



VENDOR HANDBOOK

2019

WENATCHEE VALLEY FARMERS MARKET

2019 MARKET RULES

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Wenatchee Valley Farmers Market Strategic Priorities



What is a “healthy market”?

Where a diverse mix of vendors offer a wide variety of products to returning customers in a competitive marketplace.

Focus Areas

Market Management, Operations, Outreach & Marketing

- Promoting a healthy market through fairness and transparency in market rules, finances, and operations.

Community Engagement

- Bringing together vendors, local residents, and visitors through a safe and welcoming weekly market.

Market Culture

- Nurturing a strong vendor culture through engaging activities, clear communication, and partnerships.

Education

- Offering educational opportunities for the community.

WENATCHEE VALLEY FARMERS MARKET CODE OF CONDUCT 2019

All Wenatchee Valley Farmers Market Vendors, their representatives, and their families must follow the Code Of Conduct while in the Market.

1. Practice patience and understanding.
2. Demonstrate sensitivity to people of all ages, ethnicities and diversities.
3. Treat customers with courtesy, respect and honesty.
4. Assist other vendors whenever possible.
5. Treat market staff, volunteers and other vendors with respect and understanding.
6. Notify the market manager immediately of any unsafe conditions.
7. Resolve conflicts in an unobtrusive manner
8. Rough, menacing, vulgar, profane or abusive language and sexual harassment will not be tolerated.
9. Absolutely NO pet allowed in the booths at the market unless service dog papers are on person and on file.
10. Practice safe behaviors at all times, including while driving on and off site, loading and unloading.
11. No vendor may be under the influence of drugs or alcohol while participating at the market.
12. No vendor may smoke within the market area. All smoking must be done outside the market area and at least 20 ft. away from any market tents.
13. All products offered for sale must be safe, have a decent life expectancy and exhibit quality of construction.
14. All vendors will leave their spaces clean, and free of debris. Vendors are responsible for throwing away their debris in the dumpsters provided by Pybus, behind our storage unit. Do not dispose of your garbage in the customer trash cans placed around the market.
15. No political or religious campaigning is allowed.
16. Report ALL market sales truthfully.
17. Please refrain from taking pictures of other vendors displays, products or crafts without their permission.

Failure to comply with these rules will result in the “3 Strike Rule” being enforced.

THREE STRIKES RULE

Vendors not complying with the above rule will be subject to the following:

- **First Offense** – A verbal warning from the Market Manager.
- **Second Offense** – Followed by the above, a letter in writing from the Market Manager stating the violation. The Market Manager will advise the WVFM Board of the offense.
- **Third Offense** – Vendor will be asked to leave the Market immediately by the Market Manager. The Manager will be assisted by the presence of a Board member.

Vendors will be allowed to grieve the removal at the next Board meeting. The Board will make the final decision as to whether the removal is temporary or permanent.

Thank you to the following Markets and organizations for the development of this handbook

WVFM 2018 Rules and Board of Directors
WVFM 2010 Rules
WVFM 2015 Rules and Board of Directors
WVFM 2017 Rules and Board of Directors
Olympia Farmers Market 2009 Policy Manual
Hollywood Farmers Market 2010 Vendor Rules, Portland Oregon
Bellingham Farmers Market Vendor Handbook 2008
Bainbridge Island Farmers Market 2007
Pasco Farmers Market 2010 Rules and Regulations
Tacoma Farmers Market Vendor Handbook 2015
WSFMA Roots Guidelines
WSDA Small Farms and Direct Marketing Handbook (Green Book)
Chelan-Douglas Health District

approved 12/10/2018

CONTACT INFORMATION

Wenatchee Valley Farmers Market
P.O. Box 2824
Wenatchee, WA 98807-2824

Phone: (509) 663-8712
e-mail: info@wenatcheefarmersmarket.com
Website: www.wenatcheefarmersmarket.com

Hours and Locations

Saturday Morning Market: May 11th-Oct 26th
7 N. Worthen, west parking lot
8am – 1pm

Wednesday Market: June 20th-Sept 26th
7 N. Worthen, south parking lot
11am – 3pm

Winter Market: Nov. 2nd – Dec. 21st
Inside Pybus, 9am – 2pm

Kids Market
Please visit our website for details

Dates and times for the market are subject to change due to weather and air conditions.

PLEASE read these rules, guidelines, and policies carefully before signing your vendor application and keep a copy for your records. Signing the application signifies your agreement to abide by these rules. Failure to comply with them may result in termination of your membership.

NON-DISCRIMINATION: There will be no discrimination according to race, color, religion, creed, sex, sexual orientation, nation origin, marital status, or presence of any sensory, mental or physical handicap.

