



2024
Non-Profit
HANDBOOK

The rules and regulations within this handbook are designed to benefit both the Market as a whole and each individual artisan vendor. May this handbook serve to inform prospective and participating vendors of Sustainable Nantucket's Farmers & Artisans Market (SNFAM) policies and procedures. The Market rules and regulations provide the framework to promote our local harvest, as well as to delineate expectations about the Market operation.

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CONTACT INFORMATION

Sustainable Nantucket
P.O. Box 1244
Nantucket, MA 02554

Market Manager:
email: market@sustainablenantucket.org
Office Phone: 508-228-3399
Cell Phone:

HOURS and LOCATIONS

MARKET SEASON: The 2024 downtown Market season will run every Saturday from May 25th - October 12, 2024. There are 21 markets scheduled for the 2024 season. The 2024 market season schedule is pending approval from the Town of Nantucket.

TIMES AND DAYS: Weather permitting, the downtown Market will be open to the public on Saturdays from 8:30AM to 12:30PM

LOCATION: Downtown Nantucket: Upper Cambridge Street and North Union Street

A NOTE ABOUT OUR MARKET COMMUNITY: We are a close-knit community with deep roots on a small island, where “everyone knows everyone” and we see each other in many different settings, wearing many different “hats” throughout the year. Hence, we rely upon each other to uphold certain values and behaviors. One long-standing tradition pertains to business ventures, where we endeavor not to step on each other’s toes nor infringe upon each other. We refrain from duplicating another’s products, and we even avoid creating products that look similar. We strive for each vendor to be unique and to find their own niche in order to enhance community, rather than to directly compete. If you are interested in joining our community, we invite and urge you to observe these traditions that are the foundation of our island community and of our Market.

PLEASE read these rules, guidelines, and policies carefully before signing your vendor application and keep a copy for your records.

Signing the application signifies your agreement to abide by these rules. Failure to comply with them may result in termination of your membership.

GOVERNANCE

MARKET MANAGER: All rules of the Market are enforced by the Market Manager or their appointed representative from the Sustainable Nantucket Staff/The Market Committee. The Market Manager has ultimate on-site authority. The Market Manager is responsible to the Sustainable

Nantucket Managing Director, the Farmers & Artisans Market Committee and The Nantucket Sustainable Development Corporation (d/b/a Sustainable Nantucket) Board of Directors. If a vendor does not abide by the rules of the Market, the Market Manager may take any action deemed appropriate, including barring the vendor from the Market for that day and any future Market days. The Market Manager directs set-up, and decides any immediate issues affecting the overall Market. For any questions or concerns related to the Market, contact the Market Manager.

MARKET ADVISORY COMMITTEE: This group is responsible for the oversight of the SNFAM Policies and Handbook, Fees, Vendor Categories, and Grievances. The Market Advisory Committee is made up of the below members:

Market Manager
Peter Brace
Priscilla McIntosh
Aidan Feeney
Melissa Dudley
Misha Currie
Ciara Fritsch
SN Managing Director

Vendor Review Committee: This group is responsible for the review of all vendor applications to ensure the integrity and standards of the SNFAM. The Vendor Review Committee is made up of the below members:

Market Manager
Peter Brace
Ciara Fritsch
Priscilla McIntosh
Melissa Dudley

NON-PROFIT DEFINITION:

A **non-profit organization** is an organization that does not distribute its surplus funds to owners or shareholders, but instead uses them to help pursue its goals. The purpose of non-profit organizations like **501(c)3 Corporations** is to serve the interest of the public. This service is usually for mutual benefit and not for the accumulation of profits by the organization. The state regulates the types of organization allowed. These corporations are mostly tax exempt. Examples of NPOs include charities (i.e. charitable organizations), trade unions, and public arts organizations.

PARTICIPATION ALLOTMENT:

Each non-profit is able to request to participate in three Market days. (With the exception of the July 4th Holiday Weekend) The non-profit may request to participate more than 3 days, and will be kept on a waiting list and informed if there is extra space the week of the Market.

DISPLAY AND SET UP/BREAKDOWN:

All Nonprofit tables must be staffed by representatives of the Nonprofit organization.

