

2018



VENDOR HANDBOOK

www.salemsaturdaymarket.com

503-585-8264

Welcome to the Salem Saturday Market!

During the market season eager visitors come to purchase the best that Salem and the Northwest has to offer in farm fresh produce, natural meats and cheeses, baked goods, nursery plants, flowers, local food and wines, and artisan crafts.

By following the rules and guidelines outlined in this Vendor Handbook, you help keep the Salem Saturday Market a vibrant, viable and enjoyable asset for the community to enjoy.

As a valued Salem Saturday Market vendor, you are responsible for informing yourself and your staff about following all applicable market rules, policies and regulations set forth in the 2018 Vendor Handbook as well as local, state and federal policies, rules and guidelines.

All vendors are asked to comply with the rules and guidelines outlined by the Salem Saturday Market in order to remain a vendor in good standing.

Looking forward to a fantastic 2018 season and working with all of you!

Table of Contents

1. General Information	4
2. The Markets	
Salem Saturday Market	4
Monday Hospital Market	4
Wednesday Farmers Market	4
3. The Board of Directors and Employees	5
4. Vendor Procedures & General Information	6
Reserve Booth Space	6
Criteria for Reserved Booth Space	6
Weekly Booth Fee Collection Process	7
Cancellation Times	7
Sharing Booth Space	7
Vendor Inspections	8
Canopies, Trailers, Signage, Displays & Fire Code	8
Garbage	9
Hawking	9
Inclement Weather	9
Internal Complaints & Complaint Procedure	10
Infraction Penalties & Appeal Process	11
5. Guidelines for ALL SSM Markets	12
Salem Saturday Market - Specific Rules	13
- Securing a Space (Reserved & Non-Reserved Booth Space Vendors)	
- Setup at Saturday Market	
- Breakdown at Saturday Market	
- Vendor Parking at Saturday Market	
Monday Hospital Market – Specific Rules	15
- Securing a Space (Reserved & Non-Reserved Booth Space Vendors)	
- Setup & Breakdown at Monday Hospital Market	
Wednesday Farmers Market – Specific Rules	16
- Securing a Space (Reserved & Non-Reserved Booth Space Vendors)	
- Setup at Wednesday Farmers Market	
- Breakdown at Wednesday Farmers Market	
- Vendor Parking at Wednesday Farmers Market	
6. Market Services	
Non-profit Groups	18
Gift Cards	18
Newsletter	18
Customer Service	18
Credit Card and EBT Services	18
7. State of Oregon - Red Lot Map	19

GENERAL INFORMATION

This vendor handbook outlines the rules and guidelines that apply to all markets operated by the Salem Saturday Market (SSM). The terms “vendor” and “member” are used interchangeably throughout and should be determined to mean one and the same. The term “SSM” is used interchangeably to refer to all markets managed by the Salem Saturday Market as listed below.

The Market shall 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 SSM values, which are 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 the SSM managed markets is to provide a venue for vendors to share farm fresh produce, meats and cheeses, baked goods, nursery plants, flowers, local food and 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 website for market cancellation procedure. See individual market dates, times and locations below:

Salem Saturday Market

- Season: April 7 through October 27
- Hours: 9:00 am to 3:00 pm (open to the public)
- Location: Downtown Salem - State of Oregon’s “Green Lot” at Marion and Summer Streets NE

Monday Hospital Market

- Season: May 7 through September 24 ** closed Memorial Day (May 28) & Labor Day (Sept 3) **
- Hours: 10:00 am to 2:00 pm (open to the public)
- Location: Salem Hospital - Oak Street

Wednesday Farmers Market

- Season: May 2 through September 26 ** closed Independence Day (July 4) **
- Hours: 10:00 am to 2:00 pm (open to the public)
- Location: Downtown Salem – Courthouse Square Plaza

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)(3)(c)(6). Salem Saturday Market is governed by a seven-member Board of Directors elected by members. Salem Saturday Market operates several markets in the Salem area. Currently, those markets are Salem Saturday Market, Monday Hospital Market, Wednesday Farmers Market and the 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 Salem Saturday 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 and also the Vendor Application Guide and Vendor Handbook.

The SSM Board meeting schedule will be posted online or available upon request from Market office.

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

The Board of Directors grants 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 Market policies on an individual basis for cause.

