



2021

Farmers & Artisans

Market

HANDBOOK

May this handbook serve to inform prospective and participating vendors of Sustainable Nantucket's Farmers & Artisans Market (SNFAM) policies and procedures. All vendors, at-market staff, and volunteers are expected to adhere to the items listed in this handbook so that everyone has a safe and enjoyable experience.

MISSION: Cultivating, Educating, and Promoting environmentally responsible choices...making a big difference on a small island

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CONTACT INFORMATION

Sustainable Nantucket
P.O. Box 1244
Nantucket, MA 02554

Office Phone: 508-228-3399

Market Manager: Alexandria (Allie) Penta
email: market@sustainablenantucket.org
phone: 978-380-0990

HOURS and LOCATIONS

MARKET SEASON: The downtown Market season will run Saturdays, May 29 - October 9, 2021 (19 weeks total). Please note, the 2021 Annual Town Meeting is taking place on Saturday June 5. To encourage civic engagement of our Market vendors and visitors, there will be no market on Saturday June 5.

TIMES AND DAYS: Weather permitting, the downtown Market will be open to the public on Saturdays from **8:30AM to 12:30PM**

LOCATION: Downtown Nantucket: Upper Cambridge Street and North Union Street.

ALTERNATE LOCATION: JULY 3, 2021: Due to the St. Mary's Fair, who is allotted these streets every year for their fair, the Market will be relocated **for that day only and extended to 2:00**. The Market will be relocated to Chestnut Street, between Federal Street and South Water Street. This location is smaller than our typical location; therefore vendors will be invited to participate on this date based on **application postmark date and variety of goods.**

A NOTE ABOUT OUR MARKET COMMUNITY:. We are a **close-knit** community with deep roots on a small island, where "everyone knows everyone" and we see each other in many different settings, wearing many different "hats" throughout the year. Hence, we rely upon each other to **uphold certain values and behaviors**. One long-standing tradition pertains to business ventures, where we endeavor not to step on each other's toes nor infringe upon each other. We refrain from duplicating another's products, and we even avoid creating products that look similar. We strive for each vendor to be unique and to find their own niche in order to enhance community, rather than to directly compete. If you are interested in joining our community, we invite and urge you to observe these traditions that are the foundation of our island community and of our Market.

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.

GOVERNANCE

MARKET MANAGER: All rules of the Market are enforced by the Market Manager or their appointed representative from the Sustainable Nantucket Staff/The Market Committee. The Market Manager has ultimate on-site authority. The Market Manager is responsible to the Sustainable Nantucket Managing Director, the Farmers & Artisans Market Committee and The Nantucket Sustainable Development Corporation (d/b/a Sustainable Nantucket) Board of Directors. If a vendor does not abide by the rules of the Market, the Market Manager may take any action deemed appropriate, including barring the vendor from the Market for that day and any future Market days. The Market Manager directs set-up, and decides any immediate issues affecting the overall Market. For any questions or concerns related to the Market, contact the Market Manager.

MARKET COMMITTEE: This group is responsible for the oversight of the SNFAM Policies and Handbook, Fees, Vendor Categories, and Grievances. The Market Advisory Committee is made up of the below members:

Market Manager (Alexandria Penta)

Peter Brace

Priscilla McIntosh

Aidan Feeney

Melissa Dudley

Misha Currie

Ciara Fritsch

SN Managing Director

Vendor Review Committee: This group is responsible for the review of all vendor applications to ensure the integrity and standards of the SNFAM. The Vendor Review Committee is made up of the below members:

Market Manager

Peter Brace

Ciara Fritsch

Priscilla McIntosh

Melissa Dudley

VENDOR CATEGORIES

Your products must be produced by yourself on-island. You are only allowed to vend items made by yourself that have been approved by the Vendor Review Committee. Any new items you wish to begin vending after the start of the Market must also be reviewed and approved by the Vendor Review Committee. Please note that this is a juried Market, and we reserve the right to deny applicants who do not meet our standards.

GROWERS: cultivate produce (including flowers, or nursery crops) on island from seed, bulbs, bare root or plugs, and care for, nurture, cultivate, and harvest the crops offered for sale. Beekeepers, egg farmers, seafood cultivators, and poultry processors are considered in this category. In order to be considered a grower, one must sell at least 70% grown items. **Resale items or grown plants purchased from another vendor are not permitted.**

VALUE-ADDED FOOD PRODUCERS: This vendor makes food items that have been altered from their original state by incorporating additional ingredients and processes (i.e. baked goods, handmade candies, pasta, jams, canned goods, etc.). Food vendors are required to carry a minimum of one (1) item that includes locally-sourced ingredients. This can be as simple as island-grown herbs or island honey.