It is important to have a hassle-free shopping experience at our market. Wenatchee Valley Farmers Market's policy does not allow any surveys, petitions or demonstrations within our market (unless specific to data collection WVFM, i.e. customer count, product request, rapid market assessments, etc.) WVFM leases the lot and therefore has tenant rights within the specific language of our lease. When outside individuals/groups come into our market to conduct surveys, petitions, or demonstrations they are asked to please conduct this business in any areas outside the WVFM market boundaries.

The Wenatchee Valley Farmers Market Association is not responsible to vendors for loss or damage incurred by vendors on market days during markets.

FARMERS ALWAYS HAVE PRIORITY DURING MARKETS

1.0 Farmers Market Definition

WASHINGTON STATE FARMERS MARKET DEFINITION RCW 66.24.170

(g) For the purposes of the subsection:

(i) “Qualifying farmers market” means an entity that sponsors a regular assembly of vendors at a defined location for the purpose of promoting the sale of agricultural products grown or produced in this state directly to the consumer under conditions that meet the following minimum requirements.

1. There are at least five participating vendors who are farmers selling their own agricultural products;
2. The total combined gross annual sales of vendors who are farmers exceeds the total combined gross annual sales of vendors who are processors or resellers;
3. The total combined gross annual sales of vendors who are farmers, processors, or resellers exceeds the total combined gross annual sales of vendors who are not farmers, processors, or resellers;
4. The sale of imported items and secondhand items by any vendor is prohibited; and
5. No vendor is a franchisee.

(ii) “Farmer” means a natural person who sells, with or without processing, agricultural products that he or she raises on land he or she owns or leases in this state or in another state’s county that borders this state.

(iii) “Processor” means a natural person who sells processed food that he or she has personally prepared on land he or she owns or leases in this state or in another state’s county that borders this state.

(iv) “Reseller” means a natural person who buys agricultural products from a farmer and resells the products directly to the consumer.

6. Wine produced in Washington state by a domestic winery licensee may be shipped out-of-state for the purpose of making it into sparkling wine and then returned to such licensee for resale. Such wine shall be deemed wine manufactured in the state of Washington for the purposes of RCW [66.24.206](#) and shall not require a special license. Domestic Brewery RCW 66.24.240. Micro Brewery RCW 66.24.244

2.0 Vendor/Product Guidelines

PRODUCER

One who raises the produce, plants or animals which they sell at the WVFM on land they own/lease or rent. **This excludes** those who work on or manage a corporate owned farm and who have been given permission to dispose of surplus products. (All leases must be verifiable.)

2.1 FARM FRESH PRODUCTS: Fruits and vegetables, herbs, flowers, nuts, honey, plants, nursery stock, eggs, poultry, meats, fish, shellfish and wine. **All fresh farm products must be grown in Washington State and all products grown or produced in Chelan, Douglas, Grant, or Kittitas Counties will be given priority to sell in Wenatchee Valley Farmers Market,** however WVFM takes into consideration all products grown in Washington State.

2.2 CRAFTED FARM PRODUCTS: Producer based crafts will be allowed based on the WSFMA guidelines for crafters with the additional restriction that the majority of the materials used by the crafter to produce their craft must be grown, foraged and produced by the vendor on the vendors own farm. Examples may include, but are not limited to: bouquets, wreathes, roping, arrangements and dried flowers, vine and woven wood baskets and other wild craft. Beeswax candles are to be sold by honey producers only.

2.3 NURSERY DEALER: The vendor must propagate all plants and flowers from seed, cuttings, bulbs or plant division. According to WSDA rules, any person who handles or sells more than \$100 annual gross in horticultural plants is considered a “nursery dealer” and is required to have a license for each place of business where horticultural plants are sold. Selling cut flowers does not require a nursery dealer license.

2.4 WILD MUSHROOM COLLECTOR: Wild mushrooms may be sold at the Market. A vendor must receive specific authorization from the Board. Authorization will be specific for, and must be obtained for, each variety of mushrooms to be sold. Permits must be shown if mushrooms were harvested on Forest Service property.

PROCESSOR

2.5 PROCESSED FOODS: Products such as, but not limited to, salad mix, preserves, jams and jellies, cider, syrups, salsas, smoked meats or fish, dried fruit, dried herbs, flours, vinegars and salad dressings must be made in a state certified kitchen, packaged, labeled and stored in compliance with applicable WSDA and Health Department licensing and permits. Processed foods must be produced from raw ingredients and where possible from ingredients grown by the vendor and/or grown in Washington State. Vendors in this category are those who have cooked, canned, preserved or otherwise treated the product they sell, and must have proper permits and licenses as required by the Chelan-Douglas Health District and WSDA. The Market must have the location of the certified kitchen on the processors application.

- Processors that make alcoholic beverages must meet the WSFMA guidelines and the WA State Liquor Control regulations.
- Seafood vendor’s products must originate from the greater Pacific Northwest, which includes Washington, Oregon, Alaska, and BC.

