



DUNCAN FARMERS MARKET

RULES AND REGULATIONS

UPDATED: March 22, 2022

MISSION STATEMENT

The Duncan Farmers' Market provides a dynamic opportunity for the sale of local farm produce, food products, personal services and artisan goods. We welcome vendors from Vancouver Island and the Gulf Islands.

HOURS OF OPERATION

April - Thanksgiving Weekend: 9 am to 2 pm.
Saturday after Thanksgiving – March: 10 am to 2 pm.

The Market Manager and/or Board may cancel or end the Market day early if weather conditions or other extreme situations occur.

STAFFING AT THE MARKET (our homespun guarantee)

The Approved Vendor (Business or person) must make, bake, or grow the products they wish to sell at the market. Some businesses have Primary as well as Secondary (support) sales representatives. For the purpose of DFM, a Primary Sales Representative is the main person representing the business at the market, and is defined as the business owner, an immediate family member living with the business owner, or a full-time employee directly involved with the production process. Secondary Sales Representatives are defined as other staff not covered above and can include occasional/part-time employees.

A Package Holder, for a given season, is defined as a Vendor that has signed up for any Package other than Drop-In-Vendor status, and includes full-time, rotating-full-time and early/mid/late season vendors.

STAFF KNOWLEDGE

The element of transparency that exists when a patron asks artisans/bakers/farmers about their product history is invaluable and any representative must possess complete knowledge of the product. It is the Approved Vendor's responsibility to ensure that all representatives at the market are familiar with and able to comply with all market rules and regulations. Failure to comply would be a contravention of market policy.

STAFFING RULES FOR EACH SEASON

There are three separate sessions at the market: Spring/Summer, Fall and Winter. The rules that govern what

type of Sales Representative is required to attend the market on behalf of the Vendor is based on whether they are a Package Holder or a Drop-In-Vendor for that particular season. Attendance means being present for the whole market, not just set-up and take down.

PACKAGE HOLDERS STAFFING INFORMATION

For any given season, the Primary Sales Representative is required to be present at the market for 2/3 (66.67%) of all market dates they sign up (rounded to the nearest whole number). Additional staff are welcome, if needed, and can include either Primary or Secondary Sales Representatives.

DROP IN VENDORS STAFFING INFORMATION

For any given season, the Primary Sales Representative is required to attend ALL selected dates. Additional staff are welcome, if needed, and can include either Primary or Secondary Sales Representatives.

LIST OF STAFF

Vendors are required to list all Primary as well as Secondary Sales Representatives, and provide a description of their roles in the organization. If requested, Vendors will be required to provide proof of residence or full-time employment status of Primary Sales Representatives.

ORGANIC POLICY

Vendors cannot use the term "Organic", "biodynamic" or "in transition" (or derivations) unless they are supported with the appropriate certification/documentation from an accredited program. Certification/documentation must be submitted to DFM as well as be displayed at their stall.

VENDOR PRODUCTS

All vendor products are subject to adjudication at any time. The Executive Director and the Board reserves the right to inspect products and facilities where items are grown or produced to verify compliance with the make it, bake it, or grow it policy.

Farm Products

- Farm products may come from anywhere in the Market Region (Vancouver Island and the Islands). Preference will be given to producers from the Cowichan Valley Regional District.
- 10% of the daily produce sales may come from a nearby farm, subject to Board approval. All items must be listed on the application and clear signage of the farm of origin must be displayed with the additional 10% of produce. Approval from the Board is required prior to selling this product at the market.
- All produce vendors must comply with the government's rules in relation to weights and measures.
- All fresh egg vendors must comply with the Island Health rules relating to sales of eggs at a farmers' market.

Food Vendors

Food product vendors must abide by all government health and safety regulations as outlined in the publication Guidelines for the Sale of Food at Temporary Food Markets, published by Island Health, formerly (VIHA). All mobile food service units are required to have an Island Health permit.

Sellers of High-Risk Foods:

- must provide a copy of their valid Island Health Permit to Operate
- vendors wishing to sell additional/new high-risk food items not listed on their permit must reapply to Island Health and provide a copy of the new permit to the Duncan Farmers' Market.

Sellers of Low-Risk Foods:

- must provide copies of pH test results if applicable, and a complete listing of products and detailed ingredient listing.
- display a disclaimer for a non-certified kitchen.