ARTISANS: These vendors practice a craft or trade that creates functional or decorative items made by hand or using local production methods. **Items made by factory production are not permitted.** Artisanal work is reviewed by the Vendor Review Committee to ensure its integrity and authenticity, and may require a studio visit for verification.

- **What is an Artisanal Item?** The artisan must complete 2 out of these 3 steps in order for the item to qualify for sale at the Market (except for T-shirts, see below). All items must be approved by the Vendor Review Committee.
 1. Original idea/design created by yourself, and if drawn/drafted executed by yourself. Examples: a pattern for clothing; a painting for a card.
 2. Raw materials produced by yourself. For example, raw wool spun into yarn and woven into fabric from which a garment will be made; handmade paper from which a card will be crafted; shells or stones hand-cut to be made into jewelry; collecting clothing at Take It Or Leave It to repurpose.
 3. The assembly of the final product is done by yourself. Example: you silkscreen a repurposed and hand sewn T-shirt; you piece together a quilt; you assemble a necklace. *Exemption for silk-screening.* T-shirts may be silk-screened by someone other than yourself if they are screened on-island by an island business.
- **New Items.** After you have been approved and accepted, any new item and any new concept in jewelry or other shown items that were not on your application must be

approved first by the Vendor Review Committee. If you have been approved in previous years and are re-applying with new items or any changes in your setup, you must provide a detailed description & photos.

- **T-Shirts.** Blanks are not allowed. T-shirts must be hand-sewn (3 out of the 3 steps above).

MIXED VENDORS: There are two distinctions of Mixed Vendors.

- Mixed Artisan vends artisan-category products along with value-added and/or grower products.
- Mixed value-added and grower sells a balance of those products. “Balance” is defined as a visual display.

Your table must represent a visual display of the following percentages. If the mixture is of two vending categories, then the visual balance of products must be 50%/50%. If the mixture is of three vending categories, then the visual balance of products must be 33%/33%/33%. Visual display tools are allowed as part of those percentages. All products for sale must be reviewed by the Vendor Review Committee. If you would like to add to your product inventory post the application process, you must contact the Market Manager with photos of the proposed product for review before sale is permitted.

JUNIOR GROWERS OR ARTISANS: Junior vendors are between the ages of 12-18. If a Junior sells at the Market no more than 3 times per season, no annual fee will apply. If the Junior wishes to participate more than 3 times, a \$75.00 Annual Fee will apply. Juniors between the ages of **12-14 must be accompanied by a parent at all times.**

NEW CATEGORY OF FOOD PRODUCTION: please contact us re possible reduced fee structure.

SERVICE PROVIDERS: this includes hospitalities, human and holistic services (such as massage) or astrology readings. Fees for this category are the same as for artisans.

VENDOR GUIDELINES

APPLICABLE VENDORS: Residents of Nantucket County, with products that are **hand-made** or **homegrown** ON NANTUCKET by the vendor may sell at the Market. **Distributors** are **not eligible** to sell at the Market. Vendors may only vend items made or grown by themselves. Please see Market Rules #7 and #8 on page 13 for further details on who may vend.

RESIDENTIAL STATUS: Residing on Nantucket for at least 6 consecutive months full-time. The applicant must provide 2 forms of proof of residence and submit these documents with application. Applicable documents include current drivers license and either current utility bill or current lease agreement. If you are not a U.S. citizen, a work visa or green card must be supplied as one of your proofs.

VENDOR CAP: In order to keep a consistent variety at the Market, the Market Manager and the Vendor Review Committee may place a cap on overly represented vendor categories. When reviewing applicants, the committee looks for variety in relevance to other prospective vendors' products as well as materials used, craftsmanship, and date application was received. Diversity of merchandise is also considered. It is the Market's goal to have a balanced selection of products at each and every Market. Therefore, when applying for Market days via your application, please be aware that those are requests, and all desired Market days **may not be granted**.

VENDOR ALTERNATE LIST AND WAITING LIST: Vendors that are not granted all their requested dates will be placed on an **ALTERNATE LIST** and notified if the Market has available space. Vendors that are not accepted into the Market due to a cap placed within their category will be placed on a **WAITING LIST** in the event space becomes available.

Vendors supply their own tents, tables, chairs & other set-up materials. The application process reserves a space for the vendor's set-up.

INSURANCE: We require that all vendors carry insurance. Please see page 9.

