



C-Street City Market
Operating Policies & Procedures

Our Vision Statement

The C-Street City Market goal is to create 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.

Updated 2024

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(s) made. Notifications will be done either by email, Facebook, and/or letters distributed at market.

- 1.) Vendors are responsible for reading and keeping abreast of market rules and regulations.
- 2.) Vendors are responsible for containing their trash and keeping our Market and immediate area litter free. This includes areas around tents, parking areas and booth spaces. Your booth space should be accommodating, welcoming and appealing to customers
- 3.) Please be courteous at all times and refrain from engaging in subject matters that are controversial.
- 4.) When in doubt of any product, issue or questions not addressed in the rules and regulations, please ask Manager(s) or Board members for assistance. That's what they are here for!
- 5.) C-Street City Market has a 3-Strike rule. If you engage in three (3) infractions you will be permanently expelled from the market and there will be no refunds of fees. First strike is a written and verbal warning. Second strike will be a written warning and a loss of your regular space (and or) asked to leave the market for the day. Third and final strike is to be expelled permanently from the market.
- 6.) Any conflicts or issues are to be handled in person privately. We will not tolerate these issues being posted and discussed on any Social or Media sites that disparage our market, fellow vendors, volunteers, Board Members or Management. This is a 3-Strike infraction and will result in immediate expulsion from the market and removal of all access to the Market's Social Media and no refund of fees.

Fees:

- 1.) Full-Season Vendors; will be expected to pay their full season fee upon approval of their application to the market. Special Events; Full Season Vendors are exempt from paying the Special Event fee when the event falls during regular season dates and times.
- 2.) Day Vendor Fees; will be due no later than one hour prior to close of market the day of market. Day Vendor fees are only accepted by cash or check. Debit tokens will not be accepted as payment for any vendor fees.
- 3.) On Special Event days, Day Vendors who choose 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 space. All spaces are assigned by the Market Management and space sizes will be determined by the Market Management. A full fee is charged for each additional space.
- 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 the following week for the tokens they accept, minus the percentage fee. **(THIS MAY CHANGE IF WE START CHARGING CUSTOMERS A SMALL FEE FOR USING DEBIT/CREDIT CARD TO PURCHASE \$5 TOKENS. THE BOARD MUST VOTE ON THIS.)** Will update policies and procedures at that time...

6.) Tent Rentals will be available on a limited basis and may require a separate fee. Manager/Asst Manager will determine costs.

7.) All fees, whether Full-Season, Day Vendor, or Special Event are non-refundable.

Vendor/Product Approval:

1.) All vendors must submit applications detailing all 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.

Submitting an application does not guarantee acceptance to market.

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 remove the items or in some cases 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. (some grandfathered businesses are exempt)

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 until a business license is obtained, 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 County laws or 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 county and health department and to report and remit all sales taxes.

8.) There may be an occasion where it is necessary for the Market Management to inspect the vendor's farm/produce, product or 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.

Attendance:

1.) Your Market attendance is communicated by responding to weekly rosters posted via Facebook in the "**C-Street City Market Vendor**" group. If you do not have FaceBook, you may work out another way to communicate with the Manager, if you do, please join this group to keep up with important private market communications. 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, *your usual space(s) may not be available for that market*. Please DO NOT say you will be attending market and then *NOT SHOW UP*. This will be considered an infraction and you will be written up. It is imperative you let the Manager(s) know of any changes to your attendance. We understand things happen, but let Management know as soon as possible.

2.) Previous Season Vendors will be given priority when assigning space(s). Vendor spaces are assigned by the Manager at the beginning of the season and spaces will remain the same throughout the season, unless necessary to adjust due to changing circumstances. Please get with Manager ahead of time for any changes in space(s) that you may request.

3.) Day Vendors will not have regular space(s) and are appointed each market by the Manager and Assistant Manager. See Manager before each market.

