



www.langleycommunityfarmersmarket.
 604-445-2364
 info@lcfm.ca
 Location:
 Kwantlen Polytechnic University - Langley Campus courtyard

com Mailing Address:
 Suite 257
 Unit 505 – 8840 210 St.
 Langley, B.C.
 V1M 2Y2

LANGLEY COMMUNITY FARMERS MARKET SOCIETY (LCFMS)

2017 Vendor Handbook

May 10th to October 4th - Wednesdays 12:00 p.m. to 4:30 p.m.

Winter Market Dates 10:00 a.m. to 2:00 p.m.

November 4th and December 9th 2017, January 13th, February 10th, March 10th and April 14th 2018

At Kwantlen Polytechnic University - Langley Campus, courtyard
 20901 Langley Bypass



Vendor Acknowledgment:

Please complete and sign the following. Include a copy of this page in your Vendor Application to LCFMS.

I, _____, am legally entitled to represent the business
 (print name)

named below. I have read and understood the policies of the Langley Community Farmers Markets Society as described in this Handbook. Upon being selected to participate in the Langley Community Farmers Market, I agree to abide by these policies.

 Business Name

 Signature

 Date



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The Langley Community Farmers' Market Society (LCFMS)

The LCFMS is a non-profit organization geared towards providing Langley and surrounding areas with locally grown foods, farm products, and other locally made products in a direct producer-to-consumer marketing venue that will serve diverse populations, preserve and promote local agriculture, enhance local community and improve the overall quality of life.

By becoming a vendor of the Langley Community Farmers' Market you are joining a community of people working towards a healthy sustainable future.

Governance:

The LCFMS is governed by an elected board of directors which works closely with the market management team to develop policies to regulate market operations and to clarify participation in the market. The LCFMS has the right to change, delete or modify its policies. All policies will be enforced in a fair and respectful manner.

Our Goals:

Local: The mission of the LCFMS is *to create a food secure community by improving access to local, healthy, affordable food to the community*. Local is considered the shortest possible distance between the producer and the consumer for seasonal items grown and made in BC.

Sustainable: The LCFMS aims to be a sustainable non-profit society, meaning its outputs do not exceed inputs on any resource level including human, financial, creative and environmental.

Community-Oriented: A community approach actively seeks participation from, and development with, community members including neighbourhood residents and supporters, area businesses, and community organizations including non-profit and NGO's. The LCFMS strives to increase awareness of local food issues and increase education about and in support of regional agriculture.

Our Policies:

A farmers' market is a lively, busy and sometimes challenging environment. In order to ensure the success of the markets as effective, equitable and enjoyable outlets for producers to sell products directly to consumers, LCFMS has established the following Policies. Please familiarize yourself with them as they are the basis for decisions concerning your participation in these markets.

Your adherence is respectfully required.



LCFMS Vendor Policies

1. VENDOR ELIGIBILITY

- a. All prospective vendors must apply in advance of the market season and have their application reviewed for acceptance by LCFMS.
- b. Application to be a vendor with LCFMS does not guarantee acceptance.
- c. All accepted vendors must apply to become members of the LCFMS, and pay a non-refundable annual membership fee of \$35. Vendor membership is valid no earlier than May 1st of this year, expiring April 30 of the following year.
- d. All products are to be sold by producer. Family members living with the producer or employees involved in production may attend instead of the registered vendor providing they are well-versed in affairs of the farm/business and all regulations continue to be met (ex: possession of Food Safe or Serving It Right certification, as necessary).
- e. Potential vendors who arrive on market day without prior registration will not be accepted.
- f. Prepared food, and craft vendors (including art and body care) must have their products juried prior to acceptance, except past vendors who have been contacted by LCFMS with an invitation to return. (Those vendors are considered pre-approved and do not need their products juried unless products have changed. See Policy 2.e.)
- g. No sub-letting of stalls is permitted. Stall sharing is allowed if both vendors apply, are accepted, are members of the LCFMS and are both present at each market.
- h. Reselling of product is not permitted. All products must be made, baked, grown, or otherwise produced by the vendor themselves. See Policy 3 (Acceptable Product) for additional information.
- i. Co-ops and collectives are encouraged – each enterprise must submit a separate application and obtain separate membership.