VIRTUAL MARKET PARTICIPATION: The virtual market is a new feature on our website allowing website visitors to search and browse for vendors and their respective offerings. This is a new opportunity for Sustainable Nantucket to offer another platform of exposure for its market community of vendors and growers. Approved vendors are required to participate in Sustainable Nantucket's online Virtual Market platform. Participation in this online platform includes providing the Market Manager and SN Managing Director with information including Business Name, Vendor Bio, Contact Information including Email, Website, Facebook, Instagram and/or Etsy information. We will be happy to offer our assistance with enhancing your presence in the virtual market, inclusive of product shots and vendor highlight interviews.

VENDOR FEES

Application and Vendor fees are the most important source of revenue for the Sustainable Nantucket Farmers and Artisans Market. They are a critical component to maintain overall market operations and ensure the success and continuation of the market. These fees cover our cost for all required permitting from the Town of Nantucket, advertising, promotional materials, and market equipment including tents, tables, barricades, signs and banners. Weekly table fees have been adjusted to reflect increased cost of operations and to ensure compliance with COVID-19 standards. We are implementing a volunteer incentive program to help recruit a consistent volunteer group for our market season. Understanding the importance of the SNFAM to our vendors and island community, we do not want to jeopardize our operational permit in any way by non-compliance. A strong volunteer group will help ensure compliance with COVID-19 regulations and help us have a successful season.

ANNUAL APPLICATION FEE: Once confirmed as a vendor for the Market, the annual application fee is *non-refundable and non-transferable*. Checks are to be made payable to *Sustainable Nantucket* or send a venmo to our account @SustainableNantucket.

Before May 4	\$150.00
After May 4	\$175.00
After Aug. 15	\$85.00

WEEKLY TABLE FEE: Is determined by the **type of item** a vendor sells and the **size of their set-up**. Fee will be collected Saturday mornings by the Market Manager by 10:00am. The Market Manager will verify your weekly fee once your application is approved , and again if your display changes. Vendors must be prepared with either check (payable to *Sustainable Nantucket*), cash or venmo @SustainableNantucket to pay the fee at time of collection (by 10am). A complete receipt will be sent to the vendor at the end of the season. The weekly fee is *non-transferable and non-refundable* unless the Market is cancelled due to weather.

10x10 Tents - Individual	6ft Table & Smaller
Grower: \$25	Grower: \$15
Value Added: \$40	Value Added: \$30
Artisans: \$70	Artisans: \$50
Mixed Artisan: \$55	Mixed Artisans: \$40
Mixed Value Added & Grower: \$30	Mixed Value Added & Grower: \$20
	Junior: \$10
10x10 Tents- Shared (2 Max)	8ft Table
Grower: \$15 each	Grower: \$20
Value Added: \$25 each	Value Added: \$35
Artisans: \$40 each	Artisans: \$55
Mixed Artisans: \$30 each	Mixed Artisans: \$45
Mixed Value Added & Grower: \$20 each	Mixed Value Added & Grower: \$30
	Junior: \$15

TENTS: Allocation of tent spaces are at the discretion of the Market Manager and the Market Committee.

ONE DAY MARKET PERMIT: *One Day Market Permits* are available for insured vendors on a case by case basis pending review by the Market Committee. ACT Insurance is a good option for single

day market insurance. Please contact us for more information should you be interested in a one day market permit.

INSURANCE

ALL VENDORS are REQUIRED to provide proof of a 1 million dollar per occurrence **Product and General Liability Insurance** and name SUSTAINABLE NANTUCKET AS AN ADDITIONAL INSURED. All **GROWER** vendors who use a **TRUCK** in their display are REQUIRED to provide proof of **Commercial Auto Insurance**. Please speak with your insurance or legal representative regarding whether your existing coverage (i.e. current Auto & Homeowners Insurance, Renters Policy, and/or Craft Organization/Guilds) will be sufficient for your potential liability. **It is the vendor's responsibility to personally hand in or email their proof of insurance.**

ACT (Artisans, Crafters and Tradesmen) Insurance

<https://www.actinsurance.com/artisans-insurance>

Phone: 844-520-6991

Great American Insurance Group (through Indie Business Network)

Veracity Insurance Solutions, LLC

Phone: 888-568-0548

RLI Insurance Company

<https://www.rlicorp.com/business-owners-insurance>

Phone: 800-331-4929

Sustainable Nantucket encourages its potential vendors to investigate a range of insurance options, including “event insurance”, before applying to the Market. In general, policies may range between \$200 - \$425, depending on the type of business. You may also want to ask your insurer for insurance just for the duration of the Market (rather than all year).

