



Bears paw Community Association Vendor Information, Rules & Market Policies

In addition to the information provided in the pages previous to this, please note the following rules and policies which govern our markets:

Set up Time, Stall Clean Up, & Vendor Parking

1. Markets run on the days and times outlined on the website
2. Vendors are provided site access from 2 hours prior to market start time onward or upon special request; notice must be given of special request by Wednesday 6 pm on the week of the market. Vendors who have not arrived one-half hour prior to market start time will forfeit their stall, without refund, unless prior notice was provided to the market manager. Repeated tardiness or no-show will result in permanent forfeiture of the vendor's stall without refund. Three or more 'no shows' or 'cancellations' will result in forfeiting your application to any Pop-up, Fall Harvest and European Christmas Village Markets for the year. Please stay in communication with the market manager all the time.
3. Access to market: market management will be on hand to facilitate entry.
4. Vendors must be prepared to take down their displays within a maximum of one hour following market closure time and are responsible for ensuring their rented space is left completely clean of any and all debris and/or garbage related to their operation. Vendors will ensure their products and display are not a cause for litter or environmental debris of any sort.
5. Vendors will not pack up their display prior to market end time. In the event of a vendor selling out of product, they are to use the remaining time as an opportunity to continue showcasing their business and products through direct customer interaction.
6. Vendors that move their vehicles or drive out before market close without the express permission of the market manager may be expelled from the market with no refund of fees. This is a safety concern and violators will not be tolerated.
7. The Bears paw Community Association Markets follow the 80/20 rule; that is, during no market event may the total number of commercial vendors exceed 20% of the total vendors present during the market event.
8. Summer Saturdays at Bears paw must be attended a minimum of four times to guarantee an application and spot at the Bears paw Fall Harvest Market and the European Christmas Market Village at Bears paw.
9. Vendors must park in the allocated vendor parking areas. Any vendors found parking in the patron parking zones will be removed from the market and with no refund.

Market Fees

1. Fees can be paid online. The payment link will be given at the time of acceptance.
2. NSF payments of any sort will be charged at a rate of \$30 per occurrence. Vendors with unpaid accounts (including NSF payments) risk forfeiture of their stall space until the account is brought up to date.
3. In the event that a vendor is asked to leave due to an imbalance of the 80/20 rule, the vendor shall be refunded the market fee for that day.
4. Refunds shall NOT be issued under any circumstance, including, but not limited to:
 - No-Shows
 - Weather
 - Dismissal due to non-compliance of market rules
 - Dismissal due to non-compliance of AHS rules and orders

- Dismissal due to non-compliance of any level of Government rule, order, or directive.
 - Dismissal due to rude and abusive behavior to other vendors, patrons, volunteers, the market manager and their representatives, or anyone attending the Bearspaw Lifestyle Farmers' Market.
5. Pre-paid fees are not transferrable to other market dates.

Stall Space & Equipment

1. A limited number of stalls are available. Vendors are encouraged to invest in the equipment they require for their operation.
2. Stalls are 10' x 10', with canopies or tents provided by the vendors. Any tent or canopy used must be weighted with a minimum of 30 lb. weights, firmly attached on each corner.
3. Any additional racking or shelving brought by the vendor must be either placed in such a way so as not to interfere with the movement of neighboring vendors. Nothing will be placed in front of the tables or in any such way that it presents a safety risk to any market patron or citizen at any time. Additional racking or shelving will never block neighboring displays.
4. Vendors shall ensure their contact information is provided to customers with each sale through the use of at least one of the following: business cards, product labeling, or receipts for payment. The customer will be provided with (at minimum) the company/vendor name, and a phone number or email address.
5. The market manager is given the final decision in vendor placement within the market. Vendor placement requests and/or special needs will be taken into consideration; however, vendors must be prepared to take whatever space is assigned to them.

Vendor/Product Mix and Application Process

1. Applications to the market are provided to all vendors from the previous season based on the contact information on file. Previous year's attendance is not a guarantee of acceptance into the current year market and all spaces are allotted to all markets on a first complete, first served basis. Once an initial application has been received the vendor is weighed based on the information and photos provided as well as market vendor mix. Once the acceptance correspondence has been received, the vendor must provide the additional information in Section #2 within 15 days. Vendor acceptance lies solely with the market management.
2. A completed application includes the following:
 - a. Copy of Insurance
 - b. A copy of any and all certifications required by this market's rules and/or any other governing body to which the vendor's product or this market are required to adhere to. Ex: Alberta Health Services permit # for food vendors.
 - c. Payment for all dates selected, postdated no later than the final payment date listed on page one of this application.

