

2025

Salem Community Markets



VENDOR HANDBOOK

Saturday Market

Mission Statement:

The mission of Salem Saturday Market is to provide growers of agricultural products, producers of locally prepared foods, artisans and crafters with the opportunity, services and sites to market their products; to provide all members of our community with a vibrant gathering place; and to strengthen and encourage community support of local, sustainable agriculture in order to help preserve the Willamette Valley's unique agricultural heritage.

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GENERAL INFORMATION

This vendor handbook outlines the rules and guidelines that apply to all markets operated by the Salem Saturday Markets, dba Salem Community Markets (SCM). The terms “SCM” and “SSM” are used interchangeably to refer to all markets managed by the Salem Community Markets. The terms “vendor” and “member” are used interchangeably throughout and should be determined to mean one and the same.

The Market may allow all quality products that are legal at the local, state and federal level. The Market has the right to refuse any product that does not align with SCM values. We prioritize local agriculture and business, excellence, innovation and community that promote a wholesome family friendly environment. The Market reserves the right to refuse membership to any applicant.

The Market also reserves the right to modify this vendor handbook to clarify issues or circumstances that may not be addressed directly. The Market does not discriminate on the basis of race, color, religion, gender, sexual orientation, national origin, age or disability.

THE MARKETS

The purpose of all Salem Community Markets is to provide a venue for vendors to share farm fresh produce, meats, cheeses, baked goods, nursery plants, flowers, wines, and artisan crafts. Some market locations limit vendor product participation. All market vendors are juried to assure that only top quality handmade or homegrown products are sold at the market. All markets operate rain or shine, except under extreme circumstances. Please refer to the Inclement Weather Policy below for market cancellation procedure.

Salem Saturday Market - State of Oregon's "Green Lot" at Marion and Summer Streets NE

Monday Hospital Market - Salem Hospital – Breezeway between Building A & C

Wednesday Chemeketa Market - Chemeketa Community College Ag Building

Thursday West Salem Farmers Market - Edgewater Street between Gerth & Kingwood

THE BOARD OF DIRECTORS AND EMPLOYEES

The Salem Saturday Market (SSM) is a non-profit corporation formed in 1998 for the mutual benefit of its members under (501)(c)(6). Salem Saturday Market is governed by a seven-member Board of Directors elected by members. Salem Saturday Market dba Salem Community Markets operates several markets in the Salem area. Currently, those markets are Salem Saturday Market, Monday Hospital Market, Wednesday Chemeketa Market, Thursday West Salem Farmers Market, and the Salem Holiday Market.

Elections are held in July and members in good standing (no violations on file) are eligible to run for the Board. The Executive Committee of the Board of Directors supervises all Market employees, including the Executive Director, Market Manager, and other market employees.

The Board is always accessible to the membership. Please respect their rights as vendors when they are selling at the Market(s), and discuss Board issues at their convenience, or schedule time at a Board meeting.

The Board of Directors consists of member volunteers who meet to determine the policies and procedures governing the market. In accordance to the Salem Saturday Market By-Laws, Vendor Application Guide and Vendor Handbook. The Board meeting schedule will be available upon request from Market office.

The Executive Director manages the day-to-day operations of the organization behind the scenes.

The Market Manager is onsite each market day to supervise activities required for the daily functioning, uphold by-laws, implement and enforce rules & guidelines. The Market Manager acts as a conduit between vendors, customers, the Executive Director and Board of Directors.

Market Staff is there to provide a safe space for customers to receive information, run EBT/Square transactions, help with market set up/takedown, and answer questions.

The Board of Directors grants the Executive Director with complete authority to interpret, implement and enforce policies as outlined in this Vendor Handbook. Members have the right to a hearing before the Board of Directors, as outlined in Appeal Process. The Executive Director has the authority to grant temporary exceptions to policies on an individual basis for cause.

SCM MEMBERSHIP

A member may be a sole proprietor, partnership, LLC or corporation. Membership may include family members within the same household, domestic partners, parent(s), and minor child(ren), and people who share a common business name.

Each vendor membership receives one vote in elections. One individual shall vote for the business and must be an owner, member or officer of the business. It is the intent that all recognized members of the business entity are considered members of the Market. Therefore, all members are able to participate in Market activities and must obey the Market rules and guidelines.

The Board of Directors reserves the right to reject membership to any applicant. Criteria for rejection may be:

- A. If the applicant was a member the previous year and has three or more documented violations of Market policy within the calendar year.
- B. If the applicant has demonstrated actions that could be considered detrimental to the reputation, operation or overall well-being of the Market.
- C. If the applicant misrepresents themselves or their product to the Market's customers, staff or Board of Directors.