DISPLAY AND SET UP/BREAKDOWN

WHO MAY STAFF YOUR TABLE: **Artisan vendors** must be **personally present** at their booths in order to sell their items. Artisans who are owners of the business may vend if their status as such has been clearly stated on the initial Market Application, or afterward in writing. Artisans who

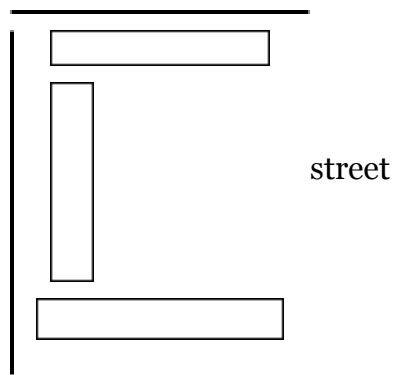
are not owners of the business must submit a request to vend (via email or in writing) to the Market Manager, and may only vend if approved by the Market Committee. The Vendor Review Committee vendor review process includes a studio visit and interview, and may take up to 3 weeks to complete. The Market encourages **grower and value-added vendors** to have a strong personal presence at their displays throughout the Market season. If a value-added or grower vendor is not coming but sending an employee, they need to let the market manager know at least 24 hours ahead of time.

VENDOR DISPLAY SPACE: The Market Manager will assign you a space within the Market area each week. *SNFAM is unable to provide consistent vendor locations* due to the ever changing dynamics of vendor participation, and other unforeseen circumstances that may affect the weekly Market map. Set-up is at the discretion of the Market Manager. **REMEMBER:** Please be flexible. The goal is to create a layout that is complementary to all vendors and to the Market as a whole. The Market is not obligated to provide water, shade or electricity to vendors.

BE UNIQUE: Your display and items must strive to be unique (ie. not the same as others). It benefits you and the Market as a whole when your products and your display (including tent, table and furniture) distinguish you. Demonstrations at your table are encouraged. In order to help the public understand that you make the products, you may also wish to include photographs of your creative process, or wear a name tag to identify you with your handmade product.

VENDOR TABLE DISPLAY: All vendors must have a visible sign for their business.

If you are a vendor with a tent, you will need to arrange your tables so that they are up on the sidewalk as much as possible. The reason is to **reduce congestion** on the narrow street. The idea is to invite the public into your tent. Product displayed on the street tent legs attracts people into your tent. One suggestion is to set up the tables in a “U” formation. Whatever the design you choose, tables must **not front the street**. Please see the diagram below.



If you are a vendor with a table, the Market Manager will let you know whether you set up on the sidewalk or on the street. The reason is to reduce congestion on the narrow street and to respect the needs of our storefront partners. Depending on where in the Market you are located, setup could be either on the street or on the sidewalk and depth of space will vary.

Set-ups must be windproof, to protect people from blow-overs on blustery days at the Market. All vendors who wish to erect tents or umbrellas on site during a normal period of Market operations, including the set up and break down period, are required to have their umbrellas or tents sufficiently and safely anchored to the ground, utilizing sandbags or other appropriate weights, from the time their shade is put up to the time it is taken down. Any vendor who fails to properly anchor his or her shade will not be allowed to sell at the Market on that Market day, unless that vendor chooses to take down and stow the tent and sell without it. The safety of Market customers, vendors and volunteers is the Market's highest priority.

Self-contained kitchens in motorized trailers are not allowed. Food vendors must be able to move their set-up onto the site, without damage to the area.

SET-UP AND BREAKDOWN:

It is essential that vendors minimize the presence of their cars on the street. For set-up, if you wish to drive onto the street you **MUST** arrive and be gone before 7:30am. After 7:30am the street is **CLOSED**. Unload quickly and immediately move your car, then return for set-up. Likewise, for breakdown, pack up your booth first, then get your car, load quickly and remove your car. We ask for everyone's patience **AND** compassion with each other. Please note, only the Market Manager or Market staff may move a police barricade.

Vendors are required to be on site NO LATER THAN 8:00 AM and MUST BE FULLY SET UP BY 8:30 AM in order to participate in that day's Market. Arriving late is disruptive to the Market. If a vendor arrives after 8:30am, the vendor's original location may differ from the map sent out the day before. However, please remember this map is not confirmed, and vendors should always check with the Market Manager before they begin setting up as circumstances may have changed.

Vendors are **required** to stay for the entire Market day, unless they sell completely out of their product. If a vendor does successfully sell out within the Market time, the vendor may take their cash box and leave the Market, but **MUST** leave their table and sign until the Market ends. Removing tables during the Market is disorderly and changes the layout dynamic. Vendors are responsible for taking down their set-up, disposing of their own garbage, and leaving their spot trash-free, after 12:30pm.

