



Le Marché St. Norbert Farmers' Market Co-op

Mailing Address:

St. Norbert Farmers' Market

Box 9

St. Norbert, MB

R3V 1L5

Contact / Questions:

Phone: (204) 275-8349

Email: info@stnorbertfarmersmarket.ca

Website: www.stnorbertfarmersmarket.ca

Social Media: @stnorbertfarmersmarket

Introduction

This booklet details procedures, policies, rules, regulations, and general guidelines for all farmers' market vendors. Vendors and prospective vendors are required to read and abide by all market policies.

All products must comply with all Manitoba and federal laws, statutes, ordinances, and labeling requirements. Vendors are responsible for contacting agencies and payment of any permit/license fees. Vendors are expected to provide the Market Administration with a copy of all required permits, licenses, certificates, and/or insurances.

Mandate

The St. Norbert Farmers' Market is a not for profit cooperative, whose mandate is to providing a marketing opportunity for local producers in a cooperative environment. Businesses vending at the market must be locally owned and operated by the vendor selling at the market. Businesses owned by investors do not qualify.

“Make it, Bake it, Grow it!”

We are a producer-only market. All products must be made, prepared, and/or grown, and sold, by the owner. **Reselling is strictly prohibited.** Verification inspections by market staff are mandatory and are done at the site of production and occasionally at the site of the Market.

The owner or a member of the owner’s family with an economic stake in the business must be present for the majority of each market day. Employees may work alongside the vendor, but cannot be the primary contact in-lieu of the producer. Vendors are responsible for their family members and employees knowing of, and abiding by market rules and regulations, in addition to all communications from the Staff and/or Board of Directors of the St. Norbert Farmers’ Market

Vendor Terms

1. Information for New Vendors

- All prospective and new vendors must submit a “new vendor application” with \$20.00 processing fee by e-transfer or cheque before the application will be processed. Your application will not be considered until we receive and deposit your payment.
- Applications with vague product details, missing photos or lack of accurate contact information may not be considered high priority to process;
- Prospective vendors go through 4 steps in the application process:
 1. Fill out the application form online, upload photos and certificates, and pay \$20 to louise@stnorbertfarmersmarket.ca or to our mailing address by cheque.
 2. Applicant’s products are verified under our “Make It, Bake It, Grow It” guidelines (this may take up to 2 weeks). Applicants whose products are not made by then owner will be notified of their disqualification.
 3. Upon qualification, applicant’s product info is sent to, and approved by MB Health (this may take up to 2 weeks);
 4. Applicant is contacted and assessed by “Make It, Bake It, Grow It” Inspector, either on farm, kitchen, or home studio (this may take up to 2 weeks). Once approved, the applicant is added to our waitlist.
- New vendors may start on Wednesday and/or Winter Markets without a reserved booth
- New vendors may be eligible for booth space at some Saturday markets throughout the season, but are not guaranteed booth space at any specific market
- New vendors are eligible for Co-op Membership to Le Marché St. Norbert Farmers’ Market after 1 year of vending regularly.

2. Co-op Members

- After one year of vending with a minimum of 8x in a season at the market, businesses are eligible for a one-time \$5.00 life-time membership fee;
- Co-op membership may only be held by an individual, not a business or partnership

- All Co-op members must pay an annual membership fee each year. In 2022, the fee is \$50.00 plus GST. Failure to pay the annual membership fee results in the vendor to re-apply as a market applicant.
- All vendors must fill out an application to update their information and product listing before they are permitted to vend.

a. Reserved Booths:

Reservations are allocated by the board, on the recommendation of market staff and are determined based on product, quality, display, and reliability. When authorized by the board, members with a reserved booth:

1. Pay an up-front fee to secure a weekly booth at the market for specific market days and/or seasons.
2. While every attempt is made to retain booth locations year to year, booth locations may be subject to change from one year to the next.
3. Pay the reserved daily booth fee each attended date
4. Must renew their reservations annually
5. Must provide a schedule of the Market days they plan to attend at the beginning of the season

b. Non-Reserved Booths:

1. May participate in as many or as few markets as they would like
2. Are not guaranteed a specific booth location at the market
3. Fill openings from reserved booth absences
4. Pay the non-reserved daily booth fee
5. May submit a request for a reserved booth
6. Must let the Vendor & Market Coordinator know on a weekly basis if they would like to attend via Market Wurks application.