2. APPLICATION, JURY PROCESS AND APPROVAL

Highest priority for vendor spaces is given to farmers, growers and producers. In fairness to all, we strive for a diversity of products, encourage a variety of dates, and endeavour to share our space graciously

The LCFMS reserves the right to schedule vendors on its discretion according to the demand for their product / number of vendors selling the same product / number of spaces available.

- a. All prospective vendors must submit a completed application form, together with photocopies or scanned copies of all other documentation required for their category.
- b. All applicants are advised to be very clear about what they plan to sell and list all items in their application.
- c. Prospective craft vendors, note that all crafts must be handmade by the applicant. No kit crafts, imported crafts or items crafted by someone other than the applicant will be accepted.



- d. All prospective vendors selling food items must provide a current copy of a license/letter of approval from Fraser Health Authority and a Market Safe or Food Safe certificate with their application. (See Policy 6 Food Safety for more information.)
- e. Pre-approved vendors (past vendors who are invited to return) will be contacted privately in advance of the market season and given any necessary instructions. Their products do not require jurying.
- f. Application forms for all vendors, including returning vendors, must be received no later than **March 10th 2017** to allow for the jury process.
- g. After review of the applications, prospective vendors, except those in the "farmers, growers and producers" category (who are exempt from jurying), may be selected to have their product juried by a committee of at least three LCFMS staff or board. LCFMS aims to complete jurying before April 1st.
- h. Vendors who have been pre-approved to sell at the Market do not need jurying for products that have previously been approved for sale with LCFMS. However, if a pre-approved vendor wishes to sell new or changed product they must also submit the necessary documentation to LCFMS as per Policies 2.n and 3.b and may be subjected to jurying.
- i. At jurying, samples of all products intended to be sold must be made available for testing by the jury. Vendors with body care products must provide samples that can be opened and tested by the jury. Full ingredient lists must be available for each individual product.
- j. Jurors will take the following factors into consideration: overall product mix and balance, seasonal availability, consumer demand as assessed by LCFMS staff, current number of vendors with similar product, producer's history of selling such product, and producer's history of compliance with Market policies.
- k. Applications received after March 10th may be juried and added to a waitlist on a first come first served basis in regard to choice of dates and based on jury results, and the number of similar vendors in their category.
- l. Acceptance and dates will be confirmed for successful applicants by April 14th. If approved as a vendor you will receive a letter stating the dates for which you have been approved, along with an invoice. Information regarding discounts and deadlines will be included in this invoice.
- m. **Payment for your first date at the Market must be received by LCFMS at least 1 week in advance.**
- n. Only items for which LCFMS has documentation on file may be sold at the market; all items for sale must be approved by the jury. New items may not be introduced without further jurying and approval by the LCFMS.
- o. In lieu of jurying of farmers, growers and producers, the LCFMS reserves the right to visit the farm/production location of any vendor in order to verify the methods and raw materials used in products offered for sale.
- p. The decision of the selection committee and the Board of the LCFMS are final.
- q. New vendors who have never been accepted at the Market before will be subject to a trial period of six Market dates. At any point during this time and up to one week before a seventh appearance, the LCFMS may give notice to a new vendor that their future dates are canceled, reimbursing to the new vendor any prepayment for these dates. A vendor may appeal this decision by the procedure described in Policy 14.



