the Market Manager must be notified as soon as possible.
- Vendors are responsible for their own personal equipment including set-up and tear-down.
- Port-a-let will be provided on Quincy Green

- Vendors may bring their vehicles onto Quincy Green to unload and reload but must remove them during the market hours of operation (3:00pm to 6:00pm)

Market Season

Hancock Farmers Market will run from June 13 through October 10, 2024.

Start Time

Vendors MUST be prepared to start selling your products at 3:00 pm. The market is available for early setup by 2:00 pm.

End Time

The market ends at 6:00 pm. Leaving early is NOT allowed unless in emergency circumstances. Having an empty space or tent is unappealing to customers. Please bring more product, take orders for the following week, provide business cards or menus, or talk about other markets you will be at that week. Complete tear-down must be completed by 7:00 pm.

Scheduled Daily Application Acceptance

Vendors who want to attend market on per diem basis must complete an application in advance and select their preferred days. They must agree to the market policies and sign the appropriate required documents.

Site for the Daily vendor will be determined by the Market Manager and must not interfere with designated sites of Seasonal Vendors.

Products Allowed/ Ratios

No “food to artisan” product ratios will be used at the regular Hancock Market. Food access is the most important draw to the market, with the bonus of having artisan vendors as well.

Products must be 90% hand-made or fabricated, home baked, home-grown, or locally sourced. The goal of our market is to support our local producers and provide quality products.

The Hancock Market reserves the right, on special occasions, to invite additional vendors to participate during the regular market.

Drop-In Policy

Drop-ins will be allowed at the Hancock Tori & Farmers Market at the discretion of the Market Manager on the day of the market. If space is limited or the product is not deemed appropriate for the market, the Manager has the ultimate right of refusal.

Prior to setting up at the market, all vendors must complete an application and sign all required documents. The drop-in vendor must abstain from using any food access tokens until properly educated and the Market- Vendor agreements are signed for the Food Access Programs.

Houghton Market Location

Market Management

The Houghton Farmers Market is managed by the From the Ground Farmers Market Collective staff Market Manager with input from the Houghton Market Committee. The Committee is made up of the Houghton City Representative, the FTGMC Market Manager and 3 vendors.

2024 Committee Members

Vacant – Vendor

James Niemila- Farmer

Matt Boersma - Farmer

Amy Zawada - City of Houghton, Business & Community Development

FTGFMC Market Managers – Cassandra Reed-VanDam and Amanda Makela

Layout

- Customer and ADA access with no impeding obstructions is vitally important to maintain. Safety and security of the market is of utmost concern to all.
- Designated spaces will be assigned in 2024. All tents will be spaced apart to allow for walking area between tents. Vendor's that commit to the market for the season have their designated space for the entire season
- All tents must be secured with weights to minimize damage in high winds.
- Vendors are responsible for their own personal equipment including set-up and tear-down.

Market Season

Houghton Farmers Market will run from June 11 through October 8 (18 weeks)

Start Time

Vendors MUST be prepared to start selling your products at 3:00pm. The market is available for early setup by 2:00pm. Early sales are strongly discouraged and will be ultimately left up to the discretion of the Market Manager.

End Time

The market ends at 6:00pm. Leaving prior to 6pm is NOT allowed unless in emergency circumstances. Having an empty space or tent is unappealing to customers. Please bring more product, take orders for the following week, provide business cards or menus, or talk about other markets you will be at that week. Complete tear-down must be completed by 7:00pm

Scheduled Daily Application Acceptance

Vendors who want to attend market on per diem basis must complete an application in advance and select their preferred days. They must agree to the market policies and sign the appropriate required documents.

Site for the Daily vendor will be determined by the Market Manager and must not interfere with designated sites of Seasonal Vendors.

Products Allowed/ Ratios

No “food to artisan” product ratios will be used at the Houghton Farmers Market. Food access is the most important draw to the market, with the bonus of having artisan vendors as well.

Products must be 90% hand-made or fabricated, home baked, home-grown, or locally sourced. The goal of our market is to support our local producers and provide quality products.