Inspections

Le Marché St. Norbert Farmer's Market performs routine inspections at the market site, farm sites, kitchen sites and studio sites. The inspection process ensures all vendors are following our "Make it, Bake it, Grow it!" guidelines.

- Vendors are responsible for fees incurred due to inspections, which vary due to distance and product. For inspections over \$75, the market will discount 50% of the amount over \$75.
- All new and prospective vendors will be inspected.
- 1/3rd of all returning vendors are inspected each year in a scheduled rotation to ensure all vendors are inspected over a three-year period.
- Each year 10% of vendors receive spot inspections, at the cost of the market.
- Infractions discovered by inspections will result in an immediate 2-week suspension from market activities.

Le Marché St. Norbert Farmer's takes its "Make it, Bake it, Grow it!" guidelines as our mandate, and is proud to inform the public that we are a completely local market. The following rules are to be adhered to by vendors in **all categories:**

- Vendors must disclose all items they plan to sell on their application form. No products may be added without approval by the Vendor & Market Coordinator and Market Inspector;

- Any addition of new products may incur an additional inspection, administrative fees and /or citation.
- All vendors must send a **full list of products** they plan to sell with their vendor application form each year. Any update to that list must be provided in writing, and may be subject to a further inspection, at the full cost of the vendor.
- Vendors who are difficult to inspect due to distance may be required to provide **written proofs** (i.e.: licenses, etc.)
- **Infractions** will result in a 2-week exclusion from the Market, effective immediately after verification of the infraction by a site inspection.

Vendor Categories & Inspection Guidelines

There are 3 categories under the “Make it, Bake it, Grow it!” guidelines: Art/Craft, Prepared/Processed Foods and Farm/Grower. Vendors participating in more than one category may incur additional inspection fees depending on their product and production site.

“Grow it” - Farm Category

- Vendors in the “Grow It” category vend 100% of their own products, such as: vegetables, fruits, herbs, meats, eggs, plants, etc. All products must be grown by the vendor or immediate family member. Re-selling of products is strictly prohibited.
- Farmers are prioritized on the basis of: product quality, variety, and presentation.
- This category requires a farm inspection and a valid Food Handler’s Certificate.**
 - Plants:
 - Vendors selling annual fruits and vegetables must own and manage the production process from seed or plant plug to finished product; produce purchased or accessed from others is not allowed.
 - Vendors selling perennial fruits and vegetables (ie apples, asparagus) must own and manage the plants.
 - Sellers of "Annual" and Perennial” plants must own and manage the production process from seed or plug to finished product. Plants may not be purchased “retail ready” and re-sold.
 - Sellers of “woody” plants must be engaged in the growing process for at least one full year (i.e. purchased woody plants must be potted up and raised by the grower for one full year prior to point of sale). Established, ready-for-sale purchased plants are not allowed for re-sale.
 - Seeds being sold must be grown by the vendor (i.e. no re-selling of purchased seeds is allowed).
 - Bulb products (garlic, seed potatoes, bulbs, corms, etc.) must be grown by the vendor.
 - Meats:
 - Vendors selling unprocessed animal products as cuts of meat (beef, pork, lamb, etc) or whole animals (rabbits/chickens, etc) must have raised the animal from birth or hatching or have owned the animal for the majority of its life (50% or greater). Meats may not be purchased and re-packaged (i.e. you may not purchase a side of pork, cut it and re-package it as pork chops).

- All meats must be processed and labeled following Provincial guidelines.
- Production space must be owned or leased by the vendor, and production cannot be intermingled with production of other commercial producers.
- Production workers must be directly supervised by the vendor.
- Vendors selling processed meats may purchase meat and transform it into a finished product ie sausage, meats in sauces, etc., to be approved in the “Bake It” category for preserved and processed foods.