3. ACCEPTABLE PRODUCT

- a. The LCFMS is a member of the BC Association of Farmers' Markets (BCAFM) and adheres to its “make it, bake it, and grow it” guidelines. Only approved products that are homemade, home-baked, home-grown, home-raised, caught, or wild harvested **by the vendor** can be sold, displayed or advertised at the market.
- b. Besides farm products, only products approved by LCFMS may be sold. Any additional products must be juried and obtain approval before being sold at the Market.
- c. Farm products (including fished or wild-harvested products) are not juried, and therefore should be of high quality and any animals involved treated ethically, contributing to the reputation of the Market as a source of healthy, sustainable and ethical products.
- d. Resale of purchased goods is strictly prohibited, except products sold by LCFMS for fundraising purposes, and products approved for sale by prepared food vendors.
- e. Vendors, including prepared food vendors, will not be permitted to resell packaged food.
- f. LCFMS also discourages reselling of packaged beverages (i.e. bottled or canned pop, juice, etc.), except water which is understood to be a necessary amenity at a summer market. LCFMS is subject to Kwantlen Polytechnic University's exclusivity agreement. Therefore any packaged beverages to be re-sold by Market vendors (including food vendors) must exclusively be from the Coca-Cola Bottling Company. Coca-Cola's water brand is Dasani.
- g. LCFMS encourages the use of recyclable or compostable packaging.
- h. All products for sale need to meet all applicable laws, regulations and rules as specified by federal, provincial, and municipal bodies, local health authorities, LCFMS, and any certifying body to which the vendor belongs. See Policy 6 for LCFMS policies regarding Food Safety.
- i. If, for reasons of quality, the absence of LCFMS approval, or suspected failure to meet health or safety requirements, the LCFMS determines that a product should be removed from sale, a vendor must remove the product in question from sale, although they may appeal this decision by the procedure described in Policy 14.b.

4. CERTIFICATION

- a. Advertising, labelling, or verbal claims of Organic, Biodynamic or Transitional status must be supported by appropriate **third party verification**.
- b. The words 'Organic', 'Biodynamic', or 'Transitional' may not be used in a vendor's advertising, labelling, or verbal claims unless this documentation is on file with LCFMS **and** displayed prominently in their stall for customers to see.
- c. Alcohol vendors must be compliant with Liquor Control and Licensing Branch legislation. Licenses must be submitted with application to LCFMS and must be available from the vendor on Market day.
- d. All alcohol servers must have "Serving It Right" certification. Certificates must be available from the vendor on Market day.



5. VENDOR CODE OF CONDUCT

A positive and friendly attitude is the greatest public relations asset a vendor can have. The LCFMS relies on all its vendors to maintain a standard of conduct that reflects well on the market as a whole. As such, public airing of complaints or conflicts, whether between vendors or with customers, will not be tolerated. Public airing of such concerns at the Market weakens the fabric of goodwill on which the Market's success depends.

- a. Complaints about other vendors, their products, pricing issues or the operation of the market are to be given in writing to the LCFMS.
- b. Vendors experiencing any difficulty with customers, health officials, market volunteers or another vendor must **refer the matter promptly to the Market Manager**, as well as complete and submit an Incident Report Form.
- c. Incident Report Forms will be available at each market at the Information Tent and must be submitted back to the Information Tent.
- d. Public airing at Market of conflicts of any type may result in immediate suspension of vendors involved, at the discretion of the LCFMS.
- e. Vendors may not smoke in the market area – the courtyard is a smoke-free zone.
- f. Vendors may not consume alcohol at the Market.
- g. Harassment of any kind will not be tolerated at the Market. Harassment should immediately be reported to the LCFMS staff, or board as appropriate, whether the action takes place at the Market or in association with the LCFMS away from the physical Market. Anyone, including vendors or customers, whose behaviour constitutes harassment at the discretion of the LCFMS or its staff will be asked to leave the Market. For vendors such behaviour may result in suspension.

6. FOOD SAFETY

It is the responsibility of each vendor to adhere to all safety guidelines. Refer to Fraser Health's *Guidelines for the Sale of Foods at Temporary Food Markets* for more information.

- a. All vendors selling prepared foods, including any meat, poultry or fish, are required to have Market Safe or Food Safe Level 1 certification and written approval from **Fraser Health Authority**. A vendor employee with Market Safe or Food Safe certification on the vendor's Fraser Health records must be present at all times at every market.
- b. These documents must be available at all markets attended, and also in the LCFMS files.
- c. For prepared foods and body products, lists of all ingredients in each product must be available to consumers and Market staff at the Market.
- d. Prepared foods intended to be consumed away from the Market must be labeled with the name and contact information of the producer for traceability.
- e. LCFMS encourages vendors to offer samples, but requires that all samples (especially food and body products) be prepared and offered in strict adherence to Fraser Health standards.