Drop-In Policy

Drop-ins will be allowed at the Houghton Farmers Market at the discretion of the Market Manager on the day of the market. If space is limited or the product is not deemed appropriate for the market, the Manager has the ultimate right of refusal to access to a vending space.

Prior to setting up at the market, all vendors must complete an application and sign all required documents. The drop-in vendor must abstain from using any food access

tokens until properly educated and the Market- Vendor agreements are signed for the Food Access Programs.

Leashed dogs will be allowed at the Market. In accordance with state law, vendors may not bring their pets into their own vendor booth space.

Enforcement Policy

Failure to follow market policies or any dispute about market policies, should be brought to the attention of the Market Manager. The process for all market policy violations and disputes are as follows:

Policy violations by vendor:

First Offense: Verbal warning from Market Manager.

Second Offense: Written warning or letter of non-compliance, including an explanation of which policy has not been observed, the steps that need to be taken to come into compliance, and the requested timeline in which those steps should be taken. Vendor(s) will also be asked to forfeit their next scheduled market day.

Third Offense: Vendor/s will either be asked to leave the market or will be excluded from returning to the next market, depending upon the severity and timing of the offense. If a vendor is asked to leave or not return to a market, no registration fees will be returned.

If a vendor poses a health or safety hazard to themselves, other vendors, or market visitors, the FTGFMC reserves the right to immediately dismiss a vendor from any or all market dates. Warnings will be documented by FTGFMC staff and remain on vendor records across market dates and seasons. The Market Manager will review these warnings in each market and determine if they impact vendor eligibility for future markets.

Cancellation and Refund Policy

The FTGFMC does not issue refunds, except for extenuating circumstances where a vendor needs to forfeit more than half of their season commitment as outlined in the vendor's approved application. Examples of extenuating circumstances include, but are not limited to the following: Clinical depression or other significant mental health challenges; personal or health problems that are outside the vendor's control and have a negative impact upon their ability to participate with the FTGFMC; pregnancy-related conditions for the vendor or their partner; bereavement causing significant impact; separation or divorce of the vendor.

If such a circumstance arises, the vendor is responsible for submitting a Refund Request to the Market Manager via email (fromthegroundfmc@gmail.com). The request must include the following to be considered (Please note, the details of this request will be kept confidential.):

- Name (First, Last), business name, address, email address and phone number of vendor.
- Brief description of circumstance requiring the vendor to be unable to fulfill their season commitment.
- Date of last market the vendor plans to attend.

The Market Manager will decide if the circumstances warrant a refund. Any disputes in the Market Manager's decision can be escalated to the Local Market Committee. If the refund is granted, the FTGFMC will issue a refund check based on the dates in the vendor's approved application. The check will be mailed to the vendor to the address provided in their approved application.

If a vendor is removed from the market due to noncompliance with market policies, none of their fees are eligible for refund.

Vendor Grievance Policy

The Local Market Committee has the right to deny or restrict any vendor or vendor representative's access to the market for failure to follow the policies herein. In order to be addressed, problems, complaints or concerns must be brought to the Market Manager within 72 hours of the event. Any grievance that cannot be resolved immediately by the Market Manager can be followed up using the following protocol:

Submit a written complaint: The complaint must include the following in order to be considered:

- Name (First, Last), business name, address, email address and phone number of the complainant.
- Description of the problem, complaint or concern, or specific market policy violation, including the date and approximate time of occurrence.
- Name (First, Last), business name of vendor or vendor representative involved.

- Description of steps taken by the complainant to resolve the issue with the vendor or vendor representative prior to reporting it, if applicable.
- Description of complainant's preferred desired resolution.

The Local Market Committee will make a decision and if the decision is challenged, the complaint may be appealed to the Farmers Market Committee, for a final decision.

Customer Complaints:

Any customer complaint received by the Market Manager will be documented on a complaint form provided to the customer by the Market Manager or Market Cashier. If the complaint is in regards to a particular vendor, The vendor against whom the complaint was filed will receive a copy of the complaint form and appropriate action will be taken before the next market day.

QUESTIONS

If you have questions about the FTGFMC or this information, please contact the Market Manager at 906-330-0044.