The Board may request information from Market staff and/or membership in applying the above criteria. If the Board chooses denial of membership for any of the above criteria, a written explanation shall be provided to the applicant. The decision of the Board shall be final and binding.

TYPES OF VENDORS

Reserve Vendor - Vendors who are interested in attending on a regular basis and want to "reserve" a space, can pay an additional reserve fee and lock into a booth space for the dates they want to attend. You must reserve a minimum of 6 dates.

- For returning vendors who sign up before Feb 1st, spots are assigned based on 1) space request/product 2) points 3) number of weeks requested for the year.
- For returning vendors and those who sign up after Feb 1st, spots are assigned first come first serve based on 1) date paid 2) product 3) market needs (ie moving vendors around so all the baked goods aren't all in 1 spot, multi space booths).
- A member must reserve a minimum of 6 days to secure a reserved booth space. The member must also attend a minimum of 6 days to retain the ability to reserve the following season.
- Certain seasonal products, such as berries, and longer reserved times may be given preference of assigned space.
- The vendor will be placed in a booth space as long as one is available, if not they will be placed on the waitlist. The space may not be the same each week, as it is based on availability at the time the vendor completes the process.

- You are ensuring that you will attend 80% of total dates reserved. You may attend on a date you didn't originally reserve and it will count toward your 80%. If you fail to meet your 80% commitment, the privilege of reserving a spot will be suspended the following season.
- Your reserved spot will not be guaranteed nor is there a guarantee that space will be available for added dates you did not reserve when applying.
- Any unexcused absences or more than 2 excused absences per market season, you will be required to pay for your booth fee for the missed day before you can vend again.
- You may change the dates you are able to attend throughout the season. This must be done by email or written notice to the Executive Director at least 14 days in advance to guarantee market placement (depending on market space availability).
- Berry product vendors are expected to provide estimated start and finish dates, however, the Market is aware weather and growing periods may alter actual start and finish dates. Reserved dates for berry vendors will be adjusted accordingly and 80% commitment days will not be required for the start and finish of estimated dates, but will be enforced during the berry season.
- **1st NO-Call - NO-Show, the vendor may forfeit reserved space for remainder of the season.** You may still vend at the market, but your space is no longer a reserved location for you and you must call in weekly to obtain a booth space for the remainder of the season. You will be considered a drop in vendor and the wait list will be placed each week before you.
- Executive Director has discretion in booth placement in case of inclement weather or low attendance markets (less than 50%) to consolidate market footprint.
- The Executive Director reserves the right to assign vendors to spaces based on federal, state and county codes, safety requirements or precautions regardless of points acquired.

Waitlist: If you apply as a reserve vendor and there are full dates you will be added to the waitlist for those dates and you will notified by email. When added to the waitlist you are given priority placement over drop in vendors for full market dates. You will be notified when there is a cancellation and you have been placed for the requested date.

Drop In Vendor - Vendors who are unsure of their plans, unable to commit to regular attendance, and willing to be flexible in a booth location, then participation as a drop-in vendor is perfect!

- Drop-In vendors may email between 10:00 am and 3:00 pm on the day before the market to choose a space that has become available due to cancellation.
- Spaces will be given for the next day's market ONLY on a first come first serve basis.
- If you email for your drop in space, you will receive a response with your map location, if you call the office please leave a voicemail and check your Manage My Market profile after 3pm for placement. We will only return your call if there is NO availability. Message must include name of business and date of market requested.

SCM FEES

Non-refundable Application Fee (covers ALL seasonal markets)	\$ 15.00
Membership Fee – Annual	\$ 40.00
Reserved Vendor Fee – Optional (Annual per seasonal market)	\$ 60.00 1 st booth / \$45.00 add'l
Weekly booth fee (10' x 10' booth)	\$ 40.00

Vendors selling produce can reserve up to six spaces and any other vendor can reserve up to 2

Discount Option for Pre-Pay Reserved Vendors

Vendors can receive a discount by paying a booth fee in advance for ALL market dates scheduled to attend. A minimum of 6 market dates must be reserved. No refund will be given for unused prepaid booth fees with exceptions considered on a case by case basis. Discount is NOT available for Monday Hospital Market, Wednesday Chemeketa Market, and Thursday West Salem Farmers Market due to lower weekly booth fees.

<u>PREPAY DISCOUNT</u>	10% OFF when reserving 6-10 market dates
	15% OFF when reserving 11-20 market dates
	20% OFF when reserving 20+ market dates

<u>PREPAY</u> allowed in 2 blocks	Early season (March – June)
	Late season (July – October)

Returned check fee - \$ 25.00 in addition to the amount of the check. If more than 2 returned checks have been received, only cash will be accepted from that party for the remainder of the year. Selling rights will be suspended until NSF check and returned check fee charge has been paid.

