



## Martinsburg Farmers Market at the Roundhouse Handbook

**All the information in this handbook is subject to change without notice.**

I understand that being a vendor in a previous season of the Martinsburg Farmers Market does not guarantee admission to the Martinsburg Farmers Market at the Roundhouse this season, or at any point in the future. This agreement is a revocable license, and any violation of the Martinsburg Farmers Market at the Roundhouse Codes of Conduct, the 2024 Rules and Procedures and Operating Guidelines, and the WV Farmers Market Vendor Guide, is reason for suspension or termination at the discretion of the Martinsburg Farmers Market at the Roundhouse steering committee.

**Be Advised: We do not allow consultant-based businesses, franchise-based businesses, distributor-based businesses, or multi-level marketing businesses.**

I understand that preference will be given to vendors who sign up for the entire season and that irregular, intermittent attendance at market is strongly discouraged.

When in Doubt, always refer to the current [WV Farmers Market Vendors Guide](#) for requirements to participate in the Martinsburg Farmers Market at the Roundhouse.

Produce, Dairy, Dairy Products, Meat, Fish, and Eggs:

I understand that all produce, dairy, dairy products, fish, poultry, and meat sold at market must come from within 40 miles of Martinsburg, WV (\*some exceptions are outlined in the 2024 Rules and Procedures and Operating Guidelines). \*All honey and maple syrup MUST be produced in West Virginia. No exceptions. Products that come from farther away than 40 miles are not permitted at the market unless approved by the market manager due to lack of local availability. Farmers are not permitted to sell wholesale unless it is within the 40-mile radius, they are signed up for a full-time commitment, and it is approved by the market manager. Wholesale Fruit and Vegetables MUST have the name of the farm of origin displayed at your booth. If a farm vendor is selling produce from their own farm, you will not be allowed to sell that same item unless you produced it on your own farm. This is not negotiable.

Martinsburg Farmers Market at the Roundhouse values transparency. Customers **must** be informed of farm growing practices, livestock management practices, and product origination if asked. This will not hurt your business and will only build a stronger relationship with the customer. We highly encourage all producers to make use of all training and certification courses offered through extension offices and the Farmers Market Association.

ALL Meat, fish, dairy, and Eggs **must** be produced on your farm. You are not permitted to sell your neighbors eggs at market or wild harvested meat. Wholesale meat will only be allowed if there is a gap in the market and only with prior approval of the market manager. To resell Meat, you must meet the

requirements for interstate commerce as outlined in the WV Farmers Market Vendors Guide. This is non-negotiable.

To sell eggs at the Martinsburg Farmers Market at the Roundhouse, you must have a WV Egg Distribution Permit. See the WV Farmers Market Vendor Guide for labeling requirements.

I understand that the Farm Market manager may schedule an on-site inspection of my farm or studio any time during the market season to verify product origination and growing practices. The visit should not exceed 30 minutes.

Site visits will be arranged about a week ahead of time. We will not show up unannounced.

Permits:

I understand that I must meet **all** the WV Department of Agriculture and WVDHHR requirements for food safety protocols, inspections, permits, certifications, and licensing prior to setting up at the Martinsburg Farmers Market at the Roundhouse. Permits and Business Licenses must be displayed at your table in a visible location as required by law. If you are unsure of what permits are required to sell at market, contact the WV Department of Agriculture or your local Extension Office.

#### PRICING AND SIGNAGE

I understand that all vendors are required to have items clearly priced – by the pound, per piece, per bag, etc. All sales must be advertised prior to Market Day. No surprise sales or price changing that affects another vendor will be permitted. Please be aware of market pricing and plan accordingly.

I understand that all vendors are required to have a banner or some signage that clearly states the name of the business. In addition to any banner I have, I understand that I am allowed one stand-alone sign, not to exceed 4' high and 2' wide. This sign can be a sandwich board, dry erase board, chalkboard, or other freestanding sign (within reason). My sign/banner will be displayed within only one of my 10'X10' market spaces, meaning that if I rent two market stalls, my sign cannot be twice as big or my banner twice as long. My sign will not be in the market aisles.

I understand that I am permitted to sell only those items listed in my application on file. I may request to amend my application but am not permitted to sell additional items prior to amendments being approved by the market manager.

I understand that produce vendors are permitted to sell items they did not grow only until that item becomes available from a local grower at market and only if that item has been listed on my application as a product that I plan to sell.