Food vendors will not be adjudicated or approved without valid forms. All Food Vendors are encouraged to complete a minimum of Food Safe Level 1 training through their local health department and have a copy of their Food Safe certificate in their stall.

* Permit application forms and the Guideline for the Sale of Foods at Temporary Food Markets are available online at: www.viha.ca/mho/food or by visiting the Island Health office at 238 Government Street in Duncan at 250 737-2010

Artisan Vendors

- All products must be produced by the artisan.
- Only adjudicated items are allowed to be sold.
- Imported goods or commercially produced items are not permitted.
- Products may be adjudicated from time to time to ensure they fit within the market standards.

Service Vendors

Vendors must be present at the Market and provide the service to the customers directly.

Not-For-Profit Groups

The market welcomes up to 3 not-for-profit groups per week, if space allows. Registered, not-for-profit societies must complete and submit an application form. Their presence at the market is to make the public aware of their programs, services and up-coming events and not for direct fund-raising purposes. The groups must be non-partisan and are prohibited from selling raffle tickets.

VENDOR SPECIALIZATION & PRODUCT ADDITIONS:

A vendor must choose a main specialty line to showcase at the market. I.E. You cannot choose to sell jewelry, bath products, candles, etc. out of one allotted stall. These all fall under individual categories and some are high demand for vendor spots.

If you are a vendor adjudicated in to sell one line of product you may not add further product that is not directly related. I.E. a woodworker cannot be adjudicated in to sell baked goods.

This allows each vendor to be a specialist in what they offer.

Vendors with a product variety adjudicated previously may continue to sell those items, but all new addition of products fall under these new rules.

Current vendors can request to add another product to their existing product line by emailing full details of the product with photos to the Executive Director. The more details you can provide to support the addition of the product the easier it will be for the Board to make a decision. Decisions for these products will be made at the monthly meeting of the Board of Directors.

CONDUCTING BUSINESS

Vendors should remain in their own stalls when selling or sampling. Sales should be conducted in an orderly and business like way. No shouting or other objectionable means of soliciting business are permitted. (i.e.: Vendors are not allowed to hawk, accost or badger customers for sales.) Vendors are to conduct themselves in a professional and orderly manner at all times.

PRODUCT CHALLENGE

If a vendor's product is considered inconsistent with market rules or policies, it may be challenged by another vendor, market staff, or a member of the public. The Challenge must be submitted to the Executive Director in writing to initiate any action. The challenge will be reviewed by the Board at the regular monthly Board meeting.

MARKET MEMBERSHIP

Membership in the Duncan Farmers' Market is mandatory for vendors.

Membership entitles vendors to:

- voting privileges
- opportunities for Board positions
- access to Board Meeting minutes

Membership fees are \$20 per year. The membership year is valid April 1 through to March 31 the ensuing year.

Membership rules are governed by the B.C. Societies Act and the Duncan Farmers' Market Constitution and Bylaws.

VENDOR STATUS

Drop In Vendors:

Drop-ins will be rotated through areas of the market weekly. On weeks where there are more vendors than stalls available, drop in priority will be given to farm grown or produced products (alcohol not included), hot food vendors, other food producers. The ED will do their best to rotate vendors weekly so everyone has a fair opportunity to attend the market.

New Vendors:

All new approved vendors will be on probation for the first 12 months at the market and are allotted drop in only status. Following the probation and at the next spring/summer application cycle, vendors can apply for a full time vendor package option by selecting "Drop in Status to Full Time Status" on their vendor renewal application. (See also "Deciding Factors for Full Time Assignments".)

Returning Vendors:

All returning vendors in good standing can apply for renewal of their membership through the re-application process annually as part of the Spring/Summer application.

Previous spring/summer session package holders have priority to re-apply for their full time package spaces.

Returning Vendors who are drop in status (and have finished their probation) can choose to apply for a full time vendor package at the next spring/summer application cycle by selecting "Drop in Status to Full Time Status" on their vendor renewal application.

DECIDING FACTORS FOR FULL TIME ASSIGNMENTS

Decisions for full time status assignments and stall allocations are made by the Board in consultation with the E.D. and are based on a range of factors within the market including:

- Space availability
- Seniority
- Needs of the market to create an appropriate market mix**(see note below)
- Vendors who have demonstrated year round selling at the market
- Availability of power for those requiring it.