Weekly Booth Fee Collection & Check Distribution Process

The Market Manger will distribute and collect envelopes for payment collection for the “day of” market booth fee. Please have your weekly booth fee ready **no later than 11:00 am** as they will be collected after those times.

If there is an reimbursement check for the vendor, it will be stuffed in your envelope and distributed every other week. If reimbursement is \$10 or less it will be distributed in cash and will require a signed receipt by the vendor upon receipt. Please ask or email Salemcommunitymarkets@gmail.com for check reimbursement schedule, questions or ACH information. If a check needs to be reissued, there will be a fee of \$5.00 per check imposed, unless the need for a replacement check is due to Market error.

VENDOR PROCEDURES & GENERAL INFORMATION

- A vendor may sell only within their assigned spaces. Roving peddlers are not permitted. Vendors needing more space must rent an additional booth space.
- Be prepared for all types of weather. Once setup, displays may not be dismantled until closing time. Vendors may be written up or fined for early breakdown.
- If a vendor is sold out they MUST put out a “Sold Out” sign and leave booth as is until closing. Vendors may pack up any valuables and leave the booth unattended, as long as a “Sold Out” sign is visible.

Cancellation Times

Excused Absence - You must call/email before 8 am Friday

Canopy Requirements

- Each vendor must provide an attractive tent or canopy which must fit within the assigned 10' x 10' booth space.
- Canopies or tents are required covering each space with the exception of produce and plant vendors using a double space in which case only a 10' x 10' canopy is required.

- All canopies/tents must have four grounded corners with a minimum of 20 pounds of weight (suggest 35 on windy dates) to secure each canopy leg. Weights will be inspected periodically to ensure proper weights are attached to your canopies.
- Each vendor is responsible for damages incurred due to fly-aways of their display, canopy or inventory.
- Market Manager/Director may waive canopy requirement on high wind market days (over 25 mph).
- Vendors may use sun umbrellas with market managers approval; however, it may not replace the canopy nor can it take up market or neighboring vendor space.

Trailer Option

- Vendors, with approval by the Board of Directors, may market their products out of a trailer instead of a tent so long as the items outlined in the Trailer Policy are adhered to. Contact the market office for a copy of the complete trailer policy at salemcommunitymarkets@gmail.com

Generator Requirements:

- **ALL** generators **MUST** be approved by Executive Director in advance and be **LESS THAN 70** decibels in volume. All generators are required to be placed on the perimeter.

Signage and Display Requirements

- All vendors must display signage with their business name. Signage must be a minimum of 12 x 18 inches or 1.5 square feet. Vendors must present signage that is clean, clear and accurate.
- Each vendor must have available a sign or card stating their name or business name and contact information.
- All prices posted or advertised must be honored.
- Decorative or antique display tables may be left undraped. However, all other tables should be covered, and all tables must be draped on at least three sides if the area under the table is used for storage.
- Vendor must keep booth spaces clean and uncluttered.

Line Containment Requirements:

- Vendors are responsible for maintaining their line during market hours. Vendor lines cannot block access to other vendor booths.
- All complaints will be forwarded to the vendor at fault, and may result in being written up or fined.
- Vendor may use cones, signs, and have extra employees on hand to help maintain the line.
- It is not the responsibility of market staff to maintain vendor lines.

Fire Code Requirements

- All vendors using any fire/propane operated equipment including stoves, etc., are required to use fire retardant canopies and the a fire extinguishers rated 2-A:10-B:C or otherwise required by the Fire Code. Proof in the form of a receipt showing the fire protection was applied or other proof of the fire retardant will be required to be available upon request from the Market Manager. All vendors using any fire/propane operated equipment including

- Generators must not be placed under the tent and must be placed away from flammable surfaces.
- Propane tanks must be outside of the tent and away from any fire sources.

Garbage

Each vendor is responsible for the following in regards to Market garbage:

- Each vendor shall provide their own waste receptacle; at least a small waste container.
- Vendors must pack out their own garbage. DO NOT use market trash bins, they are for customer use only.
- Keep their area free from refuse during Market hours and clean up their area at the end of each Market day.
- Any vendor placing their garbage in another vendor's or the Market's garbage will be subject to written warning and/or fine.
- Vendors must provide their own broom and leave their space swept and clean.

Hawking

The intent is for the Market to have a low pressure environment. Rules about hawking were created to avoid conveying a carnival atmosphere and disturbing customers and vendors. The Market's definition of hawking is as follows:

Calling aloud to passersby who have not yet expressed interest in a vendor's goods or services; advertising, demonstrating, selling, sampling or attempting to sell goods and services outside assigned booth space is not allowed.