For any further questions regarding food safety, the LCFMS contact for the Fraser Health Authority for the Market is Lisa Weih: Phone: 604-514-6117, Email: Lisa.Weih@fraserhealth.ca



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For general product safety information, contact Fraser Health (Langley) at:
604-514-6121 (fax) 604-514-6122 feedback@fraserhealth.ca

7. PAYMENTS

- a. Vendors are required to pay for booked stall spaces **at least one week in advance** of each market appearance including opening.
- b. Vendors booking 11 or more dates are eligible for a 10% discount if they pay in one lump sum installment one week before the first market date or in two installments, one payment the week before the first Market date and the second payment the first week of July.
- c. Advance payment may include post-dated cheques. Cheques should be made payable to Langley Community Farmers Market Society.
- d. Vendors who have cheques returned NSF will be charged \$20 plus the amount of the cheque.
- e. An interest rate of 15% per annum or .0411% per day will be charged for overdue accounts.
- f. Outstanding fees will mean forfeiture of dates. Vendors with unpaid fees due at the end of the season will not be allowed to return the following year.
- g. **Stall fee payments must be up to date for vendors to be eligible to receive any reimbursements from the LCFMS, including Nutrition Coupon cheques and Market Money reimbursements.**
- h. For cancellation policies, see Policy 13 (Cancellations).

8. SETUP AND TAKE-DOWN

- a. Vendors may begin set-up no earlier than 9:30 a.m. for main season market or 8:00 a.m. for winter markets unless prior arrangements have been made with the market manager.
- b. Vendors must be set up in their stalls by 11:30 a.m. for main season market and 9:30 for winter market. Stalls not occupied by may be reassigned at the sole discretion of LCFMS staff.
- c. Complete awning set-up and product displays must be ready by the official start of market day.
- d. The Market takes place in the courtyard of Kwantlen Polytechnic University, Langley Campus. Vehicles must be parked at the designated curb area marked by cones to the left and right of the roundabout and stall materials transported to stall locations as allotted by the Market staff. There is also a designated gravel loading zone at the back of the campus where the same applies. Vehicles must be moved from loading zones promptly after unloading to a numbered parking stall. **Loading is prohibited in any other areas by KPU Facilities and the Fire Chief.**
- e. Vendors are encouraged to bring their own dollies or carts. LCFMS carts are supplied on a first-come-first-served basis only, and may not be available. One cart is always reserved for use by Market staff.
- f. Vehicles unloading from the curb may not stay parked longer than 10 minutes, at which time they must be moved to the parking lot.
- g. Vendors must supply their own canopies, tables, chairs, signage, float, utensils, carts, etc.
- h. Each vendor stall is 10' x 10'. More than 1 stall may be reserved at an additional cost. Product display must be confined to the dimensions of the designated stall.



- i. Electricity is available for vendor use at an additional cost of \$10 per market (limited number available).
- j. While LCFMS will do its best to keep vendors in the same location over a season, this cannot be guaranteed. Additionally, occupation of a particular location one year does not guarantee the same location in subsequent years. LCFMS take many factors into account when allocating locations, including but not limited to flow, anchor vendors, and product diversity. Although every effort will be made to accommodate the wishes of individual vendors, allocation of stall sites will be determined by the Market Manager.
- k. Excess noise (ex: car stereos) from vendor equipment is prohibited.
- l. Vendors must keep their stalls open and set up until the closing time. even if they are sold out (a sign on the table indicating such is acceptable). However, empty tables may be taken down to keep displays looking abundant.
- m. Vendors are to be off site one hour after closing time.
- n. All stalls and adjacent areas must be left clear and clean at the end of each market day, including sweeping if necessary. A broom is available from LCFMS.

9. STALL APPEARANCE

- a. Stalls must be clean and tidy.
- b. No plastic tarps are permitted except by prior approval of Market Manager.
- c. Prices must be clearly displayed.
- d. In all cases, the LCFMS and Market Manager will be the final judge of appearance standards.

10. SIGNAGE AND LABELLING

- a. Vendors are required to prominently display a sign bearing their business name.
- b. As per Policy 4 (Certification), vendors claiming to be Organic, Biodynamic, or Transitional must prominently display certification of such at their booth.
- c. As per Policy 6 (Food Safety), acceptance/confirmation letters from Fraser Health Authority must be available at each vendor's stall. Food Safe certificates must be available at prepared food vendor's booths.
- d. All items for sale at the Market must be clearly marked with their price.