VENDOR PROCEDURES & GENERAL INFORMATION

Reserved Booth Space

Ensured commitment of reserved dates must be 80%. When applying to a market, you are committing to specific dates. Of those dates, you are ensuring that you will attend 80% of total dates reserved. You may attend on a date you didn't reserve and it will count toward your 80%. However, your reserved spot will not be guaranteed for dates you did not reserve when applying.

- If you fail to meet your 80% commitment, the privilege of reserving a spot will be suspended the following season.
- 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. However, your reserved spot will not be guaranteed, as another vendor may have already reserved.
- **1st NO-Call and/or NO-Show, vendor forfeits 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.
- Executive Director has discretion in booth placement in case of inclement weather or low attendance markets (less than 50%) to consolidate market footprint.

Criteria for Reserved Booth Space

- Preference will be given to assigned booth space based on (1) the number of weeks requested for the year, and (2) accumulated points.
- 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.
- Booth assignments for returning vendors will be based on (1) space request, (2) points and (3) date of application. When submitting application, returning vendors request and have priority (based on points) for reserved spaces up until February 15. Thereafter, spaces will be assigned on a first come/first serve basis with priority given to vendors having more points.
- For new vendors who are requesting reserved booth space, they will receive an assigned space based on (1) date of application, (2) product and (3) space availability.
- Certain seasonal products, such as berries, and longer reserved times may be given preference of assigned space.
- 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.
- If a vendor wishes to change reserved spaces, they must make a written request to the Executive Director stating the reason(s) for the change. Only spaces unreserved as of the date of the written request is received will be available.
- Onsite prepared food vendors will be limited to reserving space as designated by the Market at the beginning of each season and as it pertains to Salem Fire Department fire codes.

The SSM and Board of Directors reserves the right to assign vendors to spaces based on federal, state and county codes, safety requirements or precautions regardless of points acquired.

Weekly Booth Fee Collection & Check Distribution Process

The Market Manger will distribute booth fee collection envelopes in the morning. Please have your weekly booth fee ready **no later than noon**, as they will be collected after the lunch hour.

If there is an EBT/CC reimbursement check for the vendor, it will be stuffed in your envelope and distributed every other week. A check reimbursement schedule will be available at the Information Booth.

Cancellation Times

Non-reserved space vendors may call in starting at 10:00 am on the day before the market to reserve those spaces that have been made available due to cancellation. They will be given out on a first come first serve basis and are only available for that one market day. Note exception listed below that addresses reclaiming of reserved booth space and potential displacement.

EXCUSED ABSENCE - You MUST call or email BEFORE the times listed below.

Booth Cancellation Times

Saturday Market ~	BEFORE 8 am Friday
Monday Hospital Market ~	BEFORE 8 am Friday
Wednesday Farmers Market ~	BEFORE 8 am Tuesday

Email at info@salemsaturdaymarket.com or call the Market office at 503-585-8264

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.

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.

If there are 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 half point for each Market Day they attended.

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 Inspector. 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.

Canopies, Trailers, Signage, Displays & Fire Code

Each vendor must provide an attractive tent or canopy which must fit within the assigned 10' x 10' booth space, **except as noted in this section**. A vendor may sell only within their assigned spaces. Roving peddlers are not permitted. Vendors needing more space must rent an additional booth space. Canopy, trailers, display and signage requirements include:

Canopy Requirements

- 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 and weighted corners. A **minimum of 20 pounds of weight is required** to hold down and 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.
- Upon vendor request, Market Manager or Director may waive canopy requirement on high wind market days (over 25 mph).

Trailer Option

- Saturday Market 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 outlines in the Trailer Policy are adhered to. Contact the market office for a copy of the complete trailer policy.

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.
- Please be aware of your surroundings at all times and use common sense to prevent theft. Never leave your cash box unattended.
- Vendor must keep booth spaces clean and uncluttered.

Fire Code Requirements

- Covered spaces of 200 square feet or larger are required to provide a fire extinguisher rated 2-A:10-B:C or otherwise required by the Fire Code
- All vendors using any fire/propane operated equipment including stoves, heaters, etc., are required to use fire retardant canopies and the above required fire extinguishers. Proof in the form of a receipt from Instant Fire Protection, 3385 Portland Road NE, Salem, OR 97301, (503) 362-4511, which sells the fire retardant or other proof of the fire retardant will be required to be available upon request from the Market Manager.