DISPLAY SPACE: The Market Manager will assign you a 4 foot space (size of a 4x4 card table provided by the applicant) within the Market area each week. The Market may not be able to provide consistent participant locations due to the ever changing dynamics of vendor participation, and other unforeseen circumstances that may affect the weekly Market map. **REMEMBER:** Please be flexible during set up. The goal is to create a Market layout that is complementary to all participants and to the Market as a whole. The Market is not obligated to provide water, shade or electricity to participants.

TABLE DISPLAY: Limited to a card table (4x4 foot). All participants must have a visible sign for their business. Participants may use umbrellas. Set-ups must be windproof, to protect people from blow-overs on blustery days at the Market. **All participants who wish to erect umbrellas on site during a normal period of Market operations, including the set up and break down period, are required to have their umbrellas sufficiently and safely anchored to the ground from the time their shade is put up to the time it is taken down. Any participant who fails to properly anchor his or her shade will not be allowed to sell at the Market on that Market day, unless that participant chooses to take down and stow the umbrella and sell without it.** The safety of Market customers, vendors and volunteers is the Market's highest priority.

SET-UP AND BREAKDOWN:

After 7:30am the street is CLOSED to market vendor traffic. If you'd like to drop off your market setup with your vehicle, please plan to arrive before 7:30. Park your vehicle along the curb, unload quickly, immediately move your car and then return for set-up. Likewise, for breakdown, fully pack up your display and product, then get your car, load quickly and remove your car. Once your display is broken down and packed away on the sidewalk, you may go get your car to load it. Your car should not be on the street unless you are actively loading or unloading your vehicle. We ask for everyone's patience AND compassion with each other. Please note, only the Market Manager or Market staff may move a police barricade.

Non-Profits are required to be on site NO LATER THAN 8:00 AM and MUST BE FULLY SET UP BY 8:30 AM in order to participate in that day's Market. Arriving late is disruptive to the Market. If a vendor arrives after 8:30am, the vendor's original location may differ from the map sent out. If you are arriving late, check in with the market manager to see if your location has changed.

Vendors are **required** to stay for the entire Market day. Removing tables during the Market is disorderly, dangerous and changes the layout dynamic. Vendors are responsible for taking down their set-up, disposing of their own garbage, and leaving their spot trash-free, including the removal of your market tape, after 12:30pm.

PLEASE NOTE~ Vendor locations will be randomly chosen each week. DEPENDING ON THE CIRCUMSTANCE, LOCATION CHANGES MAY BE MADE ON MARKET DAY, AT THE DISCRETION OF THE SNFAM Manager.

MADE ON NANTUCKET REQUIREMENTS:

It is of great value to Sustainable Nantucket and the Market to be a part of encouraging, creating and helping to establish new opportunities of entrepreneurship. This means bringing your ideas and needs to island people, instead of using off island services that have already been established. (i.e. bringing your printing or silk screening needs to an Island business or sole proprietor.) It is our hope that if these services do not yet exist on island, perhaps we can encourage them to be established or to expand with the prospect of future business.

MATERIALS:

Recognizing Nantucket's current lack of certain materials and manufacturing capabilities, off island materials may be used in the production of your MADE ON NANTUCKET products. Sustainable Nantucket strongly encourages each participant to start the off island material search on the Cape, then throughout the State of Massachusetts, then to the Greater North East, etc. *Products cannot however, be sent off island to be finished. Therefore, all items must be constructed/finished on the island of Nantucket.* **NON- PROFITS are currently exempt from these restrictions, though we strongly encourage supporting local business and hand crafting as much of your product as possible. Each fundraising item or product will be reviewed on a case-by-case basis by the Market Manager and the Vendor Review Committee. 100% of product sales proceeds must go to the Nonprofit Organization. Please allow 2-3 weeks for review of products.**

CANCELLATION POLICIES

CANCELLATION WITHOUT PRIOR NOTICE:

If a non-profit is unable to participate in a market they have committed to, vendors must notify the Market Manager by the Saturday prior. They must give one week notice to cancel their participation in a market they have already committed to. If the market manager is notified of a cancellation after the deadline, it may impact future participation.

Catastrophic and emergency events will be considered on a case-by-case basis. To give advance cancellation notice: Please email the Market Manager at market@sustainablenantucket.org. Failure to give notice of cancellation will result in demerits.

EMERGENCY ONLY on MARKET DAY:

In case of emergency cancellation on Friday night or Saturday morning, please contact the Market Manager.