Inclement Weather

All markets operated by Salem Saturday Markets (SSM) are open rain or shine.

- In the case of inclement weather conditions (extreme heat, severe wind, etc), the Executive Director has discretion to make changes to market hours for the safety of market vendors, guests and products.
 - Notice of market cancellations will be issued as far in advance as possible and will be delivered to vendors by email and to the public through multiple social media and press releases.
 - If a decision is not made in advance and is determined the "day off" due to unexpected extreme weather, participating vendors will be notified in person as to early closure.
 - If the market remains open at least 3 hours, there will be no booth fee discount/refund.
- A. High Winds: All vendors are responsible for making sure canopies are adequately secured with a minimum of 35lbs of weight on all four corners. If improperly weighted canopies are a risk to other vendors or customers, the Market Manager may require canopies to be disassembled at their discretion.
- B. Lightning: If lightning arises at the Market, an announcement will be made stating the need for safety procedures.

- C. Excessive Heat- Market times may be changed or a market could be canceled for excessive heat over 100 degrees or causing unsafe conditions, you will be notified in advance of market closure.
- D. Air Quality: If air quality reaches Purple or Dark Red Air Quality Index with numerical values ranging from 201-500, all outdoor activities including the Salem Community Markets will be cancelled.

Vendors Animals At The Market

- Vendors selling food products, including raw produce, are responsible for the enforcement of Department of Agriculture/Marion & Polk County Environmental Health Department requirements which prohibits any animal under your canopy space.
- Vendor dogs that follow market guidelines are allowed, however they must be placed 20ft away from all food vendors. Advanced notice is required
- Aggression by dogs will not be tolerated and can lead to disciplinary action up to and including removal from the market.

Guidelines:

- Animals are to be kept on a short leash.
- Animals are kept under control and by the owner's side at all times.
- Dogs are to be friendly with other dogs and people.
- Owners are considerate of those who do not wish to be in contact with dogs or other animals.
- Owners must clean up after pets, doggie bags are provided throughout the market and at the market entrances.
- Pet grooming is not allowed at the market, please be aware of shedding especially near food booths.

Vendors Children At The Market

- Vendors are responsible for their children and guest(s) at all times. Do not allow your children to run freely through the Market, to disrupt other vendors or Market customers, or to be outside of your supervision at any time.
- No unsupervised minors at the market unless preapproved by the Market Manager for specific reasons. If you bring a minor, they are your responsibility and must be under your supervision for the entirety of the market. Children may not visit in other booths unless specifically invited to do so.

Insurance & Licensing

All vendor products must comply with state and federal regulations. All vendors must carry General Liability insurance. Please refer to Application Guide for specific details.

Vendor Inspections

To assure that all products sold at the Market are vendor produced as required in the guidelines, an inspection of the vendor's booth and/or facilities may occur at any given time.

For onsite facility inspection, the Inspector(s) will note production capabilities of the facilities visited and if a discrepancy is apparent, the Executive Director may recommend to the Board of Directors that the vendor be denied access to the Market. The Executive Director's decision may be appealed to the Board for final resolution. The Board must respond to written appeals within 30 days of their

receipt. The Board has final authority to resolve all discrepancies referred by the Executive Director or appealed by the vendor.

Vendors will be contacted 24 hours in advance of the on-site inspection. Vendors agree to allow photographs of their operation to be taken by the Inspectors. The inspector is also authorized to request receipts and/or invoices to support vendor's production claims. If the Inspector cannot verify that a vendor produces his or her own product, membership may be suspended and/or denied. All inspection results will be kept confidential.

Internal Complaints

There is a formal procedure for vendors and others to make complaints alleging that another vendor is not complying with SCM Guidelines.

Vendor Concern/Complaint Procedure

Vendor Concern Form is available from the information booth. It is used to express your concerns or ideas about the market operations, vendor policies, market rules or other vendors compliance with market rules.

Written complaints must be submitted to the Market Manager before the end of the market day the alleged violation is observed. The complaint will then be given to the Executive Director. The complaint must clearly identify the alleged violator, either through vendor name, business name, or booth number on the day of the violation. Plus provide the Market with any written/photo evidence as to the nature of the alleged violation.

Product Challenge Procedure

A Product Challenge form is available from the information booth for a fee of \$25 (fee is returned if the claim is substantiated and can be shared by a group of vendors).

The Executive Director and/or Board Member(s), along with others with appropriate expertise will conduct an investigation as conditions permit. Investigations may include business visits as authorized on the vendor application. Market management will attempt to resolve most complaints without a formal Board hearing but will notify the Board of all unresolved complaints.