Be prepared for all types of weather. Once setup, displays may not be dismantled until closing time, even though that vendor may sell out. Early breakdown is only allowed at the discretion of the Market Manager. In such case during breakdown, the utmost care must be taken to ensure the safety of our customers and fellow vendors.

Saturday Market booth spaces are marked prior to each Market day. Numbers of the spaces are written in chalk on the front edge of the space. There will be approximately four feet between each booth. Exceptions are hot food vendors occupying spaces set aside for prepared food as designated by the City of Salem Fire Code. No part of the display may extend into the pedestrian aisle or into landscaping areas. All awnings must be within the assigned booth space and must be at least seven feet (7') above the ground.

Wednesday Farmers Market booth spaces will be marked prior to each Market day. Numbers of the spaces are written in chalk on the front edge of the space. No part of the display may extend into the pedestrian aisle, the fire lane, the landscaping or onto the sidewalk areas.

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.
- Keep their area free from refuse during Market hours.
- 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 can(s) will be subject to a written warning.

Hawking

The intent is for the Market to have a low key 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

The Board of Directors adopted an inclement weather policy in September 2015 (published on website). 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. If possible, vendors will be notified in advance of any changes by the Executive Director, or onsite at the market.

Internal Complaints

This is the formal procedure for vendors and others to make complaints alleging that another vendor is not complying with SSM Guidelines.

SSM charges an investigative deposit for filing a complaint. There is a \$25.00 filing fee (which can be shared by a group of vendors). The fee is returned if the claim is substantiated.

Complaint Procedure

Written complaints about a product's eligibility must be submitted to the Executive Director before the end of the market day the alleged violation is observed, on a form provided by SSM and signed by the vendor(s) making the complaint. 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 written evidence only of the alleged violation.

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.

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.

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.

Infraction Penalties

Neither those making the rules nor those enforcing them have any desire to be punitive; the goal of all Market practices is to create the best Marketplace possible.

Failure to follow the guidelines set forth by the Market will result in the following fines being imposed:

Fines for Infraction of Rules

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

- Fines must be paid before you vend at any of the SSM managed markets
- Violations may be cumulative regardless of market location
- Multiple violations in one day may be cumulative
- Market Director has discretion in applying fines up to and including suspension
- SSM reserves right to enforce higher level of discipline

Should any infraction be deemed a health or safety risk to the public in general or to any other vendor or Market employee(s), any or all of the steps listed above may accelerate the process.

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 Board will only review a written appeal. 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 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.

GUIDELINES FOR ALL SSM MARKETS

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 SSM 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.**
- Members must comply with all federal, state and local regulations, laws and licensing requirements.
- Vendors selling food products, including raw produce, are responsible for the enforcement of Department of Agriculture/Marion 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, 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 SSM Markets. Tobacco products including but not limited to cigarettes 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 Market 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.
- While imitation is the sincerest form of flattery, please respect your fellow vendors' ideas and concepts and refrain from copying them.
- **A vendor with any SSM Market 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 SSM vendors, the Market Board of Directors, or staff may result in immediate termination of the member's selling rights.**

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.

SALEM SATURDAY MARKET -- SPECIFIC RULES

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

- Vendors must not block any sidewalks or driving lanes.
- 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 with handicapped placards.
- Vendors using a wheelchair and/or are unable to negotiate access to this area for any other reason will be allowed to use handicapped street parking.
- The Yellow and Green 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.
- All market staff vacates the premises at 4:00 pm.
- 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.

Securing A Space at Saturday Market

The Information Booth opens at 7 am. Be aware that if you select a space that is near the Food Court and Entertainment area, you should be prepared for smoke, steam, cooking odors, higher volume of music than in other parts of the Market. Plan your selection accordingly.

Reserved Booth Space Vendors:

- Check-in at the Information Booth is not required. The Market Manager will verify attendance.
- If you do not arrive prior to 7:45 am, your space may be given to another vendor.

Non-Reserved Booth Space Vendors:

- May request an open space from the market office after 10 am on Friday.
- Any request after 4 pm Friday must be handled through the Information Booth on Saturday after 6 am.
- At 7:45 am, all remaining spaces are open to all vendors.
- Non-reserved space vendors will be assigned by the Information Booth with the exception of food vendors being specifically assigned to the Food Court until that space is filled.
- Check in at the Information Booth no later than 8:15 am.

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 3 pm**.