WEATHER CANCELLATION POLICY:

The SNFAM will be held if the satellite radar indicates only possible showers. If the radar indicates a likelihood of showers (60% chance of above), this is cause for cancellation. High winds, 25 mph or above or forecasted lightning are also cause for cancellation. It is the responsibility of the vendor to come prepared for possible inclement weather with towels, umbrellas, weights, and/or a tent. The Market Manager will notify market vendors via email by 6:00am the morning of the market if the Market is delayed or canceled.

INSURANCE

ALL VENDORS are REQUIRED to provide proof of a 1 million dollar per occurrence **Product and General Liability Insurance** and name SUSTAINABLE NANTUCKET AS AN ADDITIONAL INSURED. Please speak with your insurance or legal representative regarding whether your existing coverage (i.e. current Auto & Homeowners Insurance, Renters Policy, and/or Craft Organization/Guilds) will be sufficient for your potential liability. **Vendors are required to submit proof of insurance before the start of their market season.**

Sustainable Nantucket, through collaboration with the Indi Business Network has secured discounted insurance policy for vendors.

ACT: <https://app.actinsurance.com/events/7091>

Coverage Details: <https://www.actinsurance.com/coverage-details-annual>

ACT policies cover artists, crafters, and tradesmen.

Show Policies start at 3 days of coverage and can go up to 90 days of coverage.

Free and unlimited additional insureds.

FLIP: <https://app.fliprogram.com/events/7092>

Coverage Details: <https://www.fliprogram.com/coverage-details>

FLIP Policies cover food businesses.

Free and unlimited additional insureds.

Membership required before the purchase of a policy:

IBN: <https://app.indiebusinessinsurance.com/events/7093>

Coupon Codes:

\$20 Discount Coupon Code: SNFAM

\$5 Discount for 3-day policies: SNFAM5

MARKET RULES / CODE OF CONDUCT

All members of SNFAM will behave towards Market customers, staff, volunteers, and each other in a professional manner that fosters a sense of Market community, camaraderie, and a spirit of cooperative involvement that promotes the Market as a whole to the Nantucket community.

1. Vendors are responsible for disposing of their trash and cleaning their surrounding area after breakdown. This includes picking up tape.
2. Vendors are responsible for their own booths, chairs, tables and sun/rain covers. Sustainable Nantucket does not provide tables or chairs.
3. Umbrellas and tents must be anchored and secured.
4. All vendors must display a sign at their table with their name and business.
5. All vendors must have prices displayed or easily accessible to shoppers.
6. Vendors are encouraged to give the elderly a 10% discount.
7. Who May Staff Your Table? **Artisan vendors** must be personally present at their booths in order to sell their items. Artisan vendors may only sell items made by themselves or a pre-approved collaboration with another vendor.
8. Market vendors are NOT permitted to use the restroom at the Sustainable Nantucket office. Public restrooms at the Visitor Center (25 Federal Street) and Town Pier (34 Washington Street) are open at 9:00AM.
<https://www.nantucket-ma.gov/DocumentCenter/View/6162/Public-Restrooms-Map?bidId>
9. Vendors may not smoke on Market grounds.
10. Vendors may not be under the influence of alcohol or drugs during Market hours, nor have alcohol or drugs on the Market premises.
11. Artisan Vendors may not have personal pets on the property with the exception of assistance animals.
12. No “flea market,” or “yard sale” items.
13. No live animals may be sold at the Market, unless approved by the review committee.
14. All vendors must wear shoes and shirts at the Market. A general neat appearance for all Market participants is expected.
15. There shall be no discrimination regarding race, color, creed, sex, religion, age or national origin.
16. No hawking, shouting, or loud barking.

17. No selling one's wares in an aggressive manner.
18. No political or religious campaigning.
19. No gruesome or grotesque images.
20. Vendors are expected, at all times, to behave in a courteous and professional manner both with the public and with their fellow vendors. Vendors are expected to be civil at all times. No bullying, slandering, yelling, harassing or other aggressive and/or intimidating behavior will be permitted. *Please remember that as a vendor, you are representing the market and the organization as a whole. A violation of this will result in a demerit, missing a market or immediate dismissal from the market, at the discretion of the Market Committee.*
21. The Market Advisory process includes a studio visit and interview FOR NEW APPLICANTS, and may take up to 3 weeks to complete.
22. If you have a grievance, please follow the procedure on page 14. Please allow 2-3 weeks for the Market Committee to review any issues.
23. If a grievance has been filed against you, you (and your employees/helpers) may not enter the booth of the vendor who lodged the grievance.
24. Sustainable Nantucket is not responsible for any tickets incurred while you are parked downtown during the duration of the market. We recommend either arranging to be dropped off and picked up; or to park your car in the Town public parking lot located on Washington Street. Please avoid parking on neighboring streets as we'd like to leave these spaces available for the public interested in visiting the market or other neighboring businesses downtown.
25. At the discretion of the Market Manager, demerits can be issued to vendors who violate **any** component of the handbook, including market rules and codes of conduct. Demerits will be tallied and taken into consideration during the application process of the following market season.