3. There is no exclusivity policy in place at the Bearspaw Community Association Markets. It is the vendor's responsibility to market their product in ways that makes it desirable to the consumer and differentiate them from other vendors carrying similar items. The Bearspaw Community Association Markets accepts no responsibility for a vendor's or their product's success at the market.
4. All products must be listed on the initial vendor application. Addition of new products will only be made with the permission of the market manager and must be preapproved. Vendors are asked to provide photos of their main product line, as well as their stall set up (wherever possible) to assist the market manager in the selection and approval process of vendors and their placement within the market.
5. Vendors must be prepared to provide proof of origin of their products to the market manager upon request.
6. The sale of used goods in unaltered state, flea market products, or the sale or inclusion of any animals in the market is strictly prohibited.
7. Non-profit groups are welcome to apply for attendance at the market free of charge. A completed vendor application package is still required for our files and reporting purposes. The Market Manager will have absolute discretion on which group/organization may participate in the market and how often. Groups must pre-select dates for approval and if they are unable to attend the Market on their scheduled date 72 hours cancellation notice must be given by phone or email.
8. Groups fund-raising that are not non-profit will pay the appropriate vendor fee for dates selected.

Insurance

1. Vendors are required to obtain adequate liability insurance for their products and their businesses. Group policies can be obtained for a minimal cost through your personal insurance agent.
2. Vendors are required to submit a copy of their policy with their application to the market.
3. All vendors must sign the liability waiver provided as part of their application to the market.

General Vendor Conduct

1. No vendor shall make any sales to customers prior to the market opening time. Inter-vendor sales are permitted prior to market opening.
2. The market manager is the first point of contact for all inquiries, concerns, or feedback around the market and its operations. The market manager or market representative will be present at every market. Authority to enforce any and all legislation and market rules lies first with the market manager.
3. No vendor shall display or act in a manner that is rude, confrontational, disruptive, inappropriate to other vendors, patrons, volunteers, the market manager and their representatives, or anyone attending the Bearspaw Community Association Markets. Vendors that contravene this policy will be dismissed and ejected from the current Bearspaw Community Association Markets and banned from future Bearspaw Community Association Markets at the discretion of the Market Manager. No refunds will be issued.
4. In the event of a conflict, vendors are to follow the following hierarchy and concerns are to be made in writing and copied to all parties specified in subsection a, b, c.
 - a. First point of contact is the market manager, who can be reached by email: market@bearspawlc.org.

- b. If a resolution cannot be made, the concern shall be brought to the Chair of the Market Committee of the Bearspaw Community Association, who can be reached by mail: 253220 Bearspaw Rd, Calgary, AB , T3L 2P5 or email: manager@bearspawlc.org
 - c. If a resolution still fails to be made, the concern can be brought to the Chair of the Bearspaw Community Association Board of Directors, which meets the second Wednesday of each month at the Bearspaw Lifestyle Centre, they can also be reached by postal mail: : 253220 Bearspaw Rd, Calgary, AB , T3L 2P5 or email: boardchair@bearspawlc.org
 - d. Appeals of expulsion must be made in writing to the Bearspaw Community Association Board of Directors within 30 days of expulsion. Grounds for expulsion from the market may include (but are not limited to):
 - i. Verbal or physical abuse by the vendors to any other market vendors, customers, the market manager, or other individual.
 - ii. Unprofessional behavior of any sort which reflects poorly on the market or its vendors or products
 - iii. Non-compliance, negligence, or blatant and direct disregard of any rules, orders, directives, legislation, regulation, or otherwise by any local or provincial governing body, including, but not limited to, the Bearspaw Community Association, the County of Rocky View, and the Province of Alberta.
 - iv. Illegal actions of any sort
5. Vendors shall present themselves and their products in a professional manner at all times. This includes being respectful of all market patrons and informing the market manager of any concerns as soon as is reasonably possible.
 6. Vendors are encouraged to have interactive table presentations and to engage customers and market goers in ways that add to the market atmosphere.
 7. Vendors are strongly encouraged to find alternative care for young children during market hours. In the event that this is not possible, vendors must ensure that their children are not disruptive to the general market environment or other vendors within the market. Children must be under the constant supervision of a responsible adult at all times. Weather can change quickly at an outdoor market, putting children at risk, we strongly encourage you not to bring children while vending, if you still choose to have children present the risk is solely your own.
 8. Vendors are expected to stand behind the quality of their product and to deal with customer feedback appropriately. If a vendor feels a customer is being unreasonable, the market manager should be made aware of the situation before it escalates. Vendors are, at all times, to take into consideration that they are a direct reflection of our market.
 9. Vendors are **required** to advertise their presence at the Bearspaw Community Association Markets on their social media platforms **weekly**. Hashtags: #Bearspawfarmers #Bearspawcommunityfarmersmarket #Bearspaw #BearspawAB #shoplocal #food #ABFarmersmarkets #farmersmarket #summersaturdaysat bearspaw #bearspawlifestylecentre #bearspawmarket
 10. Vendors canceling a market date must provide notice by the Monday prior to the selected market date by 6 PM (no exceptions) via email to the market manager: market@bearspawlc.org. Lack of cancellation notice will be taken into consideration for all future markets acceptance and/or placement in all BCA Markets.
 11. Vendors choosing not to attend a market date due to inclement weather (and the market is open) will be deemed 'no shows'. Three or more 'no shows' or 'cancellations' will result in the

