

# St Petersburg Saturday Morning Market

## Vendor Operations Handbook

(September- 2016)

Grey shaded items are new or are highlighted for their importance

### INTRODUCTION

The Saturday Morning Market is held weekly on Saturday mornings in downtown St. Petersburg.

- It's located in the parking lot of Al Lang Stadium, at the corner of 1st Avenue SE and 1st Street.
- The market is open to customers from 9:00 a.m. to 2:00 p.m.

The Market is guided by a Steering Committee. The committee includes Mark Johnson (Market Director), Gail Eggeman (Market Manager), and others.

Gail Eggeman (Market Manager) and Sarah Goetsch-Fielding (Market Supervisor) are responsible for the weekly market operations.

- Phone: (727)455-4921 Please make sure the cell phone is programmed into your cell phone.
- Email: [saturdaymkt@yahoo.com](mailto:saturdaymkt@yahoo.com)

### OUR VENDOR PHILOSOPHY

Vendor Community – It's our hope that all vendors feel that they are vital members of our community.

- We encourage you to meet, learn about and support the vendors around you. Our vendors indicate that they greatly appreciate this characteristic of our market.
- This spirit of community among vendors is a foundation for the sense of community that customers experience and love about the Saturday Morning Market.

Continuous Improvement - We are committed to our vendors' growth and success.

- We encourage vendors to continuously explore how they can improve their products and their booth display. We know that each vendor's development of their products and display helps the market grow as a whole.
- We offer tools, coaching, and feedback (wherever desired) to help vendors develop. Many vendors report that this support has resulted in a substantial increase in their sales.

## OPERATIONAL GUIDELINES

### 1. Communications Methods

a) Communications Methods – Effectively running our Market requires clear communication practices.

- All written communications regarding market business must be via the Market email address.
- Do not use other informal methods such as verbal communications at Market, Facebook messaging or cell phone text messages.

b) Email Addresses – We need to have just one email address as the primary contact for each vendor who will receive our general communications.

- It is very challenging for us to maintain multiple emails addresses for an individual vendor.
- The primary contact can forward communication to anyone else that needs it.
- We will use the email address provided on the Vendor Agreement as the primary contact.

- c) Customer Communications – The Market communicates with our customers via Facebook (over 21,000 fans at [Saturday Morning Market](#)) and an email newsletter (over 9000 subscribers)
- We strongly encourage you to ‘[Like](#)’ the Market on Facebook (*Saturday Morning Market*) so you see the posts we make. It’s also very helpful that you ‘like’ the individual posts, as it increases the frequency that the post gets shared with our customers.
  - Please also sign up to receive our monthly customer email newsletter. You can sign up for it on the home page of the Market [website](#).
- d) Vendor Facebook Group – We request that you join the [Market Vendor Facebook group](#) (*Saturday Morning Market Vendors*). It’s only open to current market vendors.
- The group enables vendors to share issues and opportunities that are relevant to one another.
  - The Market can also make timely communications (e.g. street closures) to vendors as well.
- e) Email Challenges – Vendors sometimes report to us that they did not receive a market communication (e.g. a scheduling email). The following are several reasons we discovered that may cause this.
- Vendors who rely on their cell phones (rather than a computer) to read email are more likely