



C-Street City Market 2023 Operating Policies & Procedures

Our Vision Statement

The C-Street City Market creates a lively, fun and healthy community combining wholesome foods and crafts from local farmers and artisans in a family-friendly environment for our C-Street guests, residents, nearby neighborhoods and community at large.

Market Rules and Codes of Conduct

All rules are subject to change. The Market Management (Market Manager and/or Assistant Market Manager) and Market Board will notify all vendors of any rule changes within one week of the change made. Notifications will be done either by email, Facebook, and/or letters distributed at market.

Fees:

- 1.) **Full-Season Vendors** will be expected to pay their season fee with their application to market (see attached page with fee schedule). Repeat vendors from the previous season will be given priority when assigning spots. *Once spots are assigned they will remain so for the entirety of the season.* (see **Attendance** section) If a vendor wishes to move they must first submit a written request to the Market Management citing the reason for the move request. The Market Management has the final say on spot assignments. Full Season Vendors are exempt from paying the Special Event fee when the event falls during regular season dates and times.
- 2.) **Day Vendors** will be expected to submit a request to the Market Management, either by email or Facebook messenger **by noon on the Friday before**, to pay their fee (see attached page with fee schedule). Anyone who requests a spot after noon on the Friday before will pay an additional \$5 (see attached page with fee schedule). All Day Vendor fees will be due **no later than 1p** the day of market. Day Vendor spot assignments will fluctuate as the number of day vendors changes. Day Vendor fees are only accepted by cash or check. Debit tokens will **not be accepted** as payment for vendor fees.
- 3.) On **Special Event** days, **Day Vendors** who chose to participate will pay the same booth fee that Special Event Vendors pay.
- 4.) The Full-Season and Day Vendor fees provide for one market spot. All spots are assigned by the Market Management. Spot sizes will be determined by the Market Management and the Market Board. Should a vendor feel they need more space, an arrangement can be made with Market Management approval.
- 5.) All vendors will be expected to accept SNAP (as eligible) as well as Debit tokens. Vendors will be charged a small percentage of the cost to run the Debit machine and will be reimbursed weekly for the tokens they accept, minus the percentage fee.
- 6.) Tent Rentals will be available on a limited basis and will require a separate fee. (See attached page with fee schedule.)
- 7.) All fees, whether Full-Season, Day Vendor, or Special Event, are non-refundable.

Vendor/Product Approval:

- 1.) All vendors must submit applications describing their product and/or services to the Market Management. The Manager and Assistant Manager will review these applications and give the vendor a brief interview either by phone, email, or in-person. The Market Management has the final say on vendor and product approval.
- 2.) The market enforces a strict truth-in-advertising policy. If a vendor is found to be selling anything that has not been approved, or has been approved under false pretenses, the vendor will be asked to leave the market. If the offending vendor is a Full-Season Vendor they may re-apply for day vending, but re-entry will not be guaranteed.
- 3.) Only one business may be represented at one time, per booth space.
- 4.) Home party/direct sales items may be allowed on a limited basis at the C-Street City Market, and only as a day vendor. Each direct sale vendor must be approved by the Market Management. Vendor fees for direct sale vendors **MUST** be paid in advance in order to secure a space at the market. No duplication of direct sales companies will be allowed at any time.

- 5.) The State of Missouri requires that all vendors have a Missouri Sales Tax I.D. number before they can obtain a City of Springfield Temporary Business License number (TBL#). There are exemptions. Please visit <http://www.springfieldmo.gov> to learn more and find the forms needed to obtain these documents.
- 6.) Every vendor is responsible for collecting and submitting local sales tax at our market and/or special events. If a vendor fails to get the required documents within the time frame given by the city, they will not be able to participate in the C-Street City Market and will not receive a refund of fees paid.
- 7.) All products must comply with state and local regulations. If a vendor is unsure of regulations, check with other vendors and the Market Management for assistance. A city vending license is required for all vendors and it is the vendor's responsibility to operate in compliance with the local health department and to report and remit all sales taxes.
- 8.) While not an initial requirement for vending, there may be an occasion where it is necessary for the Market Management to inspect the vendor's farm/produce auction source, including taking photo records of such inspection for record purposes. Application to the market will be seen as an indication of acceptance of such an inspection should it be necessary during the course of the market season.