vendor forfeiting their application to that year's Fall Harvest Market and European Christmas Village Market at Bearspaw.

Additional Information for Food Product Vendors

1. It is the responsibility of the vendor to obtain and maintain the appropriate certifications required by Alberta Health Services (AHS) in order to prepare and sell food products at a public market. Vendors must submit a copy of their Mobile Permit # with their application AND have a copy prominently displayed on their table for all markets attended.
2. Food vendors providing sampling of any sort are required to be familiar with and abide by the legislation around this. If hand washing stations are required, it is the responsibility of the vendor to provide a temporary set up that is in accordance with AHS standards.
3. All food products will be labeled with the following:
 - a. Vendor name and contact information (minimum is a phone number)
 - b. Ingredient list, in descending order of ingredient quantity
 - c. Date of manufacture and recommended shelf life/storage instructions
 - d. Where product has been previously frozen or not
 - e. Quantity
 - f. Common allergen identification (nuts/peanuts, wheat/gluten, soy, eggs, dairy, fish, etc.)
 - g. If prepared in a home kitchen label must indicate this.
4. There will be absolutely no sale of uninspected meat or raw dairy products at any time.
5. Vendors may not use uninspected eggs in their baked goods.
6. Eggs provided for sale must be kept at the appropriate temperatures of below 7 degrees Celsius and reused egg cartons must be labeled appropriately.
7. Preserved goods in glass jars are limited to jams, jellies, and pickles.
8. All Food Vendors must have an AHS Mobile Permit.

The full regulation and applications are available at <https://www.albertahealthservices.ca/eph/Page15563.aspx> or will be provided on request by the market manager.

Commercial Kitchen access at the Bearspaw Lifestyle Centre is available at reduced rates for any vendors attending Bearspaw Community Association Markets. Usage of the kitchen is subject to availability and at the discretion of the market manager and/or the Bearspaw Lifestyle Centre Office & Program Coordinator.

Application Checklist

- ✓ Market Application & Date Selection
- ✓ Signed Information Release, Waiver, and Policy Acknowledgment
- ✓ Photo representation of the main product line and table set up
- ✓ Cheque, money order, or EMT for full payment mailed to one of the addresses below
- ✓ **Food Vendors:** a copy of your AHS Mobile Permit #
- ✓ Copy of insurance policy, where in place
- ✓ Copy of any other relevant licensing or regulatory body which governs your product

Market Sponsor: Bearspaw Community Association, 253220 Bearspaw Rd,
Calgary, AB , T3L 2P5

Market Contacts: Farmers' Market Manager: Sheila Salateski

Email: market@bearspawlc.org

Phone:

Alberta Health Services – Health Inspector

Anna Yeung

Public Health Inspector

Alberta Health Services - Calgary Zone

Cochrane Community Health Centre

60 Grande Boulevard

Cochrane, AB

T4C 0S4

P:403-851-6171

F:403-851-6022

Please complete applications online at: <https://www.bearspawlc.org/farmers-market>