



FIELDS FORWARD

Growing More Together

Kootenay Farms Marketplace Vendor Guidelines

All potential vendors must read and agree to our Vendor Guidelines prior to submitting an Application Form.

About Us

1. Kootenay Farms Marketplace is an initiative of Fields Forward Society, a non-profit, incorporated in February 2018, to develop collective initiatives addressing local food security and farm viability. Fields Forward was started in 2016 as project under the Creston and District Community Directed Funds., to meet the following goals: to support existing and emerging farmers; increase economic development in the Creston Valley – Kootenay Lake food and farm sector; develop locally appropriate food production, processing, storage, distribution and sales; and improve access to healthy local food for all Creston Valley – Kootenay Lake residents.

General

1. Kootenay Farms Marketplace is an online market designed for producers to reach customers to improve the access to and distribution of Creston Valley – Kootenay Lake area grown and processed foods. Kootenay Farms Marketplace will provide an online platform of local food products including information about who, how, and where the product was grown, processed or handmade. Kootenay Farms Marketplace will receive orders, notify producers, distribute the food, and process payments from the customer and to the farmer or food processor.

2. One must become a member of Kootenay Farms Marketplace and meet the requirements of Kootenay Farms Marketplace to qualify to sell on the on-line platform. The Kootenay Farms Coordinator and the Staff will approve vendors.

3. Each producer will be assigned a user name and invited to create a unique password as well as if needed, receive a one-on-one training session with the Kootenay Farms Coordinator or Kootenay Farms staff before selling online. It is each vendors responsibility to generate their own bios, and to add and manage their product inventory weekly. While the website is designed to be intuitive, our Kootenay Farms Coordinator or Kootenay Farms staff can assist producers experiencing problems. *However, fees may be incurred for additional training time.*

4. Approval of the vendor to the site will be based on the food/product categories and specific items they identify for sale upon application. Should a vendor wish to add a new item within a different food/product category, they must first obtain permission from the Kootenay Farms Coordinator and submit the necessary Interior Health regulatory paperwork as set out below. More information can be found by reviewing the Guidelines for the Sale of Foods at Temporary Food Markets, see the link at the bottom of this document.

The Order Cycle of Kootenay Farms Marketplace (Also known as a Sales Period)

1. Customers from the Creston Valley – Kootenay Lake area order and pay online (via their computer and mobile devices) ordering opens Tuesday at 12am until Monday midnight every week.
2. Vendors will receive a list of orders early Tuesday morning (called a pick ticket) after the virtual market has closed the night before. No orders can be placed for delivery after this time for same week delivery.
3. Vendors will deliver all pre-paid orders to Spectrum Farms on Tuesday from 2 pm until 6 pm. Vendors and customers will be informed via email well in advance of any time changes for delivery and pickup.
4. Producers will deliver their orders from the customer packing slip. Kootenay Farms Coordinator, and staff or volunteers will be there to assist. All frozen items will be stored in freezers overnight at Spectrum Farms, and all produce will be stored in walk-in coolers overnight until pick up the next day. For deliveries, the frozen goods will be placed in coolers and delivered to the customer., Customers will have to be home to receive the frozen goods or make arrangements for delivery of the frozen goods.
5. Unclaimed orders will still charged to the customer, and will go to Harvest Share if not claimed during the allotted time, or if the customer notifies us that day, an additional \$5 fee will be charged for delivery.
6. Final transactions for the purchase are processed on Thursday morning, allowing correction for any missing produce or rejected orders.
7. Vendors should update their inventory in time for the new selling period each week. Autofill occurs at the start of each sale period for those vendors who have products they wish to relist every week at a constant inventory volume. The selling period will go from 12am Tuesday until midnight, Monday each week.
8. The market will be open year-round, and closed for any time at the discretion of the

Kootenay Farms Coordinator and Staff. If there is a scheduled shut down vendors will be notified prior to this happening.

Membership, Fees and Commission Rates

1. Vendors can become members of the KOOTENAY FARMS MARKETPLACE for an annual fee of \$50.
2. Membership in KOOTENAY FARMS MARKETPLACE entitles producers to the following:
 - a. Access to KOOTENAY FARMS MARKETPLACE program
 - b. Ability to sell through the online market, Kootenay Farms MARKETPLACE
 - c. Opportunity to increase days of sales, and increase weekly volumes
 - d. Increase customer base by providing an alternative sales stream
3. Commission rate on Kootenay Farms Marketplace sales is set at 25% for members of the KOOTENAY FARMS. This rate will be reviewed annually by KOOTENAY FARMS Marketplace, and may be adjusted as required.
4. Vendors are responsible to upload products for sale each week, and set the price they wish to receive. The marketplace website program automatically adds a 25% markup to the listed price. For example, if you want your customers to pay \$10 for a product, you enter \$8 in the price field. ($\$8 + 25\%$ is \$10). If you would rather figure your price working backwards from your customer price, simply subtract 25% from your customer price ($\$10 - 25\%$ is \$8).
5. KOOTENAY FARMS MARKETPLACE will pay vendors every four weeks, on Tuesday for four prior sales periods. Vendors will be paid for all accepted orders. Payments will be available for pick up at Spectrum Farms, or by arrangement with the Kootenay Farms Coordinator.
- 7. If your product requires the collection of tax, you must notify the Kootenay Farms Coordinator upon application to the market.**

Accepted Products for Sale and Market Rules

1. In keeping with Fields Forward goal of strengthening local farms and food sustainability, products must be:
 - Consumable, only food items (no crafts)
 - Locally grown, made, baked, or processed (Make it, Bake it or Grow it)
2. All products from vendors will be reviewed by Kootenay Farms Coordinator and staff to ensure that the products are eligible for sale through KOOTENAY FARMS MARKETPLACE. KOOTENAY FARMS MARKETPLACE retains the right to verify the production claims and geographic production location of each item and ask for more information as required.