**Market Mix targets: Full time package holder assignments with minimum 65% offering farm or food products and 35% maximum artisan, alcohol, skincare, service offerings. There are maximums within each category to ensure diversity of products at the market.

SITE ALLOCATION

- All Vendors are provided space up to a 10' x 10' tent. Limited space is available for vendors requiring power. (Extra fees apply for power.) Market management reserves the right to re-assign stalls at their discretion, i.e. to permit a vendor requiring power to be allocated in City Square when the stall is being used by a vendor whose product does not require a power supply.
- All vendors are guaranteed ten feet of frontage to display their products for sale. The availability of two-sided frontage (a corner/ end stall) is limited and choosing a vendor for this location is based on the vendor's ability to present a professional/high quality display that welcomes shopping from two sides.
- All vendors must respect the 10'x10' stall size and not

interfere with sidewalks, customer access to neighbouring stalls or the flow of customers through the market.

- Vendors with corner or end stalls may request to have their display area extend beyond the 10' x 10' stall. Where this is feasible and approved, the vendor may be charged an additional fee.

VENDOR STALL ASSIGNMENTS

- Vendors who purchase a season package will be assigned the same location each week through the duration of their package (where possible), and are expected to attend on a regular basis. There are no refunds for missed or cancelled markets. If you cannot attend a market, your space will be re-allocated to the drop-in pool for that week.
- Drop-ins will be rotated through areas of the market weekly. On weeks where there are more vendors than stalls available, drop in priority will be given to farm grown or produced products (alcohol not included), hot food vendors, other food producers. The ED will do their best to rotate vendors weekly so everyone has a fair opportunity to attend the market.

STALL HOUSEKEEPING, WEIGHTS & INTERIOR SETUP

- Vendors must keep their stall space and surrounding area clean and remove all debris at the end of the day.
- Market garbage and recycling containers are for the convenience of customers only. VENDORS MUST REMOVE THEIR OWN GARBAGE.
- All tables must be draped with table cloths or fabric.
- All tents must be safely secured with 25# weights per leg to avoid damage to other tents, people or product. Vendors who do not bring weights may be subject to market suspension or a \$25 fine at the discretion of the Executive Director.
- Vertical displays or racks are not permitted in front area within your tent if they obscure the view through to vendor stalls beyond. Check with the Executive Director if you are uncertain.

TENT WALLS/BACKS

- Tent side walls, if in place should be clear vinyl rather than solid for the front half of the sidewall, allowing shoppers a clear view through your tent to ones beyond. (During COVID, white or coloured walls are permitted.)
- Tent back walls may only be used in some locations. If you have been assigned a stall which sits in front of a commercial business in the Square, your rear tent wall must be clear. Check with the Executive Director if in doubt.

POWER USAGE

- 1) All extension cords be a minimum of 12 AWG. and at a gauge as per the power usage chart.

Cord length	Amps Required			
	0-10 amps	10-12 amps	12-15 amps	16-20 amps
25 feet	12 gauge	12 gauge	12 gauge	12 gauge
50 feet	12 gauge	12 gauge	12 gauge	12 gauge
100 feet	12 gauge	12 gauge	10 gauge	8 gauge
150 feet	12 gauge	10 gauge	8 gauge	-

- 2) All connections be in a waterproof connection box
- 3) All extension cords require ground pins and if they are not grounded they cannot be connected.
- 4) Split load requirement for vendors operating multiple higher amp appliances (ie: Coffee vendors: running a minimum of two extension cords would allow for a coffee grinder and each coffee maker on a separate cord thus reducing the load.) The market will determine this requirement based on the type of equipment and power each vendor is drawing.
- 5) Vendors must provide the Market with a breakdown of type of appliances and power they utilize at the market. This will allow the Market properly place vendors according to electrical needs and availability of power.

SIGNAGE/SANDWICH BOARD/EXTERIOR RACKS

- Vendors are strongly encouraged to use a banner sign affixed at the top front of their tent so that shoppers can see the sign over the heads of other shoppers.
- Sandwich boards are tripping hazards and are discouraged, however vendors are still permitted one sandwich board but it may not protrude beyond 18" from the front edge of the tent.
- Racks or display stands must not extend past or be set up in front of your tent unless you have received explicit permission from the Executive Director.

ATTENDANCE

- Vendors must arrive in a timely fashion and remove their vehicles from the market at least 45 minutes before the start of the market.
- All entrances will be closed and barriers put in place 45 minutes before the start of the market to allow vendors to

set up safely.