- Vendors are not allowed to park and/or block the main aisles/lanes from entrance to entrance during setup/breakdown. Exception: Vendors booths located in the main aisles/lanes.
- 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.
- By 8:30 am, all vendor vehicles **MUST** be removed from the Green Lot and street parking around the perimeter of the Green Lot. Free vendor parking is provided in the Red Lot.
- If you are pulling a trailer or driving a box truck, **you MUST enter and exit the green lot at the Summer Street entrance**. This is to avoid damaging State property for which you may be liable.
- 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.

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 3 pm.

- At 3:00 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) or business identification banners or signs before 3:00 pm.
- A 2nd horn (at approximately 3:20 pm) will signal that a single vehicle associated with a vendor may enter the lot.
- 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.
- Vendors may not park in spaces surrounding the market lot nor are allowed to line up at entrance prior to the second horn.
Exception: Vendors that utilize street parking for load out. Vendors may not pull into these parking spaces until 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. Vendor parking is designated as 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 around the perimeter of both the Green and Yellow Lots are reserved for customers until after 3 pm.
3. Parking is available in the Dept. of Veterans' Affairs parking lot on the corner of Union and Summer Streets for single vehicles ONLY. No box trucks or vehicles towing a trailer allowed.
4. Vehicles with trailers must park in the designated area of the Red lot.
5. Vendors violating any parking regulations will be subject to infraction penalties.
6. Vendors displaying a handicap placard will be allowed to park in the gravel lot behind the Information Booth.

MONDAY HOSPITAL MARKET -- SPECIFIC RULES

The following do's and don'ts are specific to Monday Hospital Market at the Salem Hospital on Oak Street.

- Vendors must not block any sidewalks or driving lanes.
- All booth awnings must be at least 7 feet above ground.
- No garbage is to be left behind. Vendors must pack out their own garbage. Dumping of garbage is not allowed.
- No water or electrical service is available at the Market
- All market staff vacates the premises at 3:00 pm.
- 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.

Securing A Space at Monday Hospital Market

The Information Booth opens at 8:30 am.

Reserved Booth Space Vendors:

- Check-in at the Information Booth is not required. The Market staff will verify attendance.
- If you do not arrive prior to 9:00 am even though you may have paid in advance for your reserved space, your space may be given to another vendor.

Setup & Breakdown at Monday Hospital Market

In order to ensure a professional atmosphere and a dependability that your customers can rely on, Monday Hospital Market vendors must be ready to sell at 9:50 am and must remain open until 2 pm.

- 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.
- Vendors must not begin breaking down their booth(s) or business identification banners or signs before 2:00 pm.
- Each vendor is responsible for cleaning their booth area. If this is not done to the satisfaction of the Market Director, infraction penalties may be applied.

WEDNESDAY FARMERS MARKET -- SPECIFIC RULES

The following do's and don'ts are specific to Wednesday Farmers Market located downtown on Chemeketa Street.

- Vendors must not block any sidewalks or the 20' fire lane in the center of Chemeketa Street.
- Vendors must not attach stakes to Chemeketa Street or place any marks on Chemeketa Street.
- **Parking permits will no longer be available for purchase onsite at the market. Parking permits must be pre-purchased in advance from the market office** to park in the Marion Street Parkade, on the North end of the ground floor.
- If you wish to park in one of City's other parking lots, you must purchase your own permit from the City of Salem.
- On street parking is prohibited for vendors.
- **Equipment MUST be carried or be moved with dolly/cart/wagon to prevent damage to the Condo Association property.**
- All booth awnings must be at least 7 feet above ground.
- Chemeketa Street must be left clean upon exit.
- No garbage is to be left behind. Vendors must pack out their own garbage. 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.
- All market staff vacates the premises at 4:00 pm.
- 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 in or around Chemeketa Street. Violators may be immediately suspended from the Market.

Securing A Space at Wednesday Market

The Information Booth opens at 8:30 am. Be aware that if you select a space that is near the Food Court you should be prepared for smoke, steam, cooking odors, etc. Plan your selection accordingly.

At the Wednesday Market, produce, plant and cut flower vendors will be given priority for spaces on the south side of Chemeketa Street (facing North). Any south side spaces still available after March 31, will then be opened up to vendors with other perishable products for reserving. The Market reserves the right to condense Market layout on slower days, based on vendor participation.

Reserved Booth Space Vendors:

- Check-in at the Information Booth is not required. The Market staff will verify attendance.
- If you do not arrive prior to 8:45 am, your space may be given to another vendor.

