

HOLT FARMERS MARKET VENDOR HANDBOOK

The purpose of the Vendor Handbook is to provide guidelines, policies and procedures in the operation and management of the Holt Farmers Market. The handbook is not intended to burden participants, but to ensure the smooth operation of the market.

APPLICATION

All vendors must submit a completed application prior to participation in the Market and must verify, upon request, that they are the actual grower or producer of the specific items they intend to sell at the Market.

By signing the Holt Farmers Market Application, the applicant agrees hold the Holt Farmers Market, Delhi Township Downtown Development Authority, Delhi Township, and its contractors and employees, harmless for any responsibility or liability, and from any and all bodily injury claims, demands, damages, costs, expense actions and cause of action arising from any act or occurrence as a result of participating in the Holt Farmers Market in Holt, Michigan.

BOOTH & SELLING

- Current booth/selling space fees are contained in the current application
- Prepaid vendor fees will not be reimbursed for cancellations
- Booth/selling space assignments will be determined by Market Manager
- Holt Farmers Market can provide 8' tables for all indoor selling space
- Only counter height chairs/stools (with seats a minimum of 27" from the floor) will be allowed in booth/selling space
- Vendors are required to provide their own canopies/tents for outside selling space, if desired
- Selling from vehicles is prohibited without the market manager's approval
- Vendors will display products in a sanitary and attractive manner
- All unsold food/produce/etc. must be removed at the end of each market
- Dumping garbage/food/produce in trash cans is prohibited – these items must be taken directly to market dumpster
- Booth/selling space must be maintained in a clean and orderly fashion during the market
- Tables and floors must be cleaned and swept at the end of each market
- Vendors must obtain the market manager's approval prior to adding any new products.
- Vendors must obtain the market manager's approval prior to selling other vendor's products.
- Vendors should stay within their assigned booth space when customers are present.
- Hawking is prohibited – this means that when another vendor has a customer at their table, you may not talk to them or attempt to get their attention until they have moved away from that vendor's table.

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BOOTH & SELLING (continued)

- a. For Vendors offering samples: Vendors will greet the customer with a good morning, welcome to the market, beautiful day, etc., and ask if they would like to try a sample;
- a. For Vendors who **do not** offer samples: Vendors will greet the customer with a good morning, welcome to the market, beautiful day, etc. ONLY and there will be no mention made of their product. (Proper Vendor table displays and signage already advertise what you're selling.)

HOURS OF OPERATION

- Saturday Markets
 - (1) Set up will begin at 7:30 a.m. and market will open at 9:00 a.m.
 - (2) Vendors will be required to remain open until closing at 2:00 p.m., even if they have sold all of their goods. Exceptions to this policy must be approved in advance by the Market Manager.

CONDUCT

- Vendors are expected to comply with all applicable local, state and federal laws, ordinances, and regulations
- Vendors are expected to treat each other, customers, market staff and volunteers with respect and will refrain from making inappropriate or harmful remarks about others
- Vendors are responsible to ensure their visitors (friends, children, etc.) do not demonstrate disruptive behavior during the market (loudness, running, etc.)
- Vendors are expected to be punctual and be ready-to-do-business when the market opens
- Vendor tardiness will be handled as follows:
 - First time tardy: Verbal warning will be given
 - Second time: Vendor will not be allowed to set up on that day
 - Third time: Vendor will be excused from participating at the market for a length of time to be determined by the market manager
- Vendor "no show" (failure to show up for reserved booth/space)
 - First time: Verbal warning will be given.
 - Second time: Vendor will be excused from participating at the market for a length of time to be determined by the market manager
- Vendors who may need to be tardy on rare occasions and with a valid reason may be excused by the market manager
- Customer/vendor disputes must be resolved to the satisfaction of the customer and market manager. Vendors can appeal the outcome to the Farmers Market Advisory Committee within two weeks of the unresolved dispute.

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DISCRIMINATION AND HARASSMENT, INCLUDING SEXUAL HARASSMENT

- Vendors and customers have the right to expect an environment free of discrimination and harassment, including sexual harassment.
- Sexual harassment includes any verbal or physical sexual advances, requests for sexual favors, sexually explicit, provocative or suggestive statements, innuendo or communication of a sexual nature (i.e., materials, photographs, etc.), and other unwanted verbal or physical conduct or communication which has the purpose or effect of creating an intimidating, hostile or offensive environment.
- Discrimination and harassment, including sexual harassment, is contrary to basic standards of conduct between individuals, is prohibited by law, and shall not be tolerated.
- Any vendor who engages in any form of discrimination or harassment, including sexual harassment, will be subject to corrective action up to and including immediate dismissal from the market.