The Executive Director will convey the nature of the complaint to the alleged violator within 7 days in person, by phone or by mail. The alleged violator must respond in writing within three days of receiving the complaint to admit or deny the alleged violation with appropriate evidence. Failure to respond to a complaint may result in the determination that the complaint is valid.

For situations that cannot be resolved by Market management, an appropriate hearing may be held. If a hearing is held the accused vendor shall have the right to the following:

1. The right to a closed hearing, if requested
2. The right to present witnesses and evidence on their behalf
3. The right to refute testimony or evidence presented against them with testimony or other evidence.

RULES OF CONDUCT

Please be aware the activities within your booth may have an impact on other Market members. The following do's and don'ts apply to **ALL** Salem Community Markets.

- **Market employees, fellow vendors and the public are to be treated with courtesy and respect at all times. Behavior that is verbally or physically abusive, dangerous or disruptive to Market activities will also not be tolerated, and may result in immediate termination of the member's selling rights.**
- SCM circulates updates by email to communicate market news, policy changes, sponsor news, and other information relevant to our market community. Vendors are expected to read and share the communication with their market staff, as they contain important and time sensitive information.
- Members must comply with all federal, state and local regulations, guidance, laws and licensing requirements.
- Vendors selling food products, including raw produce, are responsible for the enforcement of Department of Agriculture/Marion & Polk County Environmental Health Department requirements which prohibits any animal under your canopy space. A sign outlining this requirement is available at the Information Booth.
- No materials which are blatantly offensive, either racially, ethically, politically or sexual can be sold or displayed at the Market. The Market will not allow sales of any drug or drug paraphernalia, items promoting the illegal use of drugs or alcohol, or items promoting violence. Vendors may not sell or offer any products or literature deemed offensive, or which may incite violence, crime, disorderly conduct, or promote political viewpoints.
- Foul or offensive language will not be tolerated at the Market.
- No alcoholic beverages (with the exception of previously authorized wine & spirit vendors), may be brought into the Market. Members and members' associates (i.e. family members, employees and friends) are not permitted to be intoxicated on site.
- Vendors must not use any open flame devices, except as permitted for commercial food vendors.
- Smoking is not permitted, by vendors or customers, at any time at all SCM events. Tobacco products including but not limited to cigarettes, e-cigarettes, vape pens and smokeless tobacco are not allowed on all State of Oregon Property by any person or persons as required by the Governors Executive Order 12-13, Ban on Tobacco Products. Vendors may not smoke within the entire Market area, either before, during or after Market hours.
- No petitions or any other printed material, political or otherwise, may be displayed or distributed at the market without the prior approval of the Executive Director.
- Vendors are responsible for their children and guest(s) at all times. Do not allow your children to run freely through the Market, to disrupt other vendors or Market customers, or to be outside of your supervision at any time.
- Sound producing activities (musical instruments, toys, sewing machines, etc.) and odors such as incense and perfumes may impact others, and should be kept to a level that does not bother other Market members.
- Vendors are not permitted to play radios or use other sound-generating electronics during market hours.
- While imitation is the sincerest form of flattery, please respect fellow vendors' ideas and concepts and refrain from copying them.

- **A vendor with any Salem Community Markets may be subjected to the disciplinary sanctions or actions outlined in “Infraction Penalties” for any actions or behavior that misrepresents other vendors or staff, is demeaning to other vendors, staff and/or the public, or engages in activities or communications that have the potential to harm or tarnish the image/reputation of other SCM vendors, the Board of Directors, or staff may result in immediate termination of the member’s selling rights.**

Infraction Appeal Process

Any infraction may be appealed to the Board of Directors, to be handled at the next regularly scheduled Board Meeting. Should no meeting be scheduled within a two week period directly following the written receipt of such an appeal, a special Board Meeting will be called to order.

The vendor who is the subject of the disciplinary action shall have the opportunity to request that the Board reconsider the decision and sanctions. The request must be in writing, stating the reasons for which the Board should reconsider and what proposed sanctions should be invoked.

The Board shall review the appeal for consideration and respond to the vendor within two weeks of receiving the written request. During the appeal period the sanctions shall be fully implemented until written appeal for reconsideration is acted upon and the sanctions revised by the Board of Directors. The written request for a decision must be received by the Executive Director within 5 days of vendor notification of the decision. The decision of the Board of Directors on any appeal shall be final and binding.