“Make it” - Craft Category

- Vendors in the “Make It” category sell only products they themselves have handcrafted without the use of kits. Crafted items must contain a majority of vendor-made content, not assembling pre-manufactured pieces. Pre-manufactured, mass produced, and imported merchandise are not permitted.
- All products must follow provincial and federal safety guidelines.
- Artisans and crafters are prioritized on the basis of: overall originality, aesthetic quality, and workmanship quality. Production space must be owned or leased by the vendor, and production cannot be intermingled with production of other commercial producers.
- This category requires a workshop/studio inspection.**
 - Clothing and Fibre Arts:
 - Vendor is expected to sew, knit, or crochet all products sold.
 - Jewelry:
 - The majority of components must be handmade by the vendor.
 - No assembly work (i.e., No purchased beads strung on a purchased chain)
 - Books/Authors:
 - Vendor must have written and/or illustrated the books being sold
 - Priority given to books published by a Manitoba-based publisher
 - Bath, Body, Cleaning and Cosmetic Products:
 - All products must have an approved Cosmetic Notification Form on file with Health Canada.
 - The recipes must be created by the vendor
 - Upcycling:
 - Vendor must modify the original item beyond reasonable recognition
 - Must be extensively embroidered, dyed, printed, painted, or reworked by the vendor.
 - Printed Materials:
 - Vendor must be responsible for the original artwork. (e.g., photograph, painting, etc.)
 - Must be a high-quality reproduction.
 - Proof of original work may be requested.
 - Wood Products:
 - Vendor must design, create and manufacture original artwork;
 - No assembly work permitted (kits or otherwise)

“Bake it” - Prepared Food Category

- Vendors in the prepared food category sell only food products they themselves have prepared. All source products must be designated as having been transformed from their original state through the use of blending, mixing, roasting, drying, baking, cooking, curing, or other processes.

- b. No re-packaging of non-transformed, single source products is allowed; any packaged source materials must be blended (i.e. You may not take a large package of a sourced individual spice and repackage it into smaller packages for sale, but you may mix purchased spices to create a specialty blend.)
- c. Production space must be owned or leased by the vendor, and production cannot be intermingled with production of other commercial producers.
- d. Workers must be directly hired and supervised by the vendor.
- e. All packaging must be new; no re-use of food packaging.
- f. All food labeled according to Provincial and/or Federal guidelines.
- g. Priority is given to vendors locally-sourcing their ingredients, and with sustainable packaging if possible.
- h. **This category requires a market site and/or facility inspection and a valid Food Handler's Certificate.**
 - 1. Food trucks and food prepared on site:
 - Generators are not permitted. There are limited outlets for high amperage; review the electrical service guidelines for additional information.
 - Must provide a copy of current MB Health department permits.
 - 2. Hot, ready-to-eat food:
 - Vendor must be the one responsible for preparing the food or beverage.
 - Priority given to vendors locally sourcing ingredients.
 - Must provide a copy of their current MB Health department permit and responsible for meeting all MB Health requirements.
 - 3. Non-Hazardous Foods:
 - a. Vendor must be the one responsible for preparing the food or beverage.
 - b. Priority given to vendors locally sourcing ingredients.
 - c. All products must be labelled according to MB Health guidelines
 - 4. Potentially Hazardous Foods:
 - Must be prepared in a licensed facility.
 - Must provide a copy of their current MB Health permit.
 - 5. Non-Alcoholic Beverages:
 - Bottled and/or on-tap beverages must be prepared by the vendor.
 - No re-sale of commercial drinks is allowed. (e.g., Coca-Cola, Lipton's iced tea, etc.)
 - Bottled water: may be re-sold
 - Coffee: Priority given to vendors roasting their own beans.
 - 6. Alcoholic Beverages:
 - Must provide a copy of current permit from the Liquor, Gaming and Cannabis Authority of Manitoba

Farmers' Market Fees

All fees include GST, are approved by the market cooperative Board of Directors and are subject to change. Payment for all farmers' market fees must be cheque or money order only, payable to: St. Norbert Farmers' Market (SNFM). Annual reservation fees and daily stall fees are nonrefundable.