DRESS CODE

- Vendors are expected to dress in casual attire
- Vendors must always present a clean, professional appearance
- Vendors are expected to be well-groomed and wear clean clothing, free of holes, tears, etc.
- Vendors must not wear clothing with offensive or inappropriate designs or stamps
- Vendors must not wear clothing that is too revealing, i.e., short-shorts, plunging necklines, halter tops, midriff tops, etc.
- Clothing and grooming styles dictated by religion or ethnicity are exempt

EBT, DEBIT AND CREDIT TOKENS

Vendors are required to accept EBT and debit/credit tokens and will be reimbursed accordingly. The market manager will provide orientation on using tokens.

MONTHLY REPORTING

Vendors are required to report their monthly sales amount. This is necessary to demonstrate our economic impact in the community, as well as assist us in obtaining grant monies that may become available for programs and improvements. Please be assured that individual vendor sale amounts will not be disclosed. We will be using combined monthly totals for reporting purposes.

SIGNAGE & LABELING

- Vendors are required to provide signage for their booth/selling space
- Signage should be neat and professional in appearance
- Prices should be fair, and be displayed clearly and legibly
- Labels must designate where meat, dairy, and canned foods were processed as required by state law

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SIGNAGE & LABELING (continued)

- Vendors selling items they did not grow/produce themselves must be familiar with the conditions under which they were grown/produced
- Vendors **MUST** use signage/labels on all items they did not grow or produce indicating the origin and freshness of those items (produce, baked goods, canned goods)
- Vendors are required to have a listing of ingredients available for ALL hot and cold ready-to-serve products
- Vendors are required to follow established labeling guidelines for cottage food and cottage food products
- Vendors selling products made a state certified facility must have their license available upon request

INSPECTION

- All vendors shall allow Holt Farmers Market Manager or representative to inspect their production facilities at any time, with or without notice, in order to maintain the integrity of the Holt Farmers Market.

INSURANCE

- All vendors participating in the Holt Farmers Market are strongly encouraged, but not required, to carry their own personal injury insurance/product liability insurance.

PETS

- Vendors are not allowed to have pets/animals in their booth/selling space inside or outside.

SMOKING

- Smoking is prohibited in any booth/selling space, inside or outside the market
- Smoking will be allowed **ONLY** in the designated smoking area

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EMERGENCY PROCEDURES

While it may not always be possible to avoid an emergency, it is important that we are aware of our surroundings and environment at all times. Collectively, we are responsible to keep the public and each other safe and to ensure everyone has an enjoyable experience at the market. With any emergency event, please remain calm and follow procedures and instructions to assure the best possible outcome.

Fire

- Evacuate immediate area as necessary
- Contact the Market Manager or his/her designee
- Locate fire extinguisher
- You may be asked to contact 911
- Support emergency personnel at scene
- Complete Incident Report

Severe Weather/Tornado

- Contact the Market Manager or his/her designee
- Direct and assist in market evacuation or to shelter-in-place
- Complete Incident Report

Medical Emergency

- Assess emergency and need for urgency
- Contact the Market Manager or his/her designee
- Assist as needed
- Complete Incident Report

Power Failure

- Stay within designated selling area until advised on next steps

Robbery

- If you are being robbed, give the robber what he/she wants without confrontation
- Make mental notes of robber description (hair color, height, tattoos, etc.) for law enforcement
- When it is safe to do so, contact the Market Manager or his/her designee
- Complete Incident Report

Assault

- If you witness an assault, contact the Market Manager immediately
- Assist as needed
- Complete Incident Report

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Assault (continued)

- If you are assaulted, let people know in anyway you can that you are being assaulted (shouting, screaming, etc.)
- Make mental note of assailant description (hair color, height, tattoos, etc.) for law enforcement
- Complete Incident Report

Bomb Threat

- Contact Market Manager or his/her designee immediately
- Assist as needed
- Complete Incident Report

Firearm observed or discharged

- Contact Market Manager or his/her designee immediately or when safe to do so
- Assist as needed
- Complete Incident Report

An incident has occurred, or is about to occur, that places lives, property or the environment at risk

- Assess urgency
- Contact Market Manager or his/her designee
- Assist as needed
- Complete Incident Report