- Beekeepers that process their own honey do not need a Food Processors License, unless the honey has value added such as for creamed honey or lavender honey.

2.6 BAKED GOODS: Bakeries that sell more than 25% of their products wholesale must be licensed by the Department of Agriculture as Food Processors. For those who sell less than 25% of their products wholesale other Chelan-Douglas Health District requirements apply. All pastries, cookie, muffins, breads, pies, related take-home desserts, pastas, etc., baked goods and grain products must be produced in a State certified kitchen by the vendor from raw ingredients. Vendors in this category are those who have cooked, baked or otherwise treated the product they sell. No commercially prepared dough mixes, crusts or fillings are allowed. Fruits or vegetables used should come from regional farmers when available. All baked goods must have the proper permits and licenses as required by the Chelan-Douglas Health District. All products must be packaged before displaying or selling.

2.7 BODY CARE PRODUCTS: Body care products including but not limited to lotions, balms, creams, ointments, salves, sprays, scrubs, and fragrances are also referred to as cosmetics by State and Federal law and must comply with regulations set by both. Body care products must be made by the vendor and no commercial products will be allowed. Preference will be put on Processors that grow ingredients for their product or that buy ingredients from a WVFM farmer.

OUTSIDE CORE COUNTIES

2.8 As part of the Wenatchee Valley Farmers Market mission to offer local products, applicants from the 4 core counties of Chelan, Douglas, Grant and Kittitas counties will have first consideration for membership. As of the 2017 season however, the WVFM is offering the same membership benefits to those vendors outside the core counties with a desired product not available within the 4 core counties.

OTHERS

2.9 CONCESSIONAIRES (PREPARED FOOD VENDORS) Prepared food vendors offer freshly made food for sale for immediate consumption on site at the WVFM. Vendor must be an active owner/operator of the business and may not operate under a franchise agreement. Upon approval of the Board, these vendors may also offer packaged foods that they do not process. Such non-processed items are specifically limited foods that are sold as part of a meal so as not compete with locally handmade processed items. Prepared food vendors shall possess and maintain all required State, County and local permits, including a certificate of insurance.

Concession Vendors may begin selling prepared food 30 minutes before the official beginning of the market, as a service to keep customers in the market and out of the way of vehicles until the market opens.

2.10 ARTISANS: Products of original art or craft work, which the vendor produces. Products must be of the highest quality, handcrafted, and not imported. All crafted products must be hand-made in the State of Washington. No imported or manufactured products will be allowed to be sold at the Market. All artisans must have their work juried by the Artisans Committee. Items must be of quality craftsmanship in design and technique, must be original art work, not from a kit. Items to be sold must be made by the Artisan and

not by others. Artisans who sell bath, body or essential oil products must have liability insurance. Space allotment is based on the jury committee authorization.

2.11 AGENTS: Growers/producers may send family members, partners or employees/agents to the Market in their stand. Grower/producers are responsible for having their on-site representative familiar with and compliances with all Market rules and policies. Representatives must have signed the handbook rules before being allowed to vend.

The Wenatchee Valley Farmers Market reserves the right to prohibit any vendor from selling any product it deems does not meet the forgoing criteria. **(No commercial items, no imported items, and no second hand items.)** See **11.0 Vendor Inspections.**

The Wenatchee Valley Farmers Market has the right to inspect a vendor's farm, workshop, or certified kitchen to verify compliance with production or construction requirements for items sold at the Market. Representatives from the Market may inspect or visit any farm or establishments used by vendors. All visits will be conducted with at least a 24-hour notice.

2.12 GUEST VENDORS: Guest Vendors spaces are available to individuals who may be interested in becoming a member or have a product with a short season. All guest vendors must make or grow a desired product and must be approved by the board prior to vending. All guest vendors must carry the appropriate permits and license. Guest Vendor spaces are available at \$30 per market plus \$13 or 8% of your sales, whichever is greater. Guest vendors will be allotted no more than 4 Saturdays of which, at that time the guest vendor will have the opportunity of membership for an additional \$5.

3.0 RESERVATIONS AND FEES

For the 2019 season, WVFM is offering a special membership for vendors interested in vending on Wednesdays only. Please contact the Market Manager, 509-663-8712, for more information.

3.1 All enrolled or interested vendors of the WVFM are strongly encouraged to attend the annual Spring/Pre-Season Meeting, March 30th and the annual Fall/Post-Season Meeting in October.

3.2 An annual, non-refundable membership fee is due from all vendors **BEFORE** a vendor may sell.

Membership Fee - \$125 by/at vendor spring meeting March 30th or before first sell date.