St. Norbert Farmers' Market Fee Table		Co-op Members \$5.00 Lifetime Membership Fee (subject to Board approval)		New Vendors
		Non-Reserved Booth	Reserved Booth	
Annual Membership Fee for Returning Vendors (Due with spring application)		\$52.50	\$52.50	n/a
Application Processing Fee (one-time) (Due at the time of applying. Application is considered incomplete until fee is received)		n/a	n/a	\$20.00
Inspection Fee		varies*	varies*	varies*
Summer - Saturdays		Non-Reserved	Reserved	New Vendors
	Annual Reservation Fee - Option 1: C1 – C67; K1 – K6; N22 – N26; S1 – S5, S12 – S18; S34 – S38	n/a	\$157.50	n/a
	Annual Reservation Fee - Option 2: K7; N1 – N4; S6 – S11; S19; S23; S27 – S30	n/a	\$183.75	n/a
	Annual Reservation Fee - Option 3: N5 – N21; S20 – S22; S24 – S26; S31 – S33	n/a	\$210.00	n/a
	Annual Reservation Fee – Option 4: Short-Season Producers (6 weeks or less)	n/a	\$91.50	n/a
	Daily Booth Fee	\$60.00	\$50.00	\$60.00
	+ Main Canopy Fee	+ \$10.00	+\$10.00	+\$10.00
	+ Frontage Fee	n/a	n/a	n/a
	+ Electrical Outlet Usage (small/large)	+\$10/\$15	+\$10/\$15	+\$10/\$15
Summer - Wednesdays		Non-Reserved	Reserved	New Vendors
	Reservation Fee (annually)	n/a	\$52.50	n/a

	Daily Booth Fee	\$35.00	\$30.00	\$35.00
	+ Electrical Usage / Per Outlet (small/large)	+\$10/\$15	+\$10/\$15	+\$10/\$15
Winter - Saturdays		Non-Reserved	Reserved	New Vendors
	Reservation Fee (annually) (Payable in the fall with winter application)	n/a	\$75.00	n/a
	Daily Booth Fee	\$40.00	\$35.00	\$40.00
	Main Canopy Fee	\$10.00	\$10.00	\$10.00
	+ Electrical Usage / Per Outlet (small/large)	+\$10/\$15	+\$10/\$15	+\$10/\$15
Rentals (limited numbers available)				
	+ Stand Alone 10'x10' Canopy Rental**	+\$10.00	+\$10.00	+\$10.00
	Tables (6' or 8')	+\$5.00	+\$5.00	+\$5.00
	Chairs	+\$2.00	+\$2.00	+\$2.00

*Inspection fees vary based on location and frequency, ranging from \$25.00 to \$100.00. Introducing new products mid-season may incur additional inspection fees.

**A limited number of canopies, tables and chairs are available for rental. Request rentals through the Vendor Coordinator.

Payment for Annual Membership and Summer Booth Reservation Fees (if applicable) are due with your application no later than March 1st. Fees are payable by e-Transfer or cheque only.

For e-Transfer, contact Louise at louise@stnorbertfarmersmarket.ca.

Make cheques payable to St. Norbert Farmers' Market (SNFM) and mail to:

St. Norbert Farmers' Market

Box 9

St. Norbert, MB R3V 1L5

Payment for Winter Booth Reservation Fees (if applicable) are due with your application no later than September 1st. Fees are payable by e-Transfer or cheque only.

For e-Transfer, contact Louise at louise@stnorbertfarmersmarket.ca.

Make cheques payable to St. Norbert Farmers' Market (SNFM) and mail to:

St. Norbert Farmers' Market

Box 9

St. Norbert, MB R3V 1L5

Reserved vendors who fail to renew by the required deadlines risk loss of their reservation. All outstanding bills must be paid before you may renew your membership and reservation. If you are uncertain if you have a balance owing on your account, contact Louise at louise@stnorbertfarmersmarket.ca.

Allocation of reserved booths to new applicants will be reviewed after the application deadline.

Load-in/Load-out Procedures

Decisions to alter the following timeframes and locations may be made by market management due to customer and vendor safety, including extreme weather conditions.