Fines for Infraction of Rules

1st Violation	Verbal Warning
2nd Violation	Written Warning
3rd Violation	\$10.00 to \$100.00
4th Violation	Suspension at all SSM managed markets

- Fines must be paid before you vend at any of the SCM managed markets
- Violations may be cumulative regardless of market location
- Multiple violations in one day may be cumulative
- Executive Director has discretion in applying fines up to and including suspension
- Levels can be skipped should any infraction be deemed a health or safety risk to the public in

Sharing Booth Space

Vendors may share a space with another member. However, each must obtain a separate membership for the market and products be accepted by the Jury Committee. If two members sharing space, there must be a representative that is knowledgeable about all products. There can be a maximum of two (2) vendors/members per booth. Each vendor who participates in a shared booth will receive a point for each Market Day they attended. Please contact the office if you are interested.

Exception: Hot or processed food vendor providing single product (i.e. brewed coffee) that accompanies their main product sales (i.e. pastries). Products will ONLY be allowed as a complimentary item and must be made/prepared in a certified kitchen. Product sales of complimentary products (i.e. coffee beans) will not be allowed unless both companies complete the process and become market members sharing a booth space.

Member Points

Point totals are used to determine standing with regard to obtaining a reserved space. Vendor points will be a factor used to determine priority, breaking a tie regarding other vendor requests. Vendor points are market specific and don't carry over between markets.

- One point is awarded for each market day a member vends. (Saturday and Monday only)
- One point will be awarded for each general and annual meeting attended.
- One point will be awarded for work group or GAT committee member per meeting attendance.
- One point will be awarded for Arts & Crafts or PFAT committee member per every 3 online jury evaluations.
- Points accumulated from meetings, committees, etc. will be applied to each of the Markets the vendor attends.
- Attendance of less than six weeks will result in forfeiture of any accumulated points, regardless of payment of membership fees.

MARKET SERVICES

Non-Profit Groups

The Market recognizes the value of and the need for public outreach by tax exempt, non-profit organizations. Therefore, the Market designates space within its area of control for use by these organizations free of charge. Non-profit organizations eligible for participation are those whose purpose and mission align with those of the Salem Community Market. Non-profit organizations with political or religious affiliation will not be allowed. These non-profit booth spaces are for dispensing information only. Merchandise cannot be sold from these areas.

- Non-profit groups are not eligible for membership, except as approved by the board. The board will consider non-profit membership on a case-by-case basis for programs that realize a tangible educational opportunity through market membership not attainable through a standard non-profit booth space.
- No items which the Market Director/Board Directors considers discriminatory or inflammatory may be displayed.
- Non-profit spaces are available at the y Market on availability and approval by the Executive Director. Market members have priority.

Customer Service

The Information Booth will direct customers to vendor location on any participating market day. If a customer is looking for a member who has not attended the Market on that day, the Market staff will help them contact the vendor by providing the vendor's phone number and/or email if permission had been given. Please note this permission is given by checking the appropriate boxes on the Market Application in Manage My Market.

PAYMENT TYPES

Gift Cards

- Customers may purchase gift cards through the information booth for any amount they choose.
- Gift cards may be redeemed at the Market Information Booth.
- Vendors are required to honor the Market gift cards by completing duplicate credit receipt for the amount customer is purchasing, receipt books can be purchased from the information booth for 50 cents (first booklet is free).
- Send both copies to the information booth. The paid receipt will be returned with the customer for you to disperse the product.
- Vendors will be reimbursed for gift card purchases at 100%.

Credit Cards

- Customers can pay CC at the information booth if you are not able to accept
- Vendor will complete duplicate credit receipt for the amount customer is purchasing, receipt books can be purchased from the information booth for 50 cents (first booklet is free).
- Send both copies to the information booth. The paid receipt will be returned with the customer for you to disperse the product.
- Vendors will be reimbursed for the amount of purchase less 7%

EBT

- The Market will process EBT (Oregon Trail/Food Stamp Benefit) Cards through the Market's electronic terminal for vendors selling eligible food products.
- A list of products qualifying under the USDA Food Stamp Program will be available at the Information Booth.
- The Market requires all vendors who sell eligible food products to participate in the EBT program.
- All vendors eligible for SNAP must post the market provided sign.
- Vendors will be reimbursed for EBT purchases at 100%.

Double Up Food Bucks (DUFB)

- The market issues DUFB to individuals using EBT up to \$20 per transaction
- They are issued in \$2 increments
- All produce vendors are required to participate and will be asked to sign a participation contract at the beginning of the year.
- Place DUFB cards in your envelope to be picked up daily. If you have some after envelopes are picked up you can take them to the information booth.
- No change is given for DUFB cards.

Power of Produce (POP)

- These are issued at the POP booth in \$1 or \$2 increments.
- All produce vendors are required to participate
- Place POP cards in your envelope to be picked up daily. If you have some after envelopes are picked up you can take them to the information booth.
- No change is given for POP cards.