Guest Vendor - \$30 per Saturday (max. 4 Saturday's) plus \$13 or 8% of your sales, whichever is greater. (please see vending fee)

Reservation Stall Fee - \$30 per stall (per season, max. of 3 stall spaces) fee must be paid at the spring meeting to reserve a stall space. If two vendors are interested in the same space, seniority point system will be enacted. You may choose to reserve a stall space after the spring meeting, however you will not be allowed to choose an already reserved space regardless of seniority. Stall reservation is not applicable to 1st year/time vendors, non-profits or guest vendors.

Vending Fees

1st Stall Space – the larger of \$13 or 8% of gross sales at the end of each Market day.

Additional Stalls - each additional stall is \$20/stall.

Electricity: \$6 per market

Cancellation after issuing of Market Map: \$13 per stall.

No Show: \$26 per stall. No Show is defined as not giving notice before 5am on market day, 6am for winter market. The No Show fee MUST be paid in order to vend at your next intended market.

Stall Space – 10x10 square with frontage
Winter Market – 8’x5’, Pybus Concourse

Equipment Rental

Per WSDA and liability reasons, “all canopies, umbrellas, and other forms of stall cover must be sufficiently and safely secured to the ground from the moment the canopy is erected until the moment immediately before it is taken down.” (Please see 4.2 Canopy/Umbrella setup) **Vendors need to be compliant to sell on Market day. If equipment rental is needed, vendors must let the Market Manager know 24 hrs. prior to Market day.**

Canopy Leg Weights Rental of 4 weights - \$10. Weights are rented in 4’s. The vendor will need to see the Market Manager for assignment of weights. Vendor is responsible to pick up weights and return weights. Vendor will be responsible for any damage incurred on day of rental.

Canopies: \$20 per Market day. A limited number of canopies are available for Market day rental. The vendor will need to see the Market Manager for assignment of canopies. Vendor is responsible to pick up canopies and return canopies. Vendor will be responsible for any damage incurred on day of rental.

Tables: \$5 per Market day. A limited number of tables are available for Market day rental. The vendor will need to see the Market Manager for assignment of tables. Vendor is responsible to pick up tables and return tables. Vendor will be responsible for any damage incurred on day of rental.

3.2 STALL FEES / PAYMENT PROCEDURE: (see 3.8 Stall Fee Payment and 3.9 Sales Reporting)

The Board of Directors will establish a fee schedule for all vendors prior to each Market season. Stall rental fees shall be paid at the end of each Market day.

3.3 STALL ASSIGNMENTS:

- A. Non-Reserved stall assignments will be made by the Market Manager on a weekly basis. While it is the goal of the Market Manager to keep vendors in the same stall, **NON-RESERVED VENDORS ARE SUBJECT TO CHANGE** dependent on the needs of the Market; i.e., customer experience, flow, size of Market, special permits and licensing, or events.
- B. Reserved stall assignments will be selected using the following standards:
 1. Vendors must pay reserved fee on or before Spring Vendors Meeting.

2. Following the Spring Meeting, all vendors who have paid their reservation fee will select the general area of choice in a closed meeting.
3. The vendor with the most seniority points in the market will have the first selection followed by vendors in order of their seniority. A map of the market will be provided and stalls filled in as they are chosen. Seniority is determined by using the WVFM records and rules as outlined in section 3.4 – Seniority Point System.
4. When the market is smaller in size, the reserved stall vendors will be placed as close to their chosen stall site as possible.
5. When a non-reserved stall vendor is placed in a stall that is a reserved space (the reserved vendor is not in the market or not vending that day), they will be told that their location is temporary because it is a reserved spot.

3.4 SENIORITY POINT SYSTEM:

- **Years in the Market:** One point for each year as an “active vendor.” “Active” is defined as 8 or more sales days in the Market the previous year.
- **Seniority Points:** Seniority points are used to determine the order of reserved stall selection and are based on the number of sale days in the Market from the previous year(s).

Board Considerations:

- **THE GOOD OF THE MARKET.**
- Minimum criterion and point system (as above).
- Quality & Quantity.
- Attendance Commitment (preference for full-time commitment).
- Attendance Record.
- Stall Preference.
- Current Sales.
- Product Compatibility

Seniority points and individual sales records are considered proprietary information, and shall be kept confidential (to be viewed only by management and the President of the Board of Directors).

3.5 RESERVED VENDORS (Saturdays)

All Vendors with reserved stall spaces must be at the market site by 7:00AM and be ready to begin selling when the Market opens promptly at 8:00AM. Reserve Vendors who arrive after 7:00AM will forfeit their reserve space and will be considered on a first come basis with the Non-Reserved Vendors. If there are unavoidable extenuating circumstances; i.e., vehicle breakdown, traffic delays, please call the Market Manager on the cell phone number that is provided by the WVFMA **(509) 663-8712**.