- All vendors must be on site 30 minutes prior to opening, and have their booths set up and ready for sales 15 minutes prior to opening.
- No vehicles may be driven on site 30 minutes prior to opening time or until 15 minutes after closing time.
- Vendors inside the canopy may only drive vehicles one-way, entering only on the north side and exiting only on the south side.
- No vehicle may keep its engine running while under the canopy.
- Vendors must stop their vehicles, unload, and remove vehicles BEFORE setting up their booth.
- Be considerate of others; do not block the flow of traffic with your vehicle.
- Vendors will be documented for arriving late, packing up early, or leaving before the end of the market.
- No driving is allowed into the canopy during Winter Markets.
- Three or more violations of market hours may result in probation and possible loss of selling privileges.

Summer Saturday Market		
Victoria Day to Thanksgiving		
Market Hours: 8:00am-2:00pm		
	Inside Canopy Building	Outside
Load-in	6:00 am – 7:45 am	6:00 am – 7:45 am
Load-out	2:00 pm-3:00 pm*	2:00 pm-3:00 pm
No Vehicle Traffic	7:30 am-2:15 pm	7:30 am-2:15 pm

*All vendors inside the canopy must be loaded and exited from under the canopy by 3:00pm.

Summer Wednesday Market		
Mid-June to Mid-September		
Market Hours: 3:00pm to 7:00pm		
	Inside Canopy	Outside
Load-in	1:00 pm-2:45 pm	1:00 pm-2:45 pm
No Vehicle Traffic	2:30 pm-7:15 pm	2:30 pm-7:15 pm
Load-out	7:15 pm-8:00 pm*	7:15 pm-8:00 pm

*All vendors inside the canopy must be loaded and exited from under the canopy by 8:00pm.

Winter Saturday Market

Thanksgiving to Mother's Day Market Hours: 10:00am-2:00pm	
	Inside Canopy
Load-in	8:00 am-9:45 am
Vehicle Removal	No driving in permitted
Load-out	2:00 pm-3:00 pm

Cancellations

Always let the Vendor & Market Coordinator know your plans to keep the market running smoothly. Text or Email your Market Coordinator at the number and/or address provided to you. Booth fees are applied for late cancellations and no shows.

Reserved Vendors:

- Must have an updated application on file.
- May provide a list of dates they plan to attend or be absent from.
- To retain annual reservation status, must utilize their booth at **least 50% of the summer season, 33% of the winter season.**
- Communicate their anticipated start date for the season.
- Late cancellations for scheduled dates will incur regular market fees. Deadlines are as follows:
 1. Saturdays - Cancel by midnight on the Wednesday prior
 2. Wednesdays - Cancel by noon the Tuesday prior

Non-Reserved Vendors and New Applicants:

- Must have an updated application on file.
- Booth location may vary.
- May attend as many or as few markets as space allows.
- Email requests for a booth on a weekly basis:
 1. For Saturday - Message before the Wednesday prior
 2. For Wednesday - Message the Monday prior

Active Wednesday vendors are given first priority to fill vacancies in the Saturday market as space becomes available. Saturday non-reserved booth allocations are made at the discretion of the Vendor Coordinator based on product type and display in order to ensure a healthy variety at the market.

Reservation Requests

Reserved booths are reviewed annually at the beginning of each season. Returning vendors with reservations are given the opportunity to rebook their annual reservation before any space is allocated to vendors requesting a reservation.

Vendors who would like a reservation should indicate their request on their annual application along with dimensions for any specific space and electrical requirements.

New reservations are allocated by the Board of Directors on recommendation of the Executive Director and are determined based on product, quality, display, reliability, co-op membership seniority, and vendor amiability.

Introducing New Products

Vendors must disclose all items they plan to sell at the market on their application form, and update their application in MarketWurks app if ingredients, processes or products change during the vending period. No new products may be added without written approval (by email) from the Vendor & Market Coordinator. Introducing new products mid-season may incur additional inspections at the vendor's expense.

Market management will assess the number of vendors selling similar products. If deemed that the number of vendors has met its maximum, the product category may close for the season to ensure variety at the market.

Electrical Service Guidelines

Market staff audit the electrical requirements of all vendors to ensure that vendors are adhering to electrical guidelines. Be sure to review the guidelines before purchasing new equipment, trailers, etc. for market use. You must receive approval from market management before bringing any new electrical equipment on site. Our electrical service is not equipped to handle heavy duty restaurant equipment.