Emergency Notification for Market Evacuation

The Market Manager will SIGNAL an emergency evacuation with three [3] horn blasts, then BROADCAST evacuation of the Market as loudly as possible, and then ask vendors to help spread the evacuation announcement as they leave the premises immediately, as safely as possible.

Copies of the Emergency Evacuation policy are available at the SCM Office or upon request via email.

Exclusion of Damages and Representations

A. Salem Community Markets, its officers, employees, commissions and committees shall not be liable to the Vendor for any damages of whatsoever character or nature arising out of or related to the Vendor's application, booth reservation, inventory, or participation in the Market, whether direct, indirect, consequential (including lost profits), or special damages.

B. Salem Community Market is not liable for acts by third parties or acts of nature, including weather.

C. Salem Community Market is not liable for lost or stolen property; all risk of loss of Vendor's property shall be that of Vendor. Please file your own police report immediately should an incident occur and notify Market manager and staff.

Student Buskers

We encourage Student Buskers to attend the market to practice their music for a live audience, they are required to check in with the information booth in advance to receive a market badge. They are not allowed to use any amplification (unless required for the instrument). They must maintain a volume that allows for customers and vendors to hear each other. We do ask them to move around the market and not stay in one spot more than 30 minutes at a time. We typically have some very talented students, but if there are issues or concerns about our student buskers, please alert the information booth immediately so they can assist.

SALEM SATURDAY MARKET -- SPECIFIC RULES

The following do's and don'ts are specific to Salem Saturday Market on the State of Oregon Property.

- All cars must be off of the lot by 8:30am, the entrances will be blocked off to allow safety for early customers.
- All vendors are responsible for checking their dates and placements in advance and regularly as things may change. Please email Salemcommunitymarkets@gmail.com with any scheduling questions. Verbal date or placement requests do not count, you must email in writing.
- DO NOT line up at the entrances at the end of the day with your car. Vendors must wait to get their car until the second buzzer sounds (which could be around 2:20 but ultimately when it is safe to allow cars back onto the lot). This is part of our State contract for the lot, we cannot cause traffic. If you disobey this rule, vendors will be written up and/or fined, along with having

to pay any State fines incurred. Continued disregard for this rule may result in termination of your selling rights at our market.

- Vendors **MUST** turn off car engine while unloading/loading their cars. Only one car is allowed on the lot per vendor at a time.
- Vendors must not block any sidewalks or driving lanes. Please be respectful of neighboring booths and park as close to your booth space as possible.
- Cars must follow traffic flow, please check the map below to see traffic directions, vendor car should always have the passenger (right) side of the vehicle by your booth.
- No overnight parking or camping is allowed in the Capitol Mall area.
- Vendors must not attach stakes or anything to the parking lots, shrubs, trees or place any marks on the parking lots.
- **Vendors must park in designated parking areas. See Appendix “Red Lot Parking Map”**
- On street parking is reserved for customer parking and those with handicapped placards.
- The Yellow, Green and Red lots must be left clean upon exit.
- **No garbage is to be left behind. Vendors must pack out their own garbage and recycling. Dumping of garbage is not allowed.**
- No water is provided at the Market other than the hand washing station at the restrooms.
- Electrical service is not available. Please see generator guidelines.
- All market staff vacates the premises at approximately 3:30 pm.
- **NO DUMPING - nothing, including clean water, beverages and/or ice, is to be dumped down the storm drains, in the port-a-potties or in the landscaping or any other area. Violators may be immediately suspended from the Market and subjected to market and/or State fine.**

Securing A Space at Saturday Market

The Information Booth opens at 7:30 am, to speak with the information booth you may park and walk over. **DO NOT** block traffic in front of information booth, even if there are no cars behind you at the time. Be aware that if you select a space that is near the Food Court and the Entertainment area, vendors should be prepared for smoke, steam, cooking odors, and a higher volume of music than in other parts of the Market. Plan placement selection accordingly.

Reserved Booth Space Vendors:

- **Verify approved market dates through managemymarket.com to ensure you have a booth space AND the market calendar matches your personal calendar. It is vendors reasonability to check their schedule and placements regularly throughout the season and contact the office with any corrections at Salemcommunitymarkets@gmail.com.**
- Check-in at the Information Booth is not required. The Market Manager will verify attendance. Please check your placement and the map in advance, inform employees or have them check placement on our interactive map found on the Salem Community Markets webpage:

<http://maps.managemymarket.com/6929>

- If vendors do not arrive prior to 7:45 am, your reserved space may be given to another vendor unless vendor has made prior arrangements with the Executive Director.