VENDOR ASSISTANCE AT THE MARKET:

Each vendor is required to assist **TWICE PER SEASON** in the set up **or** break down of the overall Market, which takes approximately 1 hour. Please use the application to indicate which dates you would be available to help. Assisting in setup and breakdown greatly helps the Market Manager, freeing the Manager to give more attention to vendors and other on-site needs. For a description of Standard Operating Procedures for setup/breakdown, please contact the Market Manager.

PRICING: All vendors are required to have prices visible to customers. The SNFAM is a retail market. Prices charged should be comparable to pricing in the community. Intentional

undercutting will be considered an unfair practice and may result in expulsion from the Market upon review by the Market Manager and Sustainable Nantucket. It is of key importance that Market vendors have price points in all ranges, in order to keep with the theme and values associated with the Market.

PLEASE NOTE: Each application will be reviewed by the Vendor Review Committee who will decide if a product is beyond the scope of the Market, and might be best suited for another venue.

CANCELLATION POLICIES

VENDOR CANCELLATION WITHOUT PRIOR NOTICE:

Vendors must notify the Market Manager **by 12:00PM sharp on the Friday before Saturday's Market**, if they will be unable to participate in a Market they have committed to attend. If the Market Manager is not notified before **12:00PM the Friday before the Saturday Market**, vendors will be charged their weekly fee. Catastrophic and emergency events will be considered on a case-by-case basis. To give advance notice: Please call or text the Market Manager at 978-380-0990 or email market@sustainablenantucket.org.

EMERGENCY ONLY on MARKET DAY:

In case of emergency cancellation on Friday night or Saturday morning, please contact the Market Manager no earlier than **6:30am**: Market Manager cell #: **978-380-0990**. **Call or text.**

WEATHER CANCELLATION POLICY:

The SNFAM will be held if the satellite radar indicates only possible showers. High winds, above 25 mph are cause for cancellation. It is the responsibility of the vendor to come prepared for possible inclement weather with towels, umbrellas, weights, and/or a tent. The Market Manager will decide if the Market is delayed, canceled or confirmed by 6:45am the morning of the Market.

IF THE MARKET IS CANCELLED:

If the SNFAM Manager cancels the Market due to weather, participating vendors will be notified via email.

MARKET RULES

CODE OF CONDUCT:

All members of SNFAM will behave towards Market customers, staff, volunteers, and each other in a professional manner that fosters a sense of Market community, camaraderie, and a spirit of cooperative involvement that promotes the Market as a whole to the Nantucket community.

1. Vendors will dispose of their trash and clean their surrounding area after breakdown.
2. Vendors are responsible for their own booths, chairs, tables and sun/rain covers.
3. Umbrellas and tents must be anchored and secured.
4. All vendors must display a sign at their table with name and/or business name. Signs should be well designed, appealing, attractive, and with lettering large enough to be seen by Market customers.
5. Prices for all items on display should be clearly marked with individual price tags, signs, or large legible sign boards.
6. Vendors are encouraged to give the elderly a 10% discount.
7. Who May Staff Your Table? **Artisan vendors** must be personally present at their booths in order to sell their items. Artisans who are the owners of the business may vend if their status as such has been clearly stated on the initial Market Application, or afterward in writing. Artisans who are not owners of the business must submit a request to vend (via email or in writing) to the Market Manager, and may only vend if approved by the Vendor Review Committee. The Vendor Review Committee vendor review process includes a studio visit and interview, and may take up to 3 weeks to complete.
8. Who May Staff Your Table? The Market encourages **growers and value-added vendors** to have a strong personal presence at their displays throughout the Market season. If a value-added or grower vendor is not coming but sending an employee, they need to let the market manager know at least 24 hours ahead of time.
9. All vendors will be required to complete INDEMNITY/RELEASE SECTION of Vendor Application.
10. In an effort to be mindful of our fellow tenants during the COVID-19 pandemic, market vendors are NOT permitted to use the restroom at the Sustainable Nantucket office. Public restrooms at

the Visitor Center (25 Federal Street) and Town Pier (34 Washington Street) are open at 9:00AM.
<https://www.nantucket-ma.gov/DocumentCenter/View/6162/Public-Restrooms-Map?bidId>

