



# **Burns Lake Community Market Vendor Handbook 2017**

Approved April 7, 2017

## QUICK LIST OF GUIDELINES & STANDARDS

The Burns Lake Community Market (BLCM) and Burns Lake & District Chamber of Commerce (BLDCOC) strive to provide opportunities for local farmers, bakers, and artisans with a convenient location to sell directly to consumers, while also providing consumers a convenient place to purchase local, quality products at a reasonable price.

It is up to each vendor to know and comply with the laws, regulations and rules as specified by federal, provincial and municipal bodies, local health authorities and the certifying body the vendor belongs to or claims endorsement including Provincial and Federal sales tax requirements.

The following quick-list should be read and understood by all vendors and their staff attending the Market.

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1. BLCM welcomes vendors from across the province to the Market.
2. Pay for booked stall space in advance of Market opening to public for the day.
3. Cancel at least 48 hours before market day.
4. Arrive no less than 30 minutes and no more than 1 hour prior to specified opening of the Market. Contact the Market Manager in the case of an unexpected delay.
5. Remove vehicles from the market area 15 minutes before the official opening when vendor parking is not part of stall rental agreement.
6. Display proof of certification for organic, transitional, and/or food safety handling, as applicable.
7. Ensure that product pricing is displayed in a clear and obvious way.
8. Vendors are not to sell to the public before the specified opening time of the Market.
9. Sell only products that have been approved by BLCM and are of a quality that contributes to positive reputation of your business and that of BLCM.
10. Bring up complaints with the Market Manager rather than airing them publicly at the Market.
11. Refrain from the drinking of alcohol or smoking at the market. Personal pets are not to be brought to the Market.
12. Finalize sales activities by 10 minutes after market close. Be packed up & clear of the market site within 1 hour.
13. Move vehicles back into the vending area no sooner than 20 minutes after the close of market.

## GUIDELINES AND STANDARDS

A community market is a lively, busy and sometimes challenging environment. To ensure the success of the Market as an effective, equitable and enjoyable outlet for producers to sell products directly to consumers, BLCM has established the following guidelines and standards. Please familiarize yourself with them, as they are the basis for decisions concerning your participation in these markets. Your adherence is respectfully required.

If you have any questions about the standards or guidelines, we invite you to contact the Market Manager. These guidelines are reviewed on an annual basis by BLDCOC staff and the BLCM Planning Group.

Market management reserves the right to make exceptions to the guidelines from time to time.

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### APPROVED VENDORS (ALL CATEGORIES)

1. Approved vendors are those involved in the process of producing approved products, have read the Vendor Handbook created by BLCM and have been approved to sell at the Market.
2. By signing the application form and the Code of Conduct form approved vendors agree to abide by the BLCM rules.
3. It is the approved vendor's responsibility to ensure that their representatives at the market comply with all market rules and regulations.
4. Stall sharing is allowed if two approved vendors are present in the stall to represent their products.

### B. APPROVED PRODUCTS (ALL CATEGORIES)

1. Only approved products can be sold, displayed, or advertised at BLCM.

2. An application form must be filled out each year with complete information as to items offered.
3. If, after submitting the application, a vendor wishes to add an item approval must be received prior to the item being sold
4. All products for sale need to meet the laws, regulations, and rules as specified by federal, provincial, and municipal bodies, local health authorities, BLCM, and the certifying body the vendor belongs to. It is up to the vendor to know and comply with Provincial and Federal sales tax requirements.
5. Resale of purchased goods by vendors is strictly prohibited.
6. No flea market or second hand goods are permitted.

### C. STALL ALLOCATIONS & CANCELLATIONS (ALL CATEGORIES)

1. The vendor's location, stall size, and other factors of assigning a stall space shall be at the reasoned discretion of a market staff member.
2. Vendors who register for Market dates prior to start of the season will receive first choice of stall locations.
3. Vendors are asked to cancel at least 48 hours before market day.
4. For the first 2 times in the market season, vendors who cancel or change an assigned stall date with a minimum of 48 hours notice prior to Market day, will be refunded 100% of the rental fee. Cancellations with less than 48 hours' notice will not receive a refund. Beyond 2 cancellations in a market year, there will be no refund offered. (See Farm First policies for cancellations related to crop loss, damage, or late crops)
5. Cancellations without notice (i.e. no-shows) will be subject to a No-Show fee of \$20.00.
6. BLCM reserves the right to allow exemptions when circumstances surrounding a cancellation are due to emergency situations (i.e. Medical or family emergencies). These exemptions will be made on a case-by-case basis.