I understand that scales must be registered as legal for trade and must meet local and state regulations for commercial sales. Scales must be placed so that they are always clearly visible and readable to the customer. Scales must be checked annually for accuracy by the WV Division of Labor Weights and Measures.

## Livestock:

I understand that if I am selling livestock (small animals: Poultry and rabbits only) that they will be isolated in a designated location and I am responsible for the monitoring, care, heat lamps, water and food dishes, bedding, secure packaging for sold animals, safety of animals, customers, vendors, and cleanup of the animals during and after the market. Anyone that disrupts the market with their farm animals will be asked to leave and will not be permitted to bring livestock in the future. We are a farmers' market, not a petting zoo. Please respect the welfare of the animals, integrity of farming and the Farmer's Market. ONLY bring healthy animals to market in appropriate cages. The market manager **must** be notified before selling livestock and it is not guaranteed that it will be approved. To sell livestock at the farmers market, you must have the proper licensing. Livestock are not to be sold as pets. Please be responsible and respect the safety of the animal. If you do not have the proper setup to display your livestock safely and keep them contained, bring photos, and arrange delivery or pickup from your farm. No out of state livestock sales are permitted at the Martinsburg Farmers Market at the Roundhouse.

## Out of State:

I understand that if I am an out of state vendor, that all necessary licensing, labeling, inspections, and permitting are required in accordance with the [2024 West Virginia Farmers Market Vendors Guide](#). This documentation must be acquired prior to acceptance into the Martinsburg Farmers Market at the Roundhouse. Farmers Market rules and regulations change frequently. It is the responsibility of the producer to maintain or acquire required certifications and adjust labeling throughout the market season.

I understand that as an out of state vendor, that West Virginia farmers receive priority permissions when selling wholesale or produce that have high market saturation. Always contact the Market Manager prior to purchasing wholesale produce. Producers may be asked to market certain products in such a way as to alleviate market saturation. For example, if one farm is selling green beans by the pound, another farm may be asked to sell their green beans by the bushel or peck until the farm selling by the pound sells out. Only on similar varieties of produce. This is not negotiable. We want all farmers to sell their own produce, work together, and use various marketing strategies to ease competition.

## Spaces:

Space assignments are at the discretion of the market manager and will change from season to season and possibly week to week as the market grows. Access to electricity, activities, new vendors, entertainment, saturation of products in proximity, are all factors for space assignments. While there is flexibility in location of your space, there is no flexibility in your space size that you agreed upon. The market manager has the final say on your location and this will be nonnegotiable.

I understand that if I am responsible for my own tables. If I forget my tables or need a table, I may rent one 6-foot table from the roundhouse for \$5 per table per market day payable on the day of market.

## Setup, Parking, and Vehicles:

I understand that set-up/arrival time for the Martinsburg Farmers Market is between 8 AM and 9:30 AM. If I arrive after 8:45 am, I will not be allowed to drive into the market to unload and will have to carry my products to my stall space from the parking area, and I must check with the Market Manager to ensure safety of vendors and customers before setting up. No vehicles are permitted to be left in the building

during market hours unless you pay the additional vendor space for your vehicle, (producers only). I understand that using my vehicle as part of my setup could affect my placement in the building and **MUST** be parked directly behind my tables. No vehicles are permitted to be left running during market hours.

Parking is behind the building along the fence. If you park in front of the building, you will be asked to move unless your vehicle is ADA compliant. Refusal to remove your vehicle will result in ejection from the market that day.

I understand that I must be set-up and ready to sell within 15 minutes of market opening. If I do not have all my products unloaded and in my stall space 15 minutes before market opens, those products will have to remain in my vehicle, and I will not be allowed to sell them that market day. Having vendors bringing products and equipment through the market during open hours is a liability for the market and for vendors and will not be allowed.

Canopies:

Due to being in an indoor location, canopies, weights, or tents are not required. If you choose to use a canopy for your setup, please inform the market manager prior to market day so your placement does not obscure or impede the appearance of other market vendors or activities.

Early Exit:

I understand that leaving early is prohibited. If I must leave early due to an emergency, I must notify the Market Manager immediately and use extra caution in my break-down to ensure the safety of the vendors and customers.

Conduct:

I understand that the Market Manager has the final say on all products being sold and may ask me to remove items from my inventory for any reason. It is very important to have an open dialogue with the market manager to avoid any issues on market day. If you feel that something may not be allowed at market, please contact the market manager prior to market day. The Martinsburg Farmers Market at the Roundhouse is a unique market that allows a variety of products in a historic location that is a draw to customers. This uniqueness allows vendors the flexibility of being creative in their setup and inventory. We want **ALL** vendors to be successful. We will work with every vendor to find solutions or compromises on merchandise.