Scales, Sampling, and Pricing:

- 1.) All scales must meet state regulations and be certified by the Department of Agriculture.
- 2.) If a vendor intends to sample any food product they are responsible for providing all the expected food safety equipment and to obtain the proper permits.
- 3.) All pricing should be done in a fair manner with consideration for appropriate competition.

Parking, Complaints, and Other Courtesies:

- 1.) Vendors may park in front of the market pavilion or in the main pavilion parking lot to unload before market but will be expected to move their vehicle before market opens at 9am. This is a courtesy to our customers and to be fair for all vendors. The Market Management will assess the vendors' needs the first time they arrive at the market and together a parking assignment will be arranged. Vendors will follow this parking assignment for the duration of the season unless told otherwise by the Market Management. If at any time the vendor wishes to change their assigned parking, they may present their issues to the Market Management for further discussion.
- 2.) Smoking is not allowed on market grounds. If vendors must take a smoke break they are expected to have someone present at their table or to have a visible sign stating that they will return to their table shortly. Again, no smoking of any kind (e-cigs, vapes, tobacco pipes, cigarettes, cigars, etc.) may take place on market grounds. Vendors may go to the vendor parking lot or walk one block east or west of the market to smoke.
- 3.) Should any complaints arise there are comment/complaint/suggestion cards located at the Co-Op Barn. These can be filled out and submitted to the Market Management who will pass them on to the Market Board for review. "Bad mouthing" customers, vendors, management, or board will be met with disciplinary measures which may include verbal/written warnings and/or suspension from the market.
- 4.) There shall be no expectance of favoritism or discussion thereof. The Market Management will conduct all business for the market with fairness and with the best interest of the market, vendors, and community in mind.
- 5.) Electricity and water are available on a limited basis by the market. If a vendor needs electricity or water for your booth purposes, please let Market Management know ahead of time; this may result in an extra cost. Vendors are expected to supply all other needs including tents, adequate weights (suggested to bring four 10-pound weights for each leg of the tent), rope or ties, extension cords, duct tape, tables, table clothes, etc. The market will occasionally have these things on hand for loan or rent in case vendors forget. Supplies will be given out on a first-come, first-served basis and may cost an additional fee.
- 6.) The C-Street City Market is a rain or shine market. If it is raining, the market WILL be in operation. However, the market will shut down for safety measures if there is visible lightning nearby or other inclement weather as determined by Market Management.

Policies & Procedures Violations:

Should any vendor or volunteer violate any of the market's previously stated policies or procedures they will receive first a verbal warning and the action should be corrected as soon as possible. A second violation will receive a written warning, and a third violation will result in a suspension from the market. The Market Management will handle all violations. *Vendors are not to cite other vendors for offenses.* Vendors may inform the manager of any rule violations via comment cards.

Attendance:

Vendor attendance is most often communicated via Facebook in the “C-Street City Market Vendor” group. The deadline for attendance notification from vendors is Friday no later than 1pm (for a Saturday market) and Wednesday no later than 1pm (for a Thursday market). If you fail to communicate to management by the deadline, Day Vendors may be charged an additional \$5 per market and Season Vendors may risk losing their assigned spot for the said market.

Any Season Vendor, who is absent from market without notification to management, may lose their assigned space. Upon their return to market, the Market Management will review the situation with the vendor, and a new space arrangement will be made. No refunding of fees will occur.

Each vendor is asked to comply with the open times of the market. For the Saturday market, set up will begin at 7:30am and vendors are asked to be ready for the day by 9am. For the Thursday market, set up will begin at 2:30pm and vendors are asked to be ready for the day by 4pm. Each vendor is asked to remain “open for business” until the closing time of our market; on Saturdays at 2pm, Thursdays at 8pm, NO EARLIER. In the event of an emergency, please notify management prior to leaving market. Please note that this rule will be strictly enforced. Vendors are NOT to pull their vehicles up to load items or begin packing up their items at the end of market until AFTER 2pm on Saturdays or 8pm on Thursdays. Even two minutes early will be considered leaving early and the vendor WILL lose their assigned spot for future markets. Again – this WILL BE STRICTLY ENFORCED.