3. Products must meet standards for Food Products Sold through a Food Facility as outlined in the attached links at the bottom of the document.

4. All food products must be delivered market-ready: cleaned, bunched or packed in the correct quantity for each order, and labelled with product name that matches the website product name, farm name, and weight/quantity. The use of standardized labels will be optional and will be available for printing through the website and it is required that vendors use these labels.

5. All variable weight items must be marked with their actual weight upon delivery. KOOTENAY FARMS Coordinator, staff or volunteers will update customer invoices with actual weights to ensure customers pay the correct price. Producer must provide Kootenay Farms Marketplace with the proper pricing to update invoices.

6. All fresh produce must be bagged in food safe packaging consistent with Interior Health Guidelines, and the Guidelines for the Sale of Foods at Temporary Food Markets. Items normally sold in pints or other opened containers (strawberries, cherries, tomatoes, etc.) must be placed in a contained package to avoid spillage during the transport of the orders.

7. KOOTENAY FARMS MARKETPLACE reserves the right to refuse delivery of products that are not what customers ordered, underweight, or are spoiled, contaminated, or otherwise not acceptable for sale. Any orders rejected by the customer at time of pick-up due to issues of quality or quantity will not be sold and that part of the customer's order will not be charged nor will the vendor receive payment for that portion of their delivery.

8. Any vendor with three such rejections can have their rights to sell on the website removed, at the discretion of KOOTENAY FARMS Coordinator and Staff.

9. Any customer complaints post pick-up will be routed by Kootenay Farms Marketplace to the vendor and it is up to the vendor to decide how they wish to address the concern with the customer.

Production Systems and Related Claims

1. Vendors are responsible for disclosing information about their production techniques, products and ingredients.

2. Complaints or accusations of improper production practices or sourcing by others should be made to the KOOTENAY FARMS Coordinator in writing. This information will then be used by staff and/or board members to make a decision, for resolution and should not be part of the marketing of any vendor.

3. Any "Organic" claim must be accompanied by a certification number and name of the

certifying body. These products will be identified on the products listing with the organic certification number. KOOTENAY FARMS Coordinator and Staff reserve the right to remove unsubstantiated production claims on the online farmers' market website.

4. For any product containing multiple ingredients, all ingredients must be listed on the website in the product description field, or include a picture of the product label.

5. KOOTENAY FARMS MARKETPLACE is not responsible for the claims made by vendors about their products or practices. KOOTENAY FARMS MARKETPLACE does not make any guarantees relating to the pricing, quality, or safety of the food. These responsibilities lie solely with the vendors.

7. The following claims are not acceptable on the Kootenay Farms Marketplace Website SPRAY FREE OR CHEMICAL FREE, unless they can be proven with official documentation from a certifying body.

8. Regardless of production practices, (Conventional, Sustainable, Organic, Kootenay Mountain Grown) also please identify if you are part of the Environmental Farm Plan. Participating vendors shall make their farm/production facility available for inspection by the Board of Directors as needed.

Interior Health Standards for Food Products sold through a Food Facility Guideline for the Sale of Foods at Temporary Food Markets

1. All produce vendors must comply with the both Provincial and Federal government rules relating to weights and measures.

2. All fresh egg vendors must comply with the Interior Health rules relating to sales of farm eggs: Eggs must be clean and crack-free. See Guideline for the Sale of Foods at Temporary Food Markets.

3. All meat vendors must provide proof of certified slaughter and processing facility upon application to KOOTENAY FARMS MARKETPLACE and all meat products must be labelled with product type and name of slaughtering and processing facility.

4. All processed goods must be made in an Interior Health approved commercial kitchen/processing facility. A copy of the Interior Health inspection report must be provided upon application to KOOTENAY FARMS MARKETPLACE.

5. All foods that requires refrigeration or are frozen will be transported to the distribution centre under the applicable Food Safe Guidelines.

Standards for Sale of Non-food Items

KOOTENAY FARMS MARKETPLACE does not currently accept non-food vendors. This policy may be updated in the future at the discretion of the KOOTENAY FARMS Coordinator and Board of Directors.

Liability and Insurance

KOOTENAY FARMS MARKETPLACE assumes no liability for products represented in our site. All producers listing products for sale on the Kootenay Farms MARKETPLACE website are strongly advised to consult with their insurance provider for liability insurance.

Application Process

1. Vendors can visit Kootenay Farms Marketplace and download the required forms or contact Kootenay Farms Coordinator to have these forms sent to them.
2. Vendors are required to submit their Web Vendors Application Form, and all necessary Health paperwork requirements as required for selling at a Temporary Market.
3. Vendors must become a member of KOOTENAY FARMS MARKETPLACE, and must also submit a Membership Application form at the time.
4. Payment for membership can be made by cash or cheque made payable to Fields Forward Society. Applications will be reviewed by the KOOTENAY FARMS Coordinator and Staff. Payments will not be processed until a vendors' application has been approved.
5. If a vendor has submitted all the required paperwork and payments, following approval from the KOOTENAY FARMS Coordinator, they will activate an account for the vendor, contact them to schedule a training session if needed, and assist with getting their account set up and products listed properly.

<http://www.bccdc.ca/health-info/food-your-health/food-safety/food-premises-guidelines>

http://www.bccdc.ca/resource-gallery/Documents/Guidelines%20and%20Forms/Guidelines%20and%20Manuals/EH/FPS/Food/Guidelines%20-%20Sale%20of%20Foods%20at%20Temporary%20Food%20Markets_current.pdf