Martinsburg Farmers Market at the Roundhouse is an incubator for small businesses and farms. We understand that to grow as a business, you will want to add new products, cottage goods, and crafts to your inventory. We are here to help you grow as a business and will assist you in any way to expand your inventory in such a way that will increase customers while not affecting fellow vendors. However, during the same market season, we discourage adding new products that are in like kind as other market vendors. **Always** consult with the Market Manager about new products. We highly encourage collaboration, joint ventures, and promotion of fellow vendors throughout the market season.

I understand that at the end of each market day, I must return my market space to how I found it. I will pick up any trash or debris that might be in my stall and sweep the street clean to leave it better than I found it.

I understand that I must report my weekly sales. If I don't, I will be penalized \$10 per week for every week unreported. Please see the section titled "2024 Vendor Sales Reporting Fee."

Non-profits are not allowed to sell products at market that compete unfairly with vendors selling for a livelihood. They are allowed to sell raffle tickets for an upcoming event or prize, bracelets for a special cause.

#### Customer and Vendor Complaints:

It is rare, but if a vendor receives more than three customer or vendor complaints on the quality of their products or behavior, they will be expelled from the market. Upon receiving a complaint, the Market Manager will first, verbally inform the vendor so that they may remedy the situation. Any additional complaints will receive written warnings.

I understand that if I receive 3 customer or vendor complaints during the market season about my product or behavior, that I will not be allowed to return to the Martinsburg Farmers Market at the Roundhouse the same market season.

Being suspended or expelled from the market jeopardizes the potential of becoming a Martinsburg Farmers Market at the Roundhouse vendor in the future.

#### MARKET BUCKS

I understand that the Martinsburg Farmers Market at the Roundhouse accepts SNAP/EBT and that if my products are eligible, I must participate in the SNAP program by accepting all SNAP bucks, SNAP Stretch bucks, SNAP Stretch Kids bucks, and the matching Fruit and Veggie bucks. Martinsburg Farmers Market at the Roundhouse will keep a running weekly tally of how many 'bucks' I accepted that week and will issue me a receipt for my records. Any bucks I accept after I have been given a receipt should be held until collection the following week. Martinsburg Farmers Market at the Roundhouse will reimburse vendors monthly for any "bucks" accepted during that month by our United Way Sponsor.

#### ATTENDANCE

I understand that if I am unable to attend the market for any reason, I am required to notify the Market Manager of my absence 24 hours prior to the day of market. If I do not, and I am a no-show at market, I will be charged for an unexcused absence at the rate of \$10 per market. After two unexcused absences, the market committee will decide if I will be allowed to participate in future markets. Email the Market Manager at [Martinsburgfarmersmarket@gmail.com](mailto:Martinsburgfarmersmarket@gmail.com) the night before, or ON MARKET DAY, text (do not call) 304-616-0120.

#### **Vendor Loyalty Benefit**

**Any** full-time vendor that meets all the Martinsburg Farmers Market at the Roundhouse vendor requirements, has fulfilled all obligations of the Martinsburg Farmers Market at the Roundhouse Handbook, 2024 Rules and Procedures and Operating Guidelines, paid all fees, fines, for TWO CONSECUTIVE YEARS will NOT have to pay a vendor fee for their third year at the Martinsburg Farmers Market at the Roundhouse. If a vendor violates any of these requirements in their third year, their Vendor Loyalty status is revoked, and they will be required to pay the regular fees for the remaining season and for the next 2 consecutive years until their loyalty status is restored. This fee exemption does not include event fees outside of the farmer's market.

## **2024 CODES OF CONDUCT**

### **Market Conduct**

Martinsburg Farmers Market at the Roundhouse expects growers, artisans, producers, and their volunteers to conduct themselves in a manner that contributes to a positive shopping experience for our customers. This includes (but is not limited to): not playing loud music, refraining from smoking in undesignated areas, rule compliance, and customer service. Your staff should be well versed in the products they are selling and provide positive customer service to ensure a pleasant shopping experience. We ask that farmers and producers not leave their booths unattended during market hours. If you are working alone and need a break, please ask the Market Manager or a market volunteer to fill in for you.

Common courtesy and respect are essential to the success of Martinsburg Farmers Market at the Roundhouse. The Martinsburg Farmers Market at the Roundhouse committee expects market participants to be honest and to conduct themselves in a courteous and friendly manner with other market participants, staff, volunteers, and shoppers.