- Reserve vendors receive first priority, but do not have a placement guarantee. If requesting a spot mid-season, check the interactive map to see what spaces are available for the dates you want to request.

Drop-In Booth Space Vendors:

- Drop-In vendors are encouraged to email Salemcommunitymarkets@gmail.com between the hours of 10 am-3 pm on Friday. You may not receive an immediate response as we are working on placements, you can check your placement on your ManageMyMarket.com account, or on the interactive map: <http://maps.managemymarket.com/6929>
- All placements will be made by 4pm on Friday.
- **At 7:45 am, all remaining spaces are open to all vendors.**

Setup at Saturday Market

In order to ensure a professional atmosphere and a dependability that your customers can rely on, Saturday Market vendors must be ready to sell at 8:50 am and **must remain open until 2 pm**.

- Vendors are provided a 10'x10' space, and allowed one 10'x10' canopy per booth fee. Vendors may use the space between and up to the yellow dots at market discretion. DO NOT stick out past the yellow dots, all booth signage should be behind the yellow dots.
- Vendors are not allowed to park and/or block the main aisles/lanes from entrance to entrance during setup/breakdown.
- Pull on the lot next to your assigned booth space so your booth is on the right. Each aisle way has room for 2 cars (one row of cars facing north and one row of cars facing south). If your setup requires an exception, you must make arrangements with the Market Manager.
- **Prior to setting up booth, please unload equipment/product and move vehicle to designated parking areas.**
- Each vendor space is allowed to have only ONE vehicle on the lot at a time during booth setup and breakdown.
- Engines must be turned off while unloading/loading.
- **By 8:30 am, all vendor vehicles MUST be removed from the Lot and from street parking around the perimeter of the Lot.** Designated vendor parking is in the Veterans or Red Lot.
- Please **be aware of low hanging tree branches** throughout the Market lot. **You are liable to the State of Oregon for any damage to trees** resulting from our vehicles. This could result in losing your vendor selling privileges.
- Driving across aisles is prohibited after 7:15 am and before 3 pm, vendors must utilize designated aisles.
- To speak with the the information booth, please park car and walk over, DO NOT block the flow of traffic. Even if it is "just a quick question" and there is nobody behind you at the time. Vendor **MUST** move out of the way and then come and speak with us.

Breakdown at Saturday Market

In order to ensure a professional atmosphere and a dependability that your customers can rely on, Saturday Market vendors must remain open until 2 pm. Market staff reserves the right to do what is necessary for the market, this might mean putting up or taking down canopies during market hours, if you have questions about what they are doing and why, please ask.

- At 2:00 pm, the 1st horn will signal the close of the Market, and the beginning of tear down. Once the horn is blown, the market is closed. Vendors may complete transaction in process then begin breakdown of their booth at this time.
- **Vendors must not begin breaking down their booth(s) before 2:00 pm which includes business identification banners/signs, side/shade panels or excess product.**
- A 2nd horn (at approximately 2:20 pm) will signal that a single vehicle associated with a vendor may enter the lot. DO NOT line car up at the entrance in anticipation of the second horn. This causes traffic, which could in turn cause us to lose our State contract for the market lot. Anyone found lining up at the entrance before it is open will be written up and/or fined by the market and are responsible for any fines given by the State. Continued violators could lose the right to sell for the season.
- The 2nd horn does not blow until the Market staff deems it safe for vehicles to enter the Market lot to load out.
- Cones will be removed at lot entrances by Market staff or designated members only.
- **DO NOT line up at entrances, circle the lot until 2nd horn is blown and staff removes cones for safe access.**
- **Prior to moving vehicle, please teardown, pack-up equipment/product then get vehicle.**
- Vendors are not allowed to line up at entrance prior to the 2nd horn.
- Vendors that utilize street parking for load out may not pull into these parking spaces until 2 pm when the 1st horn is blown.
- Each vendor is responsible for cleaning their booth area. If this is not done to the satisfaction of the Market Manager, infraction penalties may be applied.

Vendor Parking at Saturday Market

To make as much parking available for customers as possible, vendors must park in the designated vendor parking areas:

1. Vendors are required to park in the **Red Lot**, located at 400 Capitol St NE (entrance on Center Street across from McDonalds). The **Yellow Lot** is reserved for customers.
2. Street parking market is reserved for customers until after 2 pm.
3. Parking is available in the Dept. of Veterans' Affairs parking lot on the corner of Union and Summer Streets by permit only.
4. Vehicles with trailers must park in the designated area of the Red lot. Please see map below for specific placement.
5. Vendors violating any parking regulations will be subject to infraction penalties.



