

ARCHWOOD GREEN BARNS Farmers Market Vendor Code of Conduct 2021

Commitment To Our Customers

The goal of the staff and vendors is to ALWAYS be friendly, understanding, professional, rational, and willing to serve. By allocating space at the Market, we are asking for a commitment from each vendor that we anticipate to be upheld at all times.

Therefore, market vendors are expected to:

- Only attend market if healthy and self-screened for illness each market day
- Make eye contact and smile
- Greet and welcome customers
- Display appropriate body language at all times
- Preserve the Archwood Green Barns Farmers Market experience
- Thank each and every customer
- Treat individuals with respect, courtesy, and tact.
- Promote safe operations and comply with all appropriate safety and health regulations.
- Promptly report safety and health hazards so they can be corrected before injuries result.
- Render full and efficient service and provide the highest level of customer service possible
- Customer or staff questions regarding farming practices or production practices should be answered factually and knowledgeably.
- Comply with all Market rules and regulations
- Seek to proactively resolve potential conflicts, request help of Market Manager, if needed.

Vendors who engage in any of the following are subject to expulsion from the Market:

- Carelessly or willfully causing destruction of Archwood Green Barns property.
- Threatening or assaulting a fellow vendor, staff, or the public.
- Acting in a manner that is deliberately disruptive to the commerce of fellow vendors.
- Publicly disparaging other vendors, products, staff, or markets.
- Intimidating a customer for the purpose of sale.
- Refusing to sell to a potential customer; based on discrimination or due to difference in political belief.
- Deliberately misleading a customer for purpose of sale.
- Participating in mischievous actions such as horseplay, or disorderly conduct.
- Using obscene language towards fellow vendors, staff, or customers.
- Arriving late consistently.
- Using racial, sexist, or ethnic slurs.
- Sexually harassing fellow vendors, staff, or customers.
- Attempting to gain access to the market building after business hours unless approved by market staff
- Conducting any other types of business transactions not approved by application on Market premises
- Late payment of vendor fees or commissions.
- Contacting Market Staff at their residence is prohibited. All Market related business must be addressed at the Market or via email to archwoodgreenbarn@gmail.com You may contact the Market Manager via mobile phone or text; during reasonable business hours at 540-316-1157.

Violation of this clause will result in immediate expulsion. I have read, understand, acknowledge and will comply with the above information.

Signature _____

Print Name _____

Date _____