3.6 NON-RESERVED VENDORS:

Vendors who have not reserved a stall space must be at the market by 7:00AM to be assigned a stall space by the Market Managers. All vendors who vended the week prior will be automatically assigned a stall space for the following week. If you choose not to vend you must contact the Market Manager on the cell phone number that is provided by the WVFMA **(509)663-8712**. Please see 3.7 Cancellation.

ALL VENDORS need to call the Market Manager at least 24hrs before their 1st day of vending for the season to verify that they will begin selling for the season.

3.7 CANCELLATION: Vendors must notify the Market Manager 24 hours prior to the Market day that, he/she will not be attending. Notification after Market Map has been emailed/issued will be charged a \$13 stall fee. Failure to call or no-show will result in a \$26 fine to be paid prior to next intending vending day (see 3.2 Fees). Same rules apply to vendors without email.

3.8 STALL FEE PAYMENT: When making payment a receipt will be issued. Fees may be paid by cash or check (upon approval of the Market Manager). No Tokens will be accepted as payment. A \$20.00 fee will be charged to any returned checks.

3.9 SALES REPORTING: Vendors MUST disclose to the Market Manager their name, amount of gross sales (less sales tax), EBT tokens, SFMNP, WIC, Veggie Vouchers, Fresh Bucks, and donations for each market day on the Daily Sales Form. Vendors may be subject to audits for market sales. Failure to complete sales reports may prohibit your vending at Wenatchee Valley Farmers Market. This information is necessary for required market records for the State of Washington, applying for grants, WIC/SFMNP reports, to remain compliant with WSFMA, and to help build business for future Markets.

3.10 PRODUCTS AND/OR SERVICE ORDERS: Vendors that take product or service orders at the Market shall report these as part of the gross sales, and pay appropriate fees on the day or week they receive payment for the product or service. If the Market is used only as a pick-up point for orders solicited or taken from the vendor's farm or elsewhere, then no fees will be assessed, provided the vendor is selling at the Market on the day order is picked up.

3.11 EDUCATIONAL/NON-PROFIT/COMMUNITY GROUPS: These groups may be granted a stall at a fee of \$6.00 per Market on a revolving basis. The market will have 4 stall spaces available and will be assigned by the Market Manager to rotate groups into the market. If they wish to sell a product in the market, they need to join the WVFM membership association and follow vendor guidelines. They will not be allowed to sell products in the market, they will provide information only. They must fill out an application form and comply with the same rules as regular Market Vendors.

3.12 ENTERTAINMENT: Entertainers may be granted free space by the Market Manager if space is available. All entertainment performed in the Market requires that an application be submitted to the Market Manager for his/her consideration prior to performing in the Market. Please call to schedule (509)663-8712. Performers may sell promotional items.

4.0 SETUP AND OPERATIONS

4.1 UNLOADING:

- Vendors parking with in their vending area at the Market should arrive **no later than 1 hour prior to the market opening and be ready to begin selling when the Market opens.**

- Vendors unloading and driving out must have vehicles out of the Market **at least 30 minutes** prior to the market opening.
- In general, vehicles should enter at the south end of the lot and exit at the north end of the parking lot.
- Vendors are not allowed to leave the market early.
- **In order to comply with safety and insurance requirements, vendors arriving less than 30 minutes before the Market opens will have to unload from the parking lot and carry their wares into the market.**

4.2 CANOPY/UMBRELLA SETUP: All vendors who wish to erect canopies/umbrellas on the Farmers Market site during the normal period of market operations, including the setup and break down period, are required to have their canopies/umbrellas sufficiently and safely anchored to the ground with approved weights. **Sufficiently**, as defined by the Board of Wenatchee Valley Farmers Market is 25lbs. per leg on canopies and 50lbs. for umbrellas. **Safely**, as defined by the Board is in that securing the canopy does not create its own hazards. **Canopies are required to have at least 25lbs. on each leg and at least a 50lbs. weight for umbrellas** from the time their canopy is put up to the time it is taken down. Vendors CANNOT use bricks as weights. ALL weights must be clearly visible to customers. Canopies must be in good repair.

4.3 SAFETY: Vehicles, tables, and overhead shades must be maintained and used in a safe manner. Legs must be firmly locked into place on the shades. Tables must have smooth edges and remain stable when loaded. Shades and Canopies must be tied down or weighted per WSFMA guidelines. All weights must be clearly visible to customers and fellow vendors to avoid tripping. **Any vendor who fails to properly anchor his or her canopy will not be allowed to sell at the Farmers Market on that day, unless that vendor chooses to take down and sell without the canopy/umbrella or, if available, rent equipment from the Farmers Market.**

4.4 POWER AND WATER: Electrical outlets near stalls may be used only with the permission of the Market Manager. Electrical use will cost \$6 per market. The Market Manager may deny such use if it results in excessive circuit loads.