11. Vendors may not smoke on Market grounds.
12. Vendors may not be under the influence of alcohol or drugs during Market hours, nor have alcohol or drugs on the Market premises.
13. Vendors may not have personal pets on the property with the exception of assistance animals.
14. No “flea market,” or “yard sale” items.
15. No live animals may be sold at the Market, unless approved by the review committee.
16. All vendors must wear shoes and shirts at the Market. A general neat appearance for all Market participants is expected.
17. There shall be no discrimination regarding race, color, creed, sex, religion, age or national origin.
18. No hawking, shouting, or loud barking.
19. No selling one’s wares in an aggressive manner.
20. No political or religious campaigning.
21. No gruesome or grotesque images.
22. Vendors are expected, at all times, to behave in a courteous and professional manner both with the public and with their fellow vendors. Vendors are expected to be civil at all times. No bullying, slandering, yelling, or other aggressive and/or intimidating behavior will be permitted. *Please remember that as a vendor, you are representing the market and the organization as a whole. A violation of this will result in missing a market or immediate dismissal from the market, at the discretion of the Market Committee.*
23. If you have an issue with anything that is happening at the Market, please talk with the Market Manager. Please allow 2-3 weeks for the Market Committee to review any issues.
24. If a grievance has been filed against you, you (and your employees/helpers) may not enter the booth of the vendor who lodged the grievance.
25. Sustainable Nantucket is not responsible for any tickets incurred while you are parked downtown during the duration of the market. We recommend either arranging to be dropped off and picked up; or to park your car in the Town public parking lot located on Washington Street. Please avoid parking on neighboring streets as we’d like to leave these spaces available for the public interested in visiting the market or other neighboring businesses downtown.

PLEASE NOTE~ Vendor locations will be randomly chosen each week. DEPENDING ON THE CIRCUMSTANCE, LOCATION CHANGES MAY BE MADE ON MARKET DAY, AT THE DISCRETION OF THE SNFAM Manager.

ARTISAN GUIDELINES

It is of great value to Sustainable Nantucket and the Market to be a part of encouraging, creating and helping to establish new opportunities of entrepreneurship. This means bringing your ideas and needs to island people, instead of using off-island services that have already been established. (i.e. bringing your printing or silk screening needs to an Island business or sole proprietor.) It is our hope that if these services do not yet exist on island, perhaps we can encourage them to be established or to expand with the prospect of future business.

MADE ON NANTUCKET REQUIREMENTS:

Recognizing Nantucket's current lack of certain materials and manufacturing capabilities, off-island materials may be used in the formation of your MADE ON NANTUCKET products. Sustainable Nantucket strongly encourages each vendor to start the off island material search on the Cape, then throughout the State of Massachusetts, then to the Greater North East, etc. Products cannot however, be sent off-island to be finished. **Therefore, all items must be constructed/finished on the island of Nantucket.** The SNFAM Manager and The Vendor Review Committee will make the final judgment on the suitability of any specific vendor's operation for participation in the Sustainable Nantucket Farmers & Artisans Market. The Vendor Review Committee reserves the right to visit farms, studios, or locations where items are grown or made, to ensure they are made on Nantucket.

MATERIALS:

Crafters are encouraged to use natural materials, hand-make as much of their product as possible, and source their materials in the manner stated above. If materials are bought off island, please indicate from where they are purchased on application. Materials origin will hold weight in the review process. **Please see page 5 for what qualifies as an artisanal item.**

APPLICATION PRODUCT DESCRIPTION:

All products for sale must be reviewed by the SNFAM Manager and the Vendor Review Committee via photos submitted with the application. If you would like to add to your product inventory after the application process, you must contact the Market Manager with photos of the proposed product for review before sale is permitted. For details on vendor design protection, please see the information sheet *Copyrights, Patents, Trademarks and Designs*.

MA SALES TAX:

All vendors are responsible for being informed about MA Sales Tax Code, collecting, reporting and remitting sales tax. **All vendors are required to have sales tax certificates on site at every Market. Certificates must also be submitted with application. EXEMPTION: All food products and clothing are TAX EXEMPT.**

Sales of goods by children of Market vendors are subject to the same sales tax regulations as sales by Market vendors. Parents should assure that they and/or their children are properly registered as a Massachusetts vendor, and that taxes are collected and remitted upon such sales as required.

Juniors are like any other Market vendor in that if their product is not tax exempt, they must collect and register (or use their parent's sales tax registry) in order to remit sales tax.

Massachusetts Dept. of Revenue: 100 Cambridge Street | Boston, MA 02204
Phone: (617) 887.6367 Website: www.mass.gov/dor

What our Farmers and Artisans Market requires is a **Sales and Use Tax Registration**. You will need to apply to the state for this. For more information on registering with the DOR to collect sales tax, go to: <https://www.mass.gov/guides/sales-and-use-tax>

GROWER GUIDELINES

The Market provides a venue to sell locally grown produce. The Vendor Review Committee reserves the right to visit farms, studios, or locations where items are grown or made, to ensure they are made on Nantucket by the vendor. Growers will always have priority during SNFAM events.