### **Harassment Free Workplace**

The following is Martinsburg Farmers Market at the Roundhouse's harassment-free workplace policy as it pertains to Martinsburg Farmers Market at the Roundhouse Market Manager, steering committee, volunteers, vendors, and their staff. We consider the same policy applicable at our farmers markets concerning all staff and volunteers that work at the markets. Staff or volunteers that experience harassment are encouraged to report incidents to the Martinsburg Farmers Market at the Roundhouse Market Manager or File a complaint using the form in the WV Farmers Market Vendor Guide. Any farmer / producer / business / volunteer / staff that is found to be violating this policy is subject to immediate expulsion from market. The final decision will be made by the Martinsburg Farmers Market at the Roundhouse Steering Committee.

- 1st offense – violator will be given a verbal warning from the market manager.
- 2<sup>nd</sup> offense – violator will be given a verbal and written warning and will be taken off the vendor lineup on their next scheduled market day. The violator will not be refunded market dues for that day.
- 3<sup>rd</sup> offense – violator will immediately be expelled without a refund.

Martinsburg Farmers Market at the Roundhouse is committed to a work environment in which all individuals are treated with respect and dignity. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment.

Therefore, Martinsburg Farmers Market at the Roundhouse expects that all relationships will be business-like and free of bias, prejudice, and harassment. It is the policy of Martinsburg Farmers Market at the Roundhouse to ensure equal employment opportunity (paid or unpaid) without discrimination or harassment based on race, color, religion, gender, sexual orientation, gender identity, national origin, immigration status, age, disability, genetic information, marital status, amnesty, or status as a covered veteran. Martinsburg Farmers Market at the Roundhouse prohibits any such discrimination or harassment.

Martinsburg Farmers Market at the Roundhouse encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Martinsburg Farmers Market at the Roundhouse to investigate such reports promptly and thoroughly. Martinsburg Farmers Market at the Roundhouse

prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

### **Definitions of Harassment**

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made

explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess, or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment based on any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of their race, color, religion, gender, sexual orientation, gender identity, national origin, immigration status or citizenship, age, disability, marital status, genetic information, veteran status, or any other characteristic protected by law or that of his/her relatives, friends or associates, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs, or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

### **Individuals and Conduct Covered**

These policies apply to the Market Manager, all market volunteers, all market vendors, interns, helpers, assistants, etc. Conduct prohibited by these policies is unacceptable not only at market, but also at market meetings and market social events.

Martinsburg Farmers Market at the Roundhouse has a zero-tolerance policy for sexual or physical harassment, and threats of sexual or physical harassment. Any farmer, producer, business, vendor, volunteer, or Martinsburg Farmers Market at the Roundhouse committee member that is found to be violating any of the above policy will be immediately expelled from market. No refunds will be given.

### **2024 VENDOR SALES REPORTING FEE**

Reporting your sales numbers is very important to our ability to show growth and progress. It is vital for us to have accurate numbers when we write grants, budget for the following season, talk to city officials, and network with other markets in the state and the country.

It is required that all vendors report their Saturday Market Sales by Friday before the next Saturday Market. Vendors will be provided a Data Collection Sheet at Orientation and will receive access to additional worksheets via email. Failure to report your sales data each week will result in a \$10 per week fine. No exceptions. Any vendor that fails to report their Sales Data for more than 3 consecutive weeks is at risk of being suspended from the market. All fines are compounding weekly until all data and fines are collected and the vendor is in good standing. For example, if you miss 2 weeks of Sales Reporting, you will have to pay a compounding fine of \$20 for the 1<sup>st</sup> week and \$10 for the second week for a total of \$30. Failure to pay any fines or fees during the market season could disqualify a vendor from attending any special vendor events and/or affect qualifying for future markets.

Contact [martinsburgfarmersmarket@gmail.com](mailto:martinsburgfarmersmarket@gmail.com) with any questions.

Common links: Each vendor is responsible for knowing what permits are required to sell at the Farmers Market. All vendors that are selling, are required to have a business license and are responsible for reporting their own sales tax. Below are a few common links that may apply, however, contact the WVDA to verify what permits or licensing is required. Occasionally, extension workshops and training courses will be made available throughout the market season and vendors will receive an email with contact information.

[Egg Distribution Permit](#)

[Apiary Registration](#)

[WV Business License](#)

[WV Farmers Market Vendor Permit](#)

[Dairy Distributor Permit](#)

[Meat Poultry Distributor Permit](#)

[Label Review](#)