4.5 SIGNAGE: Vendors MUST post a sign at least 432 square inches (18" x 24"). In size, identifying themselves and/or the farm name represented and where it is located. **THIS SIGN IS REQUIRED. All items in the booth must be clearly marked with their prices, whether an item is purchased by piece, pound, or box.** These can be done by individually tagging each item with a sign or by listing all products and prices on a large sign or blackboard. Signs must be tasteful and in good repair. All vendors are required to display prices in a legible manner. **Copies of all licenses, permits, WIC, and SFMNP program flyers** must be displayed by the vendor in their booth and be available upon request from the Market Manager. Vendors must adhere to all Washington State laws. **Vendors not following all signage requirements will be given 1 verbal notice by Market staff; thereafter a \$5 fee will be charged for each occurrence.**

4.6 VENDOR DISPLAYS: Displays and signs must allow clear visibility to adjoining booths. Display and selling techniques must not impair other vendors' ability to sell, nor create a hazardous situation for

customers. At least ½ of your canopy space must be open for clear visibility. This includes items hanging from the top or sides of your canopy. Creativity in displays is to each vendor's benefit. Vendor displays may not extend beyond the designated line demarcating the aisle way boundary of the vendor's stall space. **All Food Products must be stored at least 12 inches off the ground.** No food products may be stored or sold off the ground or tarps. (Chelan-Douglas Health District)

4.7 PRICING: Pricing of goods sold at the Market is the responsibility of the individual vendor, however, a “**NO DUMPING**” policy is enforced at all Markets. Dumping is defined as selling significantly below established Wenatchee Valley Farmers Market prices. If, due to extenuating circumstances; i.e., storm damage, frost damage, etc., prices are lower than the common price at Wenatchee Valley Farmers Market, the vendor **MUST** post why the prices are lower.

4.8 REFUND POLICY: Vendors at Wenatchee Valley Farmers Market shall guarantee the quality of the products they offer. This applies to all products sold by any Market vendor. If an exchange or other arrangements are not acceptable to the customer, the vendor must offer a cash refund. In order to qualify for a refund, the customer must return the unused portion of the product in question. Refunds requested on items that have been in the customer's possession for more than a one week (7 day) period will be honored at the discretion of the vendor.

4.9 SELLING TIME: **No selling shall begin before 8:00AM or other designated opening time** when the signal is given by the Market Manager indicating that the Market is officially opened. **Vendor to vendor sales may be conducted 15 minutes prior to the market opening and concession vendors may begin selling prepared food 30 minutes before the official beginning of the Market.** Repeated violation of this policy will result in termination of vendor's permission to sell. Vendors shall not leave their stall(s) unattended during open hours. Vendors are required to stay until closing unless they have received permission from the Market Manager. Vendors will load up unsold merchandise, clean area/booth/stall used, and vacate the Farmers Market site no later than (1) hour after the Market is closed. Any exceptions must be cleared with Market Manager. Exceptions will be made in the case of emergencies.

4.10 SELLING OUT: If a vendor sells out of their product before the end of the Market day, the vendor **MUST** post a “**SOLD OUT**” sign if they wish to leave their stall. Vendors may not pack up and leave. Any exceptions must be cleared by the Market Manager.

4.11 STALL CLEANUP: Each vendor is responsible for keeping his/her stall space clean during the Market and for complete cleanup of the space at the close of the Market day. This includes hauling away any trash or garbage that is generated in or around the stall and sweeping up any product debris left on the ground. Vendors are **NOT** to use the garbage cans left out for customers around the Market area, vendors need to use the garbage receptacle available through the Port of Wenatchee, behind Pybus Public Market. Vendors who do not clean up their vending space at the end of the market or use the customer garbage cans will be issued a warning. Additional offenses will result in a fee of \$12.00 for cleanup.

4.12 NO SMOKING: Smoking is **NOT** permitted inside the Market area. Vendors who do smoke must smoke 25ft. outside of the Market and must use an approved hand washing station before returning to their booth. (70.160 RCW)

4.13 INTOXICATION: No vendor may be under the influence of drugs or alcohol while participating at the Market.

4.14 CHILDREN: Vendors need to keep a watchful eye on their children at all times. The Market takes no responsibility for the safety and supervision of vendor's children. Vendors must comply with all regulations regarding employment of minors. No riding of bikes, skateboards or scooter is allowed in the Market.

4.15 PETS: NO PETS ALLOWED IN BOOTHS, except service animals. Service animals must meet the state required criteria/definition and vendor must have appropriate paperwork on person or in booth.

4.16 LIVESTOCK: No live animals may be sold or given away at the Farmers Market. Animals may be marketed and offered for sale through nothing larger than a flyer/brochure, however all transactions must occur at the seller's domain.