MADE ON NANTUCKET REQUIREMENTS:

Vendors are not permitted to purchase any grown plants to resell at Market. All plants and/or produce must be grown by seller. This will be verified by on-site Market Manager and by Vendor Review Committee site visits. If not complied with, vendor will be asked to remove the item in question from their display.

ORGANIC LABELING:

SNFAM encourages growers to use organic and sustainable practices whenever possible. The Market strongly encourages using Baystate Organics as the primary form of certification. Evidence of certification must be advertised in plain view within display and in an appropriate size easily visible for customers. Signs **MUST** list which organization you've been certified by and in which state they are located. **Certification documents must be provided with an application.** Use of the term "certified organic" is restricted to items which have been certified by a recognized certification agency.

Baystate Organics Office: 1220 Cedarwood Circle | N. Dighton, MA 02764 | Phone: (774) 872-5544
Fax: (774) 872.5545
Email: baystateorganic@earthlink.net | Website: www.baystateorganic.org

Vendors may advertise their produce and value-added products as "natural," "unsprayed," and/or "organic" without formal certification from any agency. All vendors are required to advertise truthfully and to respond to customers' questions in a fair manner.

CERTIFIED SCALES: If you intend to sell by the pound, you must bring your own certified calibration scales. If you do not own a calibration scale, we recommend pricing your product by the unit. Local weights and measures inspectors must certify or seal all weighing devices - there may be a small charge. Check with the Health Director of the Nantucket Health Department to be sure that you comply.

Nantucket Health Department: | 3 East Chestnut St, Nantucket, MA 02554
Ph: 508-228-7200 ext 7014 & 7020 Fx: 508-325-6117
Roberto Santamaria, Health Director | rsantamaria@nantucket-ma.gov

GROWER CO-OP TABLES:

Our objective is to support grower vendors (**including egg or seafood vendors**) who would like to participate as a vendor but may not have enough products to justify participation as an individual. If you are a grower interested in selling surplus, or just starting a larger scale production business but are unsure of your yield, consider joining together with others to form a **Grower Co-Op**. For more information, feel free to contact Sustainable Nantucket.

Regulations:

1. All group partners' names, phone numbers, email addresses and garden/farm locations must be present on application.
2. One annual fee is required per group.
3. Each group must identify a contact who will be the Market Manager's point person for all communication.
4. Weekly Fee must be paid weekly, by whoever is present at the table on Market Day.
5. Each group must have a sign with **each individual grower's name** displayed for customers to see.
6. *The Vendor Review Committee* will visit each grower's operation.
7. Group tables are available to growers only, artisans and prepared food vendors **do not** qualify.
8. Group table vendors must adhere to all of the same general vendor and grower specific rules, regulations and requirements as outlined in the Handbook in addition to these requirements.

VALUE-ADDED FOOD PRODUCER GUIDELINES

(pies, cakes, breads, pasta, jams, candy, canned food, etc.)

The Market is committed to bringing high quality value-added products to the Community. Any goods that are not of sufficient quality may be removed from sale by the Market Manager.

SANITARY REGULATIONS:

All vendors must follow appropriate sanitary procedures. It is each vendor's responsibility to stay informed about and comply with state and local health regulations governing the production, display, distribution, sampling and sale of their products necessary for their particular operation. Any vendor found selling contaminated products shall be suspended from selling at the Market until satisfactory clearance has been obtained from the MA/Nantucket Health Department.

ALLERGY CERTIFICATION:

All food vendors are **required** by the Nantucket Health Department to be issued a Massachusetts certificate of allergen awareness training. **Please visit: www.mafoodallergytraining.org to receive your training and certificate. There is a \$10 charge per person for this training.**

Upon completion, please submit a copy of your certificate to the Health Department, as well as to Sustainable Nantucket. Also, the food vendor must have a copy of their certificate present at each Market day.

Required: Food vendors must include a sign on their display stating: *“Please inform the food vendor if the purchaser has a food allergy.”*

HEALTH DEPARTMENT REQUIREMENTS:

All value-added products sold at the Market must be manufactured in a licensed food establishment, or a licensed residential or commercial kitchen as appropriate. Copies of commercial and residential kitchen permits, retail food establishment permits or food manufacturing licenses at which the food was prepared should be available at the Market location. **You must submit a list of all food items you intend to vend as approved by the Health Department with your Market application.** You are not allowed to vend any food item that has not been approved by the Health Department.

PHF VENDORS:

All potentially hazardous food (PHF) vendors are required by the Health Department to be Servsafe certified. Please include a copy of this certificate with your application.

MADE ON NANTUCKET REQUIREMENTS: Foods may not be purchased elsewhere for resale at the Market. Food may not be commercially prepackaged.