### D. PAYMENT, GUARANTEEING STALLS & LIABILITY INSURANCE (ALL CATEGORIES)

1. Payment is required by Market day prior to opening of Market.
2. Vendors who register and pay for more than three dates at one time will receive a 25% discount on their total charge.
3. Pre-paid stall assignments will be guaranteed up to 30 minutes prior to the Market opening. After this time, vacant spaces will be allocated on a first come, first served basis.
4. BLDCOC has a liability policy but it does not cover claims from a vendor for damage to product or person.  
**Vendors are encouraged to obtain their own insurance for their products and liability.**

### E. PRIMARY PRODUCER (FARM) VENDORS

1. Signage displaying growing methods of edible farm products is not mandatory, but when used, will follow these guidelines:
  - a. Farms and products that are not certified organic must not display signage that includes the phrases "organic" or "organically grown" or "non-certified organic".
  - b. Vendors who misrepresent non-organic products risk

receiving a rule violation or penalties levied by the Canadian Food Inspection Agency.

2. All other required permits and licenses must be brought to the market and made available when requested. (Example: Food Safe certificates)
3. Vendors wishing to sell prepared foods must meet the requirements of all prepared foods at the market. Please read Section F. Prepared Food Vendors and refer to the document "Guideline for Sales of Food at Temporary Food Markets".
4. All farmers producing food (farm, dairy, meat, and poultry) are subject to the document "Guidelines for Sale at Temporary Food Markets". Please refer to this document for additional information.
5. All vendors wishing to sample food products must meet requirements described in Section I. Sampling.

## F. PREPARED FOOD VENDORS

Before applying: Prepared Food Vendors should consult the Guidelines for Sale of Food at Temporary Markets available through Northern Health.

1. Vendors who sell prepared foods or sample edible products are required to have FoodSafe or MarketSafe.
2. Vendors who use a home-based uninspected kitchen are required to display a sign that is clearly visible to

the consumer at the point of sale stating that "THIS FOOD HAS BEEN PREPARED IN A CLEAN HOME KITCHEN AND NOT IN A KITCHEN INSPECTED BY A REGULATORY AUTHORITY". (BLCM has signs ready if needed)

3. Higher Risk Prepared Foods must be stored to maintain a temperature of less than 4 degrees C or if frozen, less and -18 degrees C. Eggs in a cooler require ice packs to maintain 4 degrees or below. Frozen meat or poultry can be rotated into coolers if the product is maintained in a frozen, hard state at all times.
4. All required permits such as FoodSafe and MarketSafe certificates shall be brought to the market and made available when requested.
5. Attach ingredient labels to all prepared foods sold to eat outside of Market. Display ingredients at point of purchase for items sold to eat at Market.
6. Prepared food labels should also include the name and contact information of the producer.

## G. MULTI LEVEL MARKETING VENDORS

1. BLCM accepts Multi Level Marketing vendors at the Market.
2. Only one representative from each business will be permitted to vend AND preference will be given to a local representative.

## H. FOOD SERVICE VENDORS (FOOD TRUCKS)

1. All Food Service Vendors must have a current Mobile Food Service Permit from an appropriate Health Authority, and be eligible to sell food at farmer's markets.
2. At least one operator must have completed FoodSafe. Submit Food Safe certificate upon application.
3. Food Service Vendors must carry liability insurance including product liability. **Burns Lake & District Chamber of Commerce must be included as an additional insured.** Submit proof of insurance prior to your first market date.
4. Food Service Vendors must provide their own power, as we cannot guarantee access to our limited power sources.
5. Stall locations are not guaranteed from week to week.
6. Food Service Vendors are to sell only the items described in their application or other items as approved by BLCM. Changes to menu offerings require prior approval from BLCM staff.
7. The area of the food service vehicle must be kept free of garbage and in good condition at all times.

## I. SAMPLING

1. Any vendor serving unwrapped prepared foods or portioning food on-site must have a hand washing

station setup and ready to use for the duration of the market. (Refer to Northern Health's "Guideline for Sales of Food at Temporary Food Markets".).

2. Customers cannot cut, divide, or otherwise portion product at the market.

## J. FARM FIRST POLICY

1. Full refunds will be given for farmers who need to cancel dates at the beginning of their season (i.e. crops are late) & at the end of their season (i.e. crops get early frost/drop off early) **only if the vendor cancels at least 48 hours prior to the market day.**

## K. SIGNAGE, PRICING & LABELLING

1. Vendors are required to display a sign bearing their business name.
2. All items for sale at the market must be clearly marked with their price. Pricing must utilize one or more of the following techniques:
  - a. Individual price stickers on each item
  - b. Individual price signs for each type of item
3. A list of prices on a large sign or board
4. BLCM does not regulate pricing.

**If you have any questions, please call 250.692.3773 or email [info@burnslakechamber.com](mailto:info@burnslakechamber.com)**