4.17 PRINTED MATERIAL: No petitions or any other printed material, surveys, political or otherwise may be displayed or distributed at the Market without the prior approval of the Market Manager. See Code of Conduct and Non-Discrimination Policy pg. 4.

4.18 HAWKING: Calling attention to your products in a loud, repetitive public manner during the market day is prohibited.

4.10 VENDOR MUSIC: Vendors may play individual music/radio quietly in their booth space, but should be aware of volume and other vendors' ability to transact business without any audio interference. Be considerate of different tastes.

5.1 ENFORCEMENT AND DISPUTES

5.1 COURTESY: Vendors shall conduct themselves courteously. It is the Market's intent to win friends and benefit all vendors, customers and the community. Customer complaints that cannot be resolved amicably on-site with the vendor shall be immediately referred to the Market Manager. All vendor or vendor grievances must be directed to the Market Manager. The Wenatchee Valley Farmers Market will do its best to accommodate each vendor's needs. We request that any/all complaints, comments, or adjustments be discussed with the Market Manager in a quiet and respectful manner as soon as possible. The Market Code of Conduct will be followed and the "Three Strike Rule" will strictly be enforced.

Please refrain from taking pictures of another vendor's booth, product or craft without their permission.

5.2 THREE STRIKES RULE: Vendors not complying will be subject to the following:

- **First Offense** – A verbal warning from the Market Manager.
- **Second Offense** – A verbal warning from the Market Manager followed by a letter in writing from the Market Manager stating the violation.
- **Third Offense** – Vendor will be asked to leave the Market immediately by the Market Manager. The Manager will be assisted by the presence of a Board Member. Vendor will be allowed to

grieve the removal at the next Board meeting. The Board will make the final decision if the removal is temporary or permanent.

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5.3 GRIEVANCE CHALLENGES: Any vendor may challenge another vendor's products' legitimacy or conduct by filing a written complaint with the Market Manager, in which they provide the name of the vendor and the product or situation they feel may not be in compliance with Market policies. The complainant must date the complaint and personally give the written complaint to the Market Manager. All attempts will be made to resolve the issues before the next scheduled Market day. This may include an inspection of premises, which will be carried out by a member of the Farm Inspection Committee. Healthy competition is encouraged but the Wenatchee Valley Farmers Market will not tolerate bad attitudes towards a customer or participant at the Market, will result in an automatic step "2" of the Code of Conduct. If resolution is not possible, the complaint will be referred to the Market Board.

6.0 LICENSES AND CERTIFICATION

6.1 SCALES: Vendors must provide their own scales if they wish to sell produce by weight. Scales are sealed, calibrated and tagged annually. Scales must be "Legal for Trade" and in compliance with the Department of Agriculture rules. ONLY certified scales are permitted in the Market and will be checked by the Market Manager. Scales must be in plain sight of the customer. Registered scales must be identified on the Master Business License. Any questions about your scale should be addressed to the WSDA.

6.2 LICENSES, PERMITS AND SPECIAL REQUIREMENTS: Vendors must submit copies of ALL required licenses and certifications with their application packet and are required to have them available for inspection during market hours. Please see the "WSDA Green Book" <http://agr.wa.gov/marketing/smallfarm/greenbook/>. **It is the vendor's responsibility to be aware of all of the regulations pertaining to their product. Processors must provide the location of the certified kitchen.** Vendors, including Harvesters and Service vendors are responsible for knowing whether they need additional permits and for obtaining them.

6.3 UBI TAX NUMBER: Vendors other than farmers selling farm produce are required by law to have a Washington State UBI tax number.

6.4 VEHICLE INSURANCE: All vendors must show proof of current automobile insurance for ANY vehicle brought into the Market.

6.5 SOME PRODUCTS REQUIRE ADDITION PERMITS AND LICENSES:

- Washington State Business License and UBI Number
- Washington State Nursery License (sellers of plants, seed, or bulbs for planting.)
- WSDA Food Processors license
- Washington State Egg Dealers License
- Certification of Organically Grown Produce
- Grade A Dairy Permits
- Department of Fisheries Wholesale License
- Food Service Establishment Permit

- Exemption from Food Establishment Permit Application
- Chelan/Douglas Temporary Food Establishment Permit
- Pesticide Applicators License (cherry sales)
- Washington State Business License/Resellers Permit
- City Business License
- Product Liability Insurance (policy amount minimum \$1,000,000)

It is the responsibility of the vendor to have the required permitting with them in their booth.

6.6 RETAIL SALES TAX: Business and Occupation taxes are responsibility of the vendor to have the required permitting with them in their booth.

6.7 PRIVACY: The Market will not release any information contained in these License/Permits, or sales reports to anyone unless first asked in writing by the vendor.