NEW ITEMS

If you would like to add to your product inventory, please submit the item(s) to the Market Manager **2 weeks** before you intend to vend the item(s), with photos & description of the proposed product for review.

SAMPLING: Sampling is NOT permitted at the Market. **For more information on how to comply with licensing regulations, please see the BOH Guidelines.** These can be obtained by contacting Sustainable Nantucket.

<p>Nantucket Health Department: 3 East Chestnut St, Nantucket, MA 02554 Ph: 508-228-7200 ext 7014 & 7020 Fx: 508-325-6117 Roberto Santamaria, Health Director rsantamaria@nantucket-ma.gov</p>

Grievance Policy

Resolution of Grievances

It is the policy of the Sustainable Nantucket Farmers & Artisans Market (SNFAM) that all staff, volunteers, vendors, and customers be treated in a fair and equitable manner and that vendors adhere to established policies and procedures. We also expect Market vendors to conduct themselves in ways that do not harm the SNFAM or the community.

Steps for Grievance Resolution

In the event of a conflict, please observe the following steps in this order:

1. All Market vendors are encouraged to resolve difficulties **in private on a one-on-one basis outside of Market hours. Confrontations or discussions on matters of conflict at the Market are strictly forbidden.**
2. If the dispute continues, the Market Manager may facilitate and mediate a discussion during office hours at the Sustainable Nantucket office or other suitable venue.
3. If the dispute continues beyond step #2, the grievance should be documented in writing using the Grievance Form. Written grievances must be lodged with the SNFAM Market Manager with fourteen (14) business days of the occurrence.

Once A Grievance Form Is Submitted

If the Market Manager validates the grievance claim, the written complaint forwarded promptly to the Market Committee for immediate distribution to all of its members. Within five (5) days of distribution, the Market Manager shall convene a meeting of the Grievance Committee (comprised of the Market Manager and all Market Committee members).

In the sole discretion of the Market Manager, the aggrieved party and one (1) guest may also be allowed or attend all or any part of said meeting at which he or she may make an oral presentation in support of his or her position not to exceed fifteen (15) minutes. The purpose of the meeting shall be to discuss the grievance and reach a determination as to its disposition. The disposition shall be determined by a majority vote of the committee members and shall be communicated to the aggrieved party within two (2) weeks of submission of the written complaint.

If a grievance or appeal is not initiated within the time sets set forth herein, it shall be waived.

The Market Manager is authorized to deny or restrict a vendor or vendor representative's access to the Market for failure to follow Market Policy and Procedures. During the grievance process, the violator must adhere to the original penalty with no right of restitution for any losses.

Penalties For a Validated Grievance Claim

- First offense: written notice.
- Second offense: loss of one Market day during high season.
- Third offense: dismissal from the Market for the remainder of the season.

Grievance Form

The Sustainable Nantucket Farmers and Artisans Market (SNFAM) is designed to support and strengthen our traditional industry of agriculture; to support the local economy and encourage entrepreneurs; and to help keep downtown vital and to enhance our experience of community. The mission of Sustainable Nantucket is to preserve the community character of Nantucket while sustaining its economic and environmental vitality. This Grievance Policy and Form were developed to ensure that vendors and products at the Market adhere to this mission and provide safe, quality products at fair and reasonable prices to shoppers.

The Market Manager has the right to restrict or deny any vendor from selling at the Market for failure to follow the Market guidelines and rules. Any problems, concerns or complaints that could not be resolved in private between the aggrieved parties outside of Market hours must be immediately directed to the Market Manager and filed within one week of occurrence. Grievances that cannot be resolved by the Market Manager will be reviewed and settled by the Market Committee.

If you feel that a vendor or any Market participant has acted in a way that compromises the Sustainable Nantucket Farmers & Artisans Market mission or violates the vendor guidelines and rules, please supply the following information: (A check for \$50.00 payable to Sustainable Nantucket must accompany this form.)

Your name: _____

Phone number: _____

E-mail address: _____

Name of the vendor in question: _____

Infraction(s) or violation(s): _____

Date of occurrence: ____/____/____

I have read the Sustainable Nantucket Farmers & Artisans Market Vendor Handbook and the grievance policy. I agree to all terms and conditions of the Sustainable Nantucket Farmers & Artisans Market. I hereby certify that the above information is truthful to the best of my ability.

Your signature: _____ Date: ____/____/____

*Date received: ____/____/____ Received by _____



P.O. Box 1244 Nantucket, MA. 02554
14 Federal Street; 2nd Floor - Downtown Nantucket Office

For more information, or to apply to the Market, contact:

Phone: 508.228.3399

Email: Market@SustainableNantucket.org