Receptacles

- Receptacles limited to 120V, 15 amp (1800 watts maximum).
- Equipment plugged into a single receptacle may not exceed 15 amps (1800 watts).
- There are a very limited number of higher amperage receptacles.

Extension Cords

- All extension cords on market site must be:
 1. Grounded
 2. Labeled with the vendors' name
 3. Rated heavy duty for most equipment
 4. Free of cracks or damage to the insulation
 5. Minimum #14 gauge
 - i. #12 gauge recommended for cords over 24 feet long
 - ii. #16 gauge when powering digital electronics ONLY, but must be exterior rated

Booth Staffing & Employees

The business owner or family member must be present for the majority of each market day. At the discretion of the Board of Directors, an employee who is actively engaged in the management of the business, with a clear ownership succession plan, may be approved as a host of the booth. Only locally owned businesses are eligible to sell at the market.

Emergencies, sickness, life events, or family obligations may conflict with scheduled market days. In an effort to allow for continued participation, exceptions may be made to allow a non-family member to staff their booth a maximum of 4 market days per season, or for a longer period at the discretion of the board. When possible, the staff member should be actively engaged in the product production. Vendors must notify the Vendor & Market Coordinator in advance of their absence to confirm their plans. Vendors are responsible for their employees abiding by the rules and regulations as well as forwarding any necessary info to the individual filling in at their booth.

Cooperative Groups

At the discretion of the Board of Directors, a cooperative group may rent a booth under these conditions:

1. Each cooperative group member must produce and bring products within the same product category
AND
2. Each cooperative group member must host the booth when their products are placed for sale. No other cooperative group member may sell the products of another member of their group
AND
3. One cooperative group member must, upon membership approval, hold membership in St. Norbert Farmers' Market cooperative, and represent the group at the market Annual General Meeting (AGM). This representative holds a single vote at the AGM.

Rules and Regulations

- a) Selling on the Market site is permitted only on Market days by approved vendors of the St. Norbert Farmers' Market. Persons conducting business on the Market site who are not approved by the Market, or conducting business on the Market site at other times, will be considered trespassers.
- b) Vendors must be on site 30 minutes prior to opening and set up and ready to sell by 15 minutes prior to opening.
Vendors may not **begin** to take down their booths until closing time.
- c) Reserved vendors must cancel Saturday booths by Midnight on the Monday prior to the market. Failure to cancel will incur regular market fees for the vendor.
Reserved vendors must cancel Wednesday booths by Noon on the Monday prior to the market. Failure to cancel will incur regular market fees for the vendor.
- d) **At Outdoor Markets, for safety reasons**, vendors may not move their vehicles on the Market site during the hours of:
 - Saturday Market 7:30 am to 2:15 pm
 - Wednesday Market 2:30 pm to 7:15 pm
 - Winter Markets 9:30 am to 2:15 pm

Any time a vehicle is moved on site, it is recommended to have a person assist with backing up.
The maximum speed vehicles may travel on site is 10 km/hour