7.0 LABELING

7.1 PROCESSED FOOD INCLUDING HONEY: Processed food, including honey must meet Washington State labeling requirements. Generally, labels may be printed or handwritten. They must include the name of the product, the vendor/company name, the address if it is not in the phone book, the net weight/volume on the bottom third of the label and the ingredients listed in descending order of content. Vendors are charged with the responsibility to learn of and comply with labeling requirements from applicable agencies. Please refer to the WSDA “Green Book”

7.2 ORGANIC LABELING: If a product is labeled organic it must be certified as required by Washington State Law. Verbal or written declarations of organic status not certified or verified will result in termination of the vendor’s permit to sell. When an organic producer is also selling non-organic produce at the same stand, the non-organic produce must be clearly signed and separated from the organic produce. **Selling of some farm products requires a special permit. Please refer to the WSDA “Green Book.”**

7.3 BODY CARE PRODUCTS: Body care products must comply with state and federal regulations on labeling for “cosmetics.” Please refer to the WSDA “Green Book” and the Fair Packaging and Labeling Act (FPLA) www.ftc.gov/enforcement/statutes/fair-packaging-and-labeling-act.

8.0 HEALTH PRACTICES

8.1 HEALTH PRACTICES: All vendors must comply with sanitary procedures per Chelan-Douglas Health District, or other governing body. Any vendor found selling contaminated, unfit, or illegal foodstuffs, produce, or plants shall be suspended from selling at the Market until satisfactory clearance has been obtained from the Chelan-Douglas Health District, or other governing body. All vendors must wear shirts and shoes.

8.2 SAMPLES: Samples cut or prepared at the Market require the vendor (or at least one person at the stall) to have a Chelan-Douglas Temporary Food Establishment Permit and Health Board Food Workers

Permit and to have an approved warm-water wash station and otherwise comply with applicable health district regulations. Either a plastic or glass cover should protect all food samples. Single serve items (i.e. toothpicks, small cups) must be used. Please consult with the Chelan-Douglas Health District, (509) 886-6450. The only time produce may be given free is at the end of the market to an established non-profit organization (i.e. Food Bank) and a record of this donation MUST be listed on the Market Day Sales Form.

9.0 RESOURCES

<http://agr.wa.gov/marketing/smallfarm/greenbook/>

<http://www.cdhd.wa.gov/Food/Food%20formsAndApps/FoodformsAndApps.aspx>

www.wenatchee.gov

<http://www.dol.wa.gov/business/>

Chelan-Douglas Health District, (509) 886-6450

Market Manager, (509) 663-8712

10.0 MARKET MANAGER/DIRECTOR

10.1 MARKET MANAGER: The Market Manager’s job is to **UPHOLD** Market policies, defined by the Board of Directors in these Rules, Guidelines, and Policies.

This includes, but is not limited to:

- Overseeing Market setup, booth assignments, and collection of fees, providing information about applications and Market policies and assuring vendor compliance with ALL market rules.
- The Market Manager will make booth assignment decisions based on available space, the NEED for specific products, general flow, and overall good of the Market.
- The Manager will be responsible for public concerns and vendor complaints.
- The Manager is the conduit between vendors and customers. **The Market Manager has complete authority to interpret and implement policy at the Market, including the authority to deny or rescind stall space.** Vendor grievances shall be communicated to the Board of Directors.
- The Market Manager will maintain balanced representation of artisans, growers, processors, and concessionaires in stall assignments.
- The Market Manager will be onsite at all times to handle Market business and customer questions.
- The Market Manager is empowered to enforce the “Three Strike Rule” and expel vendors who do not abide by these Rules, Guidelines, and Policies. Decisions of the Market Manager may be appealed to the Board of Directors and shall require a majority vote to be reversed.
- The Market Manager cannot have a conflicting interest in the Market.

11.0 VENDOR INSPECTIONS

11.1 PURPOSE OF INSPECTIONS: The purpose of inspections is to assure that products sold at the Market are vendor produced as required in the WVFM rules, State and Federal agencies, and that the vendor lives and works within the geographical boundaries established by the By-Laws. Inspectors will note production capabilities of the facilities they visit. If a discrepancy is apparent, the Market Manager may deny the vendor access to the Market. This decision may be appealed to the Board for final resolution.

- The Board and/or Market Manager may request inspection of a vendor.
- Vending in the Market requires the vendor to submit to inspections.
- The Board of Directors has the responsibility for vendor inspections, as needed in accordance with this policy.
- The Board of Directors may delegate authority to inspection committee.

11.2 INSPECTION PROCESS AND GUIDELINES:

- The Market Manager will keep a record of inspections.
- Vendors with a change of address, change of sites, or change of other circumstances, must inform the Manager of such changes. Inspections may be required in these instances.
- Vendors may be inspected when complaints have been received by the Market Manager.
- If the inspection team cannot verify that a vendor produces his/her own product, the ability to vend may be denied by the Manager. The vendor may appeal to the Board of Directors.