Grievance Policy

Resolution of Grievances

It is the policy of the Sustainable Nantucket Farmers & Artisans Market (SNFAM) that all staff, volunteers, vendors, and customers be treated in a fair and equitable manner and that vendors adhere to established policies and procedures. We also expect Market vendors to conduct themselves in ways that do not harm the SNFAM or the community. Sustainable Nantucket and the Farmers and Artisans Market Committee will not be responsible for deliberating any complaints respective to Intellectual Property, Copyright and Trademark Infringement disputes.

Steps for Grievance Resolution

In the event of a conflict, please observe the following steps in this order:

1. All Market vendors are encouraged to resolve difficulties **in private on a one-on-one basis outside of Market hours. Confrontations or discussions on matters of conflict at the Market are strictly forbidden.**
2. If the dispute continues, the Market Manager may facilitate and mediate a discussion
3. If the dispute continues beyond step #2, the grievance should be documented in writing using the Grievance Form. Written grievances must be lodged with the SNFAM Market Manager within one week of the occurrence.

Once A Grievance Form Is Submitted

Within 2 weeks of a grievance form submission, the Grievance Committee will hold a preliminary meeting to review. Subsequent meetings may follow if necessary. The involved parties may be asked to join a Grievance Committee meeting for the purpose of discussing + reaching a determination. The disposition shall be determined by a majority vote of the committee members and shall be communicated to the aggrieved party within two (2) weeks of submission of the written complaint.

The Market Manager is authorized to deny or restrict a vendor or vendor representative's access to the Market for failure to follow Market Policy and Procedures. During the grievance process, the violator must adhere to the original penalty with no right of restitution for any losses.

Penalties For a Validated Grievance Claim

- First offense: written notice.
- Second offense: loss of one Market day during high season.
- Third offense: dismissal from the Market for the remainder of the season.

Grievance Form

The Sustainable Nantucket Farmers and Artisans Market (SNFAM) is designed to support and strengthen our traditional industry of agriculture, to support the local economy and encourage entrepreneurs, and to help keep downtown vital and to enhance our experience of community. The mission of Sustainable Nantucket is to preserve the community character of Nantucket while sustaining its economic and environmental vitality. This Grievance Policy and Form were developed to ensure that vendors and products at the Market adhere to this mission and provide safe, quality products at fair and reasonable prices to shoppers.

The Market Manager has the right to restrict or deny any vendor from selling at the Market for failure to follow the Market guidelines and rules. Any problems, concerns or complaints that could not be resolved in private between the aggrieved parties outside of Market hours must be immediately directed to the Market Manager and filed within one week of occurrence. Grievances that cannot be resolved by the Market Manager will be reviewed and settled by the Market Committee.

If you feel that a vendor or any Market participant has acted in a way that compromises the Sustainable Nantucket Farmers & Artisans Market mission or violates the vendor guidelines and rules, please supply the following information: (A check for \$50.00 payable to Sustainable Nantucket must accompany this form.)

Your name: _____

Phone number: _____

E-mail address: _____

Name of the vendor in question: _____

Infraction(s) or violation(s): _____

Date of occurrence: ____/____/____

I have read the Sustainable Nantucket Farmers & Artisans Market Vendor Handbook and the grievance policy. I agree to all terms and conditions of the Sustainable Nantucket Farmers & Artisans Market. I hereby certify that the above information is truthful to the best of my ability.

Your signature: _____ Date: ____/____/____

*Date received: ____/____/____ Received by _____

Hope to see you at our 2024 Market!



P.O. Box 1244 Nantucket, MA. 02554
14 Federal Street - Downtown Nantucket Office

For more information, or to apply for the Market, contact:
Phone: 508.228.3399
Email: Market@sustainablenantucket.org