- e) Vendors must provide their own tables, chairs, display equipment, etc. and must remove same at end of the market day. Market equipment may not be left on site outside of market hours. Some rental equipment is available (see fee table) with advanced notice.
- f) Vendors selling food must either have their own permits, or abide by the “City of Winnipeg/Province of Manitoba: Guidelines for the Operation of a Temporary Food Market”. Vendors selling food of any kind must have at least one person at their booth with a valid Food Handler’s Certificate. Vendors must use **new packaging material** for all processed food products. In order to protect themselves and their customers, vendors of all processed food products must label their products. Labels must indicate all of the ingredients in the product, beginning with the largest ingredient by weight. Labels must also show the name, address and phone number of the vendor, such that, if needed, the vendor can be contacted by health authorities.
- g) Vendors must have all applicable permits for their products.
- h) No commercial drinks are allowed for sale at St Norbert Farmers’ Market, excluding bottled water. Vendors are encouraged to source bottled water locally. There is municipal water available on site for handwashing, drinking, etc
- i) Any reserved vendor who does not utilize their reserved market booth for one season may find their reservation up for review.
- j) Vendors are not allowed to smoke at their stalls or on St Norbert Farmers’ Market site. Food vendors must wash their hands after smoke and washroom breaks.
- k) Vendors must not keep pets on St Norbert Farmers’ Market site.
- l) Vendors may sell their goods at any price they choose.
 - **Prices must be clearly displayed on, or nearby, the goods for sale.**
 - Vendors’ names must be clearly displayed identifying the business.
- m) Vendors are responsible for garbage pick-up in their stall area.
 - Vendors selling food meant for immediate consumption must provide adequate garbage receptacles at their booths.
 - **Garbage bins on site are for public use only;** the Market provides a large garbage bin in the parking lot, which vendors may use to dispose of garbage at the end of the day. If the bin is full, vendors must remove their own garbage.
 - Recycle bins are occasionally available on site. All recycle materials must be broken down to fit in the bins. No garbage is allowed in the recycle bins.
 - Vendors may not leave garbage in their booth sites, on the ground grounds, or in the garbage bins of neighboring organizations. **Vendors found leaving garbage on site, or disregarding other rules around garbage management will be subject to a clean-up fee at \$25/hour.**
- n) Vendors may park their vehicles in their stall (if applicable) or in the lot provided adjacent the school to the southeast of the Market site. Vendors may be required to provide their license plate numbers to the Market & Vendor Coordinator. Parking in the rest of the parking lot is subject to fees by the St. Norbert Community Club. **No parking on Pembina Highway in front of the market** or at the Red River Co-op.

- o) Vendors must not drive vehicles on grassed areas of neighbouring properties or the brickwork/paving stones on the west side of the canopy.
- p) Vendors selling products by weight must use approved scales bearing the valid stamp inspected by Canada Weights and Measures.
- q) Giving away, subletting or loaning your booth is not permitted.
- r) Vendors must not create excessive noise on their site i.e. Generators and idling vehicles during market hours.
- s) Vendors are not allowed to extend their booth beyond their booth size.
- t) For safety reasons, all electrical cords must be waterproof, labelled with the vendor name, and care must be taken that they are not submerged in rain puddles, etc.
- u) In accordance with Manitoba laws Le Marché St Norbert Farmers' Market does not tolerate aggressive behaviour, verbal abuse, or harassment towards board members, staff, fellow vendors, customers, visitors, or volunteers. Inappropriate action may result in refusal of service, being asked to leave, or contacting the local authorities. The Managers hold the right to ask anyone upsetting the harmonious operation of the Market to leave the premises.
- v) **The Board of Directors of Le Marché St. Norbert Farmers Market Inc. has instituted a "Three Strikes, You're Out" policy for violations of the Market rules. Vendors will receive written notice when they are found in violation of any rule. The third written notice will be a termination of membership. Warning letters will be kept on file for 24 months. Any vendor whose membership is revoked may not apply to return as a vendor until five years after the date of revocation.**
- w) During the period of any provincial restrictions (i.e. COVID restrictions or otherwise), vendors failing to comply with Manitoba Health regulations will receive one written notice of violation before termination of membership.

Grievance Policy

As a cooperative, we strive to maintain positive relationships between vendors, staff, and customers. From time to time disagreements or confusion may arise at the St Norbert Farmers' Market. Many issues can be resolved swiftly without much conflict; however, for more complex situations the following procedures are followed.

All investigations are done discreetly and privately. The complete process is available online or via the Vendor & Market Coordinator.

General Complaints:

Major concerns in regards to the property, booth locations, fees, events, entertainment, etc. may be given in writing to the Vendor & Market Coordinator. These complaints will be logged and brought to the attention of the Executive Director and/or Board of Directors if deemed necessary. Anonymous complaints will not be reviewed.

Complaints from Customers:

It is the responsibility of the vendor to warrant, refund, or exchange merchandise deemed unsatisfactory by a customer. Complaints sent to market staff by customers will be forwarded to vendors for review. Vendors are expected to respond directly and promptly to the customer to resolve any concerns.

Complaints Concerning Vendors & Market Staff:

Major concerns in regards to the actions of other vendors or market staff must be submitted using a provided form. Market staff will not react to rumor, anonymous complaints or vague/untimely complaints. Circulations of false reports to upset, destroy, or sabotage the operations of other vendors or market staff will not be tolerated.