- Late arriving vendors will not have vehicle access for unloading and must carry in their tents, tables and products, and may be reassigned to a different location.
- To help ensure there are no gaps in the market, any vendor not on site 45 minutes prior to the opening of the market may be moved without notice to another stall space.
- All vendors must be in attendance and remain set up-for the full duration of each market day.
- When vendors sell-out, they may place a “sold out” sign on their table and go for coffee, but the tent and table must remain intact.
- End of day knock-down may begin at 2 pm (not before) and vehicles may begin to collect stall contents after 2:10 pm.
- If a vendor has a special event to attend in the afternoon and a formal request is received and approved well in advance, the vendor may be permitted to depart early if a low profile location is available which allows a less conspicuous departure.

VENDOR FEES

- Approved vendors are charged a membership fee of \$20 which is valid for one year commencing April 1 of each year. Membership fees are due immediately upon billing. Additional fees will apply for vendors requiring power.
- Fees for package holders are due in advance by cash, cheque, credit card, debit or E-Transfer. Full payment is required even if the vendor chooses not to attend some of the markets. Further fee details are located on the market application.
- It will be at the discretion of the board to accept any late applications. If accepted, a late fee of \$50 may be charged.
- It will be at the discretion of the board to accept any late payments for applications. If accepted, a late fee of \$35/week will be charged
- Drop-in vendor fees are to be paid between the hours of 9:00-9:30 am between Thanksgiving and March 31st and between 8:00-8:30 am from April 1 to the week following Thanksgiving. Fees are payable at the Market Info tent. You may pay by debit, credit, cash or cheque. Please don't be late! Fee payments received after 10:00am will be subject to a \$5 penalty in addition to your fees.

CANCELLATIONS

- One of the key responsibilities of the Market is laying out the weekly stall allocations and this takes considerable

time. The Executive Director and Market Manager are responsible for ensuring that there are no ‘holes’ in the layout, i.e. late or missing vendors because this presents challenges to our customers and their flow through the market which ultimately impacts the success of all vendors.

- Cancellations are required by 7 pm Wednesday evening for the following Saturday market by calling: 250-732-1723. or by emailing: info@duncanfarmersmarket.ca
- Pre-Paid Package vendors who cancel between 7 pm Wednesday and Noon Friday will be levied a \$10 fine. Package holder vendors who cancel after Noon Friday or fail to attend when they have booked will be levied a \$25 fine. The fine is to be paid before the vendor attends the following market (special circumstances may be taken into consideration).
- Drop-In Vendors who cancel between 7pm Wednesday and Noon Thursday will be levied a \$10 fine. Drop in Vendors who cancel after Noon Thursday or fail to attend a booked market will be levied a \$25 fine in addition to paying the set drop in fee for the market. The fines are to be paid before the vendor attends the following market (special circumstances will be taken into consideration).

VEHICLE ACCESS AND DEPARTURE

- Vendors' vehicles are allowed in the market area for the purpose of loading and unloading only.
- A vendor may arrive up to 3 hours before the start of the market and their vehicle must be out of the market area 45 minutes before the start of the market.
- Vehicles must be removed from the market area prior to setting up.
- Do not park for any reason whatsoever in the **Merit Furniture** parking lot. This includes even brief drops offs or picks up during set up or tear down.
- Vehicles will be re-admitted after the market closes at 2:10 pm and must clear the area by 3 pm.
- Stalls must be packed up, tents collapsed, and all items moved out of the way of traffic (at the very back of your stall) BEFORE bringing your vehicle into the market area AFTER 2:10 pm.
- One-way traffic is always in effect in City Square. Please observe the directional signage already in place. Traffic on Ingram Street is also one-way during the market, entering from the Post office at the West end and exiting near the Pharmasave at the East end.
- To alleviate traffic congestion at the end of the day, please discuss with your neighbouring vendors who will bring their car into the market first. Turn off your motor if

the line of vehicles ahead of you is not moving.

- A departure schedule will be implemented to facilitate the easy departure of vendors as the market grows during the Summer.

DROP-OFF

Please remember to drive into your stall as close as you can during drop-off so other vendors arriving after you can get their vehicle past. Turn off the engine immediately as to avoid exhaust fumes. Quickly stack your tent, tables and products at the back of your stall area. Do not set up your tent at this time (*unless there happens to be a downpour*). Jump back in your vehicle and head for Evans Street to park your vehicle. Your neighbouring vendors will keep an eye on your product while you park your vehicle. Do not use the Merit Furniture parking lot for product drop off or at anytime during the market.