Insurance:

The C-Street City Market and the Commercial Club of Springfield carry insurance on the market site and on any and all property of the organization. While not a requirement for vending, all vendors are encouraged to carry personal insurance on themselves and their product. If a vendor desires assistance with acquiring this insurance, please contact the Market Management or a member of the Market Board.

Market Marketing:

Throughout the marketing season the C-Street City Market will be using as many areas of social Media (Instagram, Facebook, etc.) and Traditional Media (Radio, Print Media, etc.) as possible to promote our market. Because of that, there will be times when photography will be done during the market day. While the event classifies as a "public event" and legally does not require a photo release from the vendor, the Market Board understands that some vendors will want to maintain their personal privacy. If a vendor wants to opt-out of any such photos, they may do so by contacting the Market Management. At specific times of photography, formal photo releases will be presented to the vendor for signatures allowing usage of their images by the market. Otherwise Application to the market will be seen as an indication of acceptance of such photography of themselves, their booths, and their products during the course of the market season.

Market Volunteers:

The market will accept as many volunteers as needed for daily operation, for maintaining any educational offerings, and for aiding any community projects. Volunteers are expected to follow all of the same rules that apply to vendors. Volunteers may apply to the Market Management by phone, email, or in-person.

Market Teams:

Market Teams will assist with some of the set up and tear down of the market i.e. setting out signs, tables and chairs, helping with vendor lunches, etc. There will be 4 teams and each team will serve one Saturday and one Thursday market per month. If a vendor will not be in attendance on their team’s day it is requested that they seek out another vendor that can serve in their place that day. Day vendors will be assigned to market teams when they arrive at the market.

A final word about the character of our market: We are supplying a service to our community and because of this we should all be seen as role models of high moral and ethical standards. We shall strive to help each other as much as possible in our pursuit of success; we will all gain much more by empowering *each other* than by trying to simply empower ourselves. Thank you so very much for your interest in our market, here is to a fun and successful City Market season!

Market Management:

Marrella Vinyard, Market Manager
(417) 988-1393
cstreetcitymarket@gmail.com

Holland Wilson, Assistant Market Manager
(417) 861-2633
cstreetcitymarket@gmail.com

C-Street City Market Board: Joseph Gidman (President), Wendy Millan (Vice President), Julia Snyder (Treasurer), Mona Pieron (Secretary), Susi Caregnato (Board Member), Chris Miller (Board Member), Annie Cantrell (Board Member), Betsy Cisco-Esquivel (Ex-Officio)

Social Media to Stay Connected and Informed



Request to Join the C-Street City Market Vendors Facebook Group
Like the C-Street City Market Page on Facebook
Follow C-Street City Market on Instagram

Vending Options / Fee Schedule

Full-Season Vendor (Not Available for Direct Sales):

Full-Seasonal Vendor, Saturdays and Thursdays: \$225.00 booth fee for April–October

Full-Season Vendor, Thursdays only: \$75.00 booth fee for April-Late Summer

Saturday Day Vendor:

\$25.00 with notification to the Market Management by Facebook Group or email by 1pm the Friday before Saturday Market

\$30.00 if notified after 1pm on the Friday before Saturday Market

Thursday Day Vendor:

\$15.00 with notification to the Market Management by Facebook Group or email by 1pm the Wednesday before Thursday Market

\$20.00 if notified after 1pm on the Wednesday before Thursday Market

*Day vendors are subject to pay Special Event Vendor fees on the days we have special events.

Special Event Vendor:

\$30.00 booth fee for Special Events put on by the C-Street City Market.

The C-Street City Market DOES NOT take any portion of any vendor's profits.

There are NO membership dues.

All fees are flat fees and nonrefundable.