



## **VENDOR ATTENDANCE POLICY**

### **PURPOSE**

The purpose of the Hamilton Farmers' Market Vendor Attendance Policy (HFMVAP) is to define the expectations of the Hamilton Farmers' Market Corporation (HFMC) relative to vendor attendance at the Hamilton Farmers' Market (HFM). This policy is designed to maximize the customer shopping experience, restore customer confidence, and establish clear rules for all vendors.

### **GOALS & OBJECTIVES**

The HFM Vendor Attendance Policy applies to all HFM vendors under contract to run their business in the Hamilton Farmers' Market. The goals and objectives of this policy include:

- Ensure equitable compliance among vendors.
- Restore customer confidence that stalls will be open when expected.
- Improve vendor morale through consistent compliance.
- Build customer traffic through predictability of vendor attendance.
- Support the future vision for the Hamilton Farmers' Market.

### **DEFINITIONS**

- "HFM" is defined as the Hamilton Farmers' Market
- "HFMC" is defined as the Hamilton Farmers' Market Corporation
- "HFMVAP" is defined as the Hamilton Farmers' Market Vendor Attendance Policy
- "Primary Producer" is defined as a vendor who grows, raises, or produces the primary or raw products, or utilizes these materials to make other value-added products, that are sold in their stall. This would include fruit, vegetable and flower growers, and livestock farmers, beekeepers, and dairies.

### **OPENING DAYS/HOURS**

1. All Vendors must be open all 4 market days (Wednesday to Saturday), with the exception of primary producers/farmers who can be open 3 or 4 days each week.

- 1.1. A stall is considered “open” if there are vendor staff present and there is product available for sale.
  - 1.2. All areas of the stall facing the aisles or other common areas must be open and uncovered on all market days.
  - 1.3. Farmers/primary producers must open the same 3 days each week and notify the Market Office of any changes to their opening days at least 2 weeks in advance. This notice is required to update the website and prepare updated signage to be posted at the stall.
2. Vendors can choose to be open one of the following:
    - 2.1. Wednesday to Friday - 9am-3pm, 9am-4pm, 9am-5pm, 10am-4pm, 10am-5pm or 11am-5pm.
    - 2.2. Saturdays - 8am-4pm, 8am-5pm, 9am-4pm or 9am-5pm.
    - 2.3. These are set hours that will be posted at the stall and on the HFM website.
    - 2.4. Vendors are permitted to open their stalls outside of their posted opening hours at their discretion.
    - 2.5. Vendors are permitted to change their posted opening hours annually at their contract renewal date.
    - 2.6. Requests to change the opening hours prior to the contract renewal date can be made to the Market Manager, and approval for any changes is at the sole discretion of market management.
3. Local Showcase & Other Areas of the HFM Supporting Primary Producers and Temporary Vendors
    - 3.1. Areas of the market set up to host primary producers or temporary vendors on a one-time or recurring basis will be required to operate from 9am-3pm.
    - 3.2. Participating vendors may also choose to operate between 3-5pm on all open market days and 8-9am on Saturdays.
    - 3.3. Participating vendors must notify the market office of their planned operating hours at the time of registering/contract signing. This notice is required to update the website and prepare signage to be posted at the stall.

#### **VACATION**

4. Vendors are permitted to close their stall for vacation up to a maximum of 16 market days per year.
5. Vendors must inform the Market Office of any vacation or planned stall closure a minimum of 3 weeks (12 market days) prior to the first day of the closure. This notice is required to update the website and prepare closure signage to be posted at the stall.

- 5.1. For stall closures longer than 2 weeks (8 market days), vendors must provide an area of along the front of the stall for the Market Office to place a display during the stall closure. This display is intended to avoid a prolonged inactive area in the market and provide something of visual interest for market visitors in front of the closed stall.

### **LATE/EARLY DEPARTURES**

6. Vendors are permitted a total of 5 late arrival or early departure occurrences (combined) per year without penalty (based on the license agreement term — prorated for licenses less than 1 year).
  - 6.1. Arrival more than 15 minutes after the posted opening time is considered a late arrival.
  - 6.2. Departure more than 15 minutes prior to the posted closure time is considered an early departure.
  - 6.3. Vendors are considered to be in compliance if they can transact business while either setting up at their posted opening time or packing up at their closing time.
  - 6.4. Late or Early Departure for the 6<sup>th</sup> to 10<sup>th</sup> occurrences will result in a \$50 per occurrence penalty.
  - 6.5. Late or Early Departure on the 10<sup>th</sup> occurrence will require a mandatory meeting with HFM staff to review attendance.
  - 6.6. Late or Early Departure for the 11<sup>th</sup> to 15<sup>th</sup> occurrences will result in a \$100 per occurrence penalty.
  - 6.7. Late or Early Departure on the 16<sup>th</sup> occurrence will result in termination of the vendor's license agreement.
  - 6.8. Occasional early-departure due to selling out of product will not be counted as an early departure, but will be tracked by the Market Office. A 5<sup>th</sup> occurrence will result in a mandatory meeting between the vendor and HFM staff to determine options to prevent further occurrences. Incidents of early-departure due to selling out of product beyond the 5<sup>th</sup> occurrence will be counted towards the vendor's early departure allowance.

### **UNPLANNED ABSENCES**

7. Vendors are permitted a total of 5 partial or full day closures per year without penalty (based on the license agreement term – prorated for licenses less than 1 year).
  - 7.1. The intent of these days is to cover illness, emergencies, unanticipated product delivery problems, or a personal day-off.
  - 7.2. Vendors must provide notice of the closure to the Market Office by phone ((905) 546-2096), email (farmers.market@hamilton.ca) or in writing (delivered to the Market Office) in advance of market opening on the day of the absence. In the event of illness or emergency, vendors shall inform the Market Office as soon as they are able.

- 7.3. Multi-day illness or emergencies can be considered a single-day closure event provided the vendor communicates with the Market Office and a reopening date can be determined.
  - 7.4. Closure on the 5<sup>th</sup> occurrence will require a mandatory meeting with HFM staff to review attendance and discuss options to prevent further closures.
  - 7.5. Closures for the 6<sup>th</sup> to 10<sup>th</sup> occurrences will result in a \$75/day penalty.
  - 7.6. Closure on the 10<sup>th</sup> occurrence will require a mandatory meeting with HFM staff to review attendance and discuss options to prevent further closures.
  - 7.7. Closures for the 11<sup>th</sup> to 15<sup>th</sup> occurrences will result in a \$150/day penalty.
  - 7.8. Closure on the 16<sup>th</sup> occurrence will result in termination of the vendor's license agreement.
8. A combined total of Late/Early Departures and Closures exceeding 20 occurrences per year (based on the license agreement term – prorated for licenses less than 1 year) will result in termination of the vendor's license agreement.

#### **POLICY IMPLEMENTATION**

9. All vendors will be notified in advance of the Vendor Attendance Policy launch in writing indicating the effective date.

#### **APPROVAL**

<INSERT DATE APPROVED BY THE HFMC>