TAKE-DOWN

The market is open for business until 2:00pm. Do not start to take down your tent until 2:00pm. Shoppers are still in the market at this time. At 2:00pm, pack up your products, fold tables, collapse your tent and place it all near the back of your stall again. When you are complete packed up, you can walk back to Evans Street to get your vehicle. Vehicles are allowed back in the market at 2:10pm; not before. This 10 minute period allows vendors to pack-up their stalls and get out of the way of the vehicle traffic which follows. Do not use the Merit Furniture parking lot for product pickup or at anytime during the market.

VENDOR PARKING

Many of our regular customers purchase produce, plants and other heavier items each week and they want to park as close to the market as possible. In consideration of our customers, as well as the businesses and shopkeepers who welcome us into the downtown area on their busiest day of the week, we have arranged free parking for vendors on Evans Street and other streets north of the market, plus the CVRD parking lot on Evans Street.

Vendors are not permitted to park on any other streets or in any other parking lots within the downtown area without providing proof of medical permission from their physician and the City of Duncan. Vendors parking in the paved lots along the railway line, in the downtown area or anywhere other than those designated will be fined \$50.

WASHROOMS

Belongings Shop in Market Square is the only private washroom available for vendor use. Do not under any circumstances give permission for your customers to use that washroom or we could lose our privileges.

In addition, there are public washrooms at the Train Station on Canada Avenue which are available for the Public. Do not, under any circumstances, direct the public to use the washroom at Belongings. Doing so will damage our relationship with the owners.

INSURANCE

The Duncan Farmers' Market carries its own liability insurance. All vendors participating in the Duncan Farmers Market are required to carry and provide valid proof of liability insurance naming the Downtown Duncan Business Improvement Area Society (DDBIA), The City of Duncan, the CVRD and Duncan Farmers Market Society as additional insured. This coverage can be a rider on an existing home insurance policy or may be purchased separately through the BC Association of Farmers' Markets at a special rate for farmers' market vendors in B.C. *It is your responsibility to keep your vendor insurance valid and up to date, as well as ensuring that the Executive Director has a valid copy on file.*

GOOD NEIGHBOUR PRACTICES

Activities which substantially and unreasonably interferes with the use and enjoyment of the Farmers Market premises are prohibited. Without limiting the generality of the foregoing, these activities may include, yelling, shouting, screaming, fighting, littering, trespassing, and any other activities found to be disruptive or disrespectful. The Duncan Farmers Market reserves the right to exclude or ban for a definite period any person who breaches these guidelines.

APPLICATIONS

New Applicants

Check our website and social media pages for openings and details on submitting an expression of interest to the market. New vendor applications are invited once or twice per year depending on the needs of the market (generally in Feb/March. Details of applying can be found on our website at www.duncanfarmersmarket.ca.

Returning Vendors

A link to the renewal applications are emailed in advance of

each new season for returning vendors to complete.

VENDOR DECLARATION

The rules, regulations and procedures for the Duncan Farmers' Market have been developed to provide the best possible environment for vendors to sell their products in a friendly and professional setting. We appreciate your cooperation in meeting this objective and welcome your suggestions for improvement at any time.

In submitting a Duncan Farmers' Market application form, the vendor and any partners agree to the rules and regulations of the market and will abide by the Market's code of conduct and protocols.

Any family, friends, or staff working in the booth or delivering product to you at the Market must also abide by ALL rules and protocols of the market.

When the vendor application has been accepted and approved the vendor further agrees that they shall not hold the Market, the City of Duncan, the CVRD, the Downtown Business Improvement Area Society or their officers, directors, members and/ or employees responsible for any loss or damage, however incurred.

DOWNTOWN DUNCAN DAY MARKET – Mid July:

The market held during Duncan Day the second Saturday in July is not included in our market package. This is an optional market for Duncan Farmers' Market vendors only. We are contracted through the DBIA to operate this market on their behalf. The stall fee is set annually in consultation with the DDBIA. Market Hours are 9am-3pm (or as determined by the DDBIA).

VENDOR PET POLICY:

As much as we love our pets, the only ones allowed in the market belong to our customers!