11. INSURANCE

LCFMS **does not** provide individual coverage for vendors, or customers who are within the bounds of a vendor's tent or who are injured by a vendor's equipment or products.

- a. **All vendors are required to purchase insurance** with minimum \$1,000,000 liability, and include proof of this in their application.

Comprehensive general liability coverage helps protect you as the business owner/operator from being held legally responsible for property damage or bodily injury arising from your business,



property or operations. This could include anything from a slip and fall, an allergic reaction to a product, improper labelling, faulty products or mishandling of food items.

Please contact your local insurance provider for more information. If you are a BCAFM member, you may be eligible for a discount on general liability insurance rates. You can learn more at: www.bcfarmersmarket.org/vendors/vendor-insurance-program

12. VENDOR SALES REPORTS AND COUPONS

The purpose of collecting sales reports is to track the Market's economic impact, to demonstrate this to sponsors, and to evaluate the performance of the Market in general. Vendors' consistent participation contributes to the ability of the LCFMS to continue to develop the Market for the better.

- a. Vendors must report their gross sales to the market manager at the end of each Market day or by email within 24 hours. Reports may be anonymous, although all personal information will remain strictly confidential.
- b. Vendors are required to accept Market Money and Nutrition Coupons (where applicable) as payment from customers. Exact change is to be given for Market Money only. Change must **not** be given for Nutrition Coupons.
- c. Market Money (coin-shaped wooden disks with the Market's logo and a value printed on them) and Nutrition Coupons (generated by the BC Association of Farmers Markets) are reimbursed by LCFMS. Market Money and Nutrition Coupons are to be submitted by vendors at the end of each Market day. The Market will reimburse vendors with cheques two weeks later.
- d. Vendors who report \$50 or less on their vendor reimbursement form may be reimbursed onsite by the market manager in cash.

13. CANCELLATION POLICY

- a. Cancellations or changes of dates are to be processed through the Market Manager only.
- b. Cancellations of dates made with at least **48 hours' notice** will result in a refund of **\$20 of the pre-paid stall fee**. This policy applies equally to all vendors.
- c. Cancellations with less than 48 hours' notice will not result in a refund.
- d. Cancellations must be made by email to ensure documentation of the exchange.
- e. For the first 3 times a vendor cancels within one Market season with a minimum of 48 hours' notice before Market day, the vendor will be refunded \$20 of their stall rental fee. A third cancellation, even with minimum 48 hours' notice, will result in the filing of an Incident Report and issuance of a warning to the vendor.
- f. A fourth cancellation will result in suspension from the Market. Special consideration may be given when multiple dates are being cancelled at once and with at least 2 weeks' notice, in which case suspension, reimbursement, and/or other consequences will be at the discretion of LCFMS.
- g. Refunds will be processed twice in the Market season, on July 15th and the last Market day. Refunds for vendors who have prepaid for a season or half season will be postponed until the end of the Market season.



- h. Cancellations without notice (i.e. no-shows) or with insufficient notice (i.e. less than 48 hours') will result in no refund of the pre-paid stall fee and an Incident Report will be filed; the vendor will receive a warning. A second no-show within a Market season will result in the vendor's suspension and could jeopardise the vendor's long-term relationship with the Market.
- i. Vendors must contact market staff in the case of an unexpected delay on market day.
- j. Emergency cancellations made by phone on Market day will be considered a 'no-show' until the vendor makes personal contact with Market Management to explain the reason for their absence, at which time the consequences will be at the discretion of the LCFMS.
- k. LCFMS is an all-weather market. If a forecast of poor weather will affect a vendor's ability to attend the Market they may cancel and be refunded only according to these policies, and re-booking will be at the Market Manager's discretion.
- l. In the event of extreme weather forecasts, the market manager must make the decision to cancel the market 48 hours in advance of the market. In the event of unforeseen extreme weather the market manager may cancel the market at any point, including during the market.

14. NON-COMPLIANCE WITH POLICIES

The LCFMS Board reserves the right to suspend vendors' participation in LCFMS Markets after recorded violations of Policies. LCFMS reserves the right to determine at its sole discretion whether a documented incident should result in a warning or suspension.