4.) Any Season Vendor, who is absent from the market without notification to management, may lose their assigned space(s). It is the Vendor's responsibility to communicate their circumstances, and upon their return to

market, the Market Management will review the situation with the vendor, and a new space arrangement will be made, however, NO refunding of fees will occur.

5.) Any Season Vendor who shows up to market without prior notification of their attendance (per attendance rules) are NOT guaranteed their usual assigned space(s). Repeated offenders may lose their space(s) for the remainder of the season and may be asked to leave the market permanently

6.) Each vendor is required to comply with the open times of the market. For the Saturday market vendors are to be ready for the day by 8:45am and for the Thursday market vendors are to be ready for the day by 3:45pm. Each vendor is asked to remain "open for business" until the closing time of our market; on Saturdays that's at 2pm and Thursdays at 8pm. NO EARLIER. In the event of an emergency, notify management prior to leaving market. Please note that this rule will be strictly enforced.

6.) Vendors are NOT to pull their vehicles up early to load out items or begin packing up their items until the official close of market, which is, AFTER 2pm on Saturdays or 8pm on Thursdays. Even two minutes early will be considered leaving early and the vendor WILL lose their assigned space for future markets. Again – this WILL BE STRICTLY ENFORCED. Even in the event that you run out of product, (Yay YOU!) you must stay fully set up until the end of market.

Scales, Sampling, and Pricing:

1.) All scales must meet state regulations and be certified by the Department of Agriculture prior to selling. Contact your local Health Department for assistance.

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. All items must be priced and visible for the public to see.

Parking, Complaints, and Other Courtesies:

1.) Vendors may park in front of the market pavilion or in the main pavilion parking lot (no driving on bricks) to completely unload before setting up, and after market must be packed up before getting vehicle and load out quickly. All vehicles must be moved to approved parking ASAP before the start of market. You will be informed of approved vendor parking areas. C-Street parking is somewhat limited, so it is paramount we allow it for our customers. No customers, no sales. Vendors will follow the parking rules set forth by the Manager for the duration of the season unless told otherwise by the Market Management IE (special event days).

2.) Smoking is not allowed on market grounds. Period. Smoking includes: (e-cigs, vapes, tobacco pipes, cigarettes, cigars, etc.) 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 Red 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 expectations 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 is available to most spots (or with extension cord) free of charge. Water is available from a hand pump near the Red Barn/Office. Check with Manager to make sure your spot will have what you'll require. All vendors are expected to supply all other needs including tents, adequate weights (It can get very windy sometimes, *weights are a must*), 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 include a 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 inclement dangerous 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 and written warning and the action should be corrected as soon as possible. A second violation will receive a written warning and asked to leave market for the day, and a third violation will result in

expulsion from the market. The Market Management will handle all violations. Vendors are not to cite other individual vendors for offenses. Vendors may inform the manager of any rule violations via comment cards.

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 a knowledgeable insurance company.

Marketing and Social Media

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.

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 and let's all have a marvelous market season!

Vending Options / Fee Schedule

Full Season Vendor; \$225.00.00 space fee includes Saturdays and Thursdays

Saturday Day Vendor: \$25.00 space fee

Thursday Day Vendor; \$15.00 space fee

Full-Season Vendor (Not Available for Direct Sales)

Special Event Vendor:

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

Free for Season Vendors. Day Vendors fees will be determined and posted by the Event.

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.



Join our Social Media to Stay Connected and Informed!

- Like the C-Street City Market Page on FaceBook
- Follow C-Street City Market on Instagram
- www.C-StreetCityMarket.com website
- Current Vendors are encouraged to Join the 'C-Street City Market Vendors' Facebook Group
- cstreetcitymarket@gmail.com

Market Management:

Marrella Vinyard (Market Manager), Seth Carroll (Assistant Manager)

C-Street City Market Board: Joseph Gidman (President), Wendy Millan (Vice President), Board Members; Julia Snyder, Annie Cantrell, Chris Miller, Susi Caregnato, Heather Duff and Bets Kondrot