Non-Reserved Booth Space Vendors:

- May request an open space from the market office after 10 am on Tuesday.
- Any request after 4 pm Tuesday must be handled through the Information Booth on Wednesday after 7:30 am.
- At 8:45 am, all remaining spaces are open to all vendors.
- Growers, have priority over crafters at this Market for open spaces prior to 8:45 am.
- Non-reserved space vendors will be assigned by the Information Booth at the Market Manager's(s) discretion, with the exception of food vendors being specifically assigned to the Food Court until that space is filled.

Setup at Wednesday Farmers Market

In order to ensure a professional atmosphere and a dependability that your customers can rely on, all Wednesday Farmers Market vendors must be ready to sell at 9:50 am and must remain open until 2 pm.

- Vendors will receive access to North Transit Block off Chemeketa Street starting at 7:30 am.
- East bound parking spaces (parallel to North Transit Block) on Chemeketa Street will be blocked for vendor load-in/out.
- Each vendor is allowed to have only one vehicle on the street at a time during booth setup and breakdown.
- By 9:30 am, all vendor vehicles are to be removed from the east bound parking spaces (parallel to North Transit Block) on Chemeketa Street NE. This will be strictly enforced.
- Please be courteous to your fellow vendor. Unload your vehicle as quickly as possible and remove it to the parking area you will be using, then return to setup your booth.

Breakdown at Wednesday Farmers Market

In order to ensure a professional atmosphere and a dependability that your customers can rely on, Wednesday Farmers Market vendors must remain open until 2 pm.

- Vendors must not begin breaking down their booth(s) or business identification banners or signs before 2:00 pm.
- Market staff are the only persons authorized to remove traffic barriers to allow vendor vehicles onto Chemeketa Street.
- At 2:00 pm a horn will signal the close of the Market and the beginning of breakdown.
- When vendor booth/product are COMPLETELY torn down, at approximately 2:15 pm vendors will be allowed to enter East bound parking spaces (parallel to North Transit Block) on Chemeketa Street for load out.
- Vendors may not line up on the street at barricaded entrance waiting for access at 2:15 pm.
- All vendors must exit the Market area no later than 3:30 pm on Market days. This rule will be strictly enforced.
- 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 Wednesday Farmers Market

To avoid an expensive citation from the City of Salem, DO NOT park in the following areas:

1. On street parking at this Market is provided for customers. The City of Salem requires the Market to provide them with all vendor license plate numbers and they will be patrolling all on street parking to make sure vendors are not using any of these spaces.
2. You must purchase a City of Salem Marion Parkade parking permit from the Market Information Booth.
3. Any other parking on the streets or private parking lots may result in a citation from the City of Salem.

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 Saturday 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 or Board Directors considers discriminatory or inflammatory may be displayed.
- Non-profit spaces are not available at the Monday Hospital Market.
- Non-profit spaces are available at the Wednesday Farmers Market based on availability and approval by the Executive Director. Market members have priority.

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 asked to honor the Market gift cards by completing duplicate credit receipt for the amount customer is purchasing. Vendors will be reimbursed for these purchases at 100%.

Customer Service

The Information Booth will direct customers to your space on any Market day that you participate. If a customer is looking for a member who has not attended the Market on that day, the Market Director 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.

Credit Card and EBT Sales

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.

The Market also offers its vendors the opportunity to do credit/debit card transactions through the Market's merchant services.

Although no sales should take place after the close of market to keep guests safe, Credit Card/EBT transactions that are not submitted to the information booth within 5 minutes after the close of the market will not be processed.

Vendors participating in the Credit Card service must sign a Credit Card Agreement and agree to allow the market to subtract 7% of transaction totals for each day, to cover the Merchant Service Fees and market processing expenses. Agreement forms must be filled out and be on file at the Market Office. Agreements will also be available at the Information Booth. Each membership designates one name (business or personal) for reimbursement checks.

Reimbursement checks will be issued twice per month for all SSM Markets. If checks need to be replaced (i.e. lost, expired, etc), there will be a fee of \$5.00 per check imposed when reissued, unless the need for a replacement check is due to Market error.

State of Oregon – Vendor Parking

Customer Parking is located at YELLOW LOT

Vendor Parking is designated at RED LOT – OR – Veteran Affairs Building Lot

EXCEPTION: Vendors may request exception from Executive Director to be allowed to park in the Yellow Lot (ailments, surgery, etc)