- a. Vendors must adhere to these Guidelines at all times, both at the Langley Community Farmers Market and in interactions with Market staff and board. Failure to comply with these policies may result in the vendor's suspension from the Market and could jeopardise the vendor's long-term relationship with the Market.
- b. Vendors may appeal any decision of the LCFMS with a written letter to the Board of Directors within one week of notice of the decision.
- c. The LCFMS is not liable for income purportedly lost during any period a vendor is suspended from the Market. The Market is only responsible for the management of funds paid to the LCFMS, such as the retention or reimbursement of booth fees, which will be managed in accordance with these Policies.

15. DEFINITION OF TERMS

- a. Board of Directors The body that has been elected, by LCFMS members, to govern the Langley Community Farmers Market, including the development of its policies and bylaws.
- b. Crafts Hand-made non-edible products, including but not limited to cosmetics, body-care products, jewelry, clothing and artwork. LCFMS encourages craft vendors to use locally-sourced materials as much as possible.
- c. Farmers, growers and producers Primary producers of edible products including vegetables, fruits, and meats. This category of vendor also includes fishers, wild harvesters, flower vendors, and plant nurseries (including non-edible plants). Farm vendors are exempt from jurying for all products, but farm vendors' inventory at Market day may not consist of more than 30%



prepared food (ex: jams), not including processed animal products. Prepared food is defined in Policy 15.k.

- d. Incident Report Form** A form available at the LCFMS Information Booth every week, for the documentation of complaints or conflicts between vendors, with customers, or with Market staff. Incident Report Forms are considered official documentation of violations of LCFMS Policies.
- e. Information Booth** A tented booth open at every Market day, hosted by the LCFMS. Resources available at this booth include First Aid, maps, emergency numbers, copies of the Vendor Handbook and Incident Report Forms.
- f. LCFMS, LCFM or the Market** Langley Community Farmers Market Society, including its paid staff and Board of Directors.
- g. Market day** Wednesdays starting on a date in May to a date in October, specified in these Policies.
- h. Market season** The months between the date that vendor applications are due to the last Market date in October.
- i. Market staff** Those employed by LCFMS, including the Market Manager and Market Coordinator. This does not include Market volunteers.
- j. Member of LCFMS** Vendors and members of the public who have applied for and been granted membership for the Langley Community Farmers Market Society, incorporated under the BC Societies act. Members of LCFMS may vote at the LCFMS Annual General Meeting. This is usually held in March each year. Approved vendors must become members of LCFMS; members of the public are also welcome to apply for membership.
- k. Prepared food** Edible products that have been processed, including but not limited to foods subjected to: cutting, canning, cooking, baking, smoking, drying, or otherwise changing the nature of a food product, as defined by Fraser Health. Vendors of prepared food are in a separate category from farmers. LCFMS encourages prepared food vendors to use locally-sourced ingredients as much as possible.
- l. Reselling** The practice of selling a purchased product. Reselling is not permitted at the Market, except Coca Cola beverages, of which the LCFMS encourages water only (under the name "Dasani"). All other products to be sold must be made, baked or grown by the vendor. Approval of processing is at the sole discretion of the LCFMS and its jury.
- m. Samples** Any products that are given to Market visitors gratis. Samples are subject to Fraser Health regulations.
- n. Suspension** When a vendor is required by LCFMS to forfeit all future dates at the Market until further notice. Suspensions may result from violations of these Policies, and may be preceded by a Warning. Suspensions will be given with written notice and may be disputed through the procedure outlined in Policy 14.
- o. Vendors** Businesses or organizations that have applied or paid to book a stall at the Langley Community Farmers Market, whether paying or gratis. Policies apply equally to family members (residing with the vendor) or employees of the vendor who are present at the vendor's booth at Market day. No other persons are permitted to represent the vendor at their booth.
- p. Warning** A letter issued to a vendor to indicate that they have violated a Policy and that an Incident Report has been filed. Receipt of a warning should be understood as indication that suspension may be the next step.



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- q.** Wild-harvested Products that are native to BC that are picked or hunted by the vendor. Vendors of wild-harvested products must retain all necessary appropriate permits, in particular any required to allow the vendor to obtain *and* sell such products.



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Contact Us

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for their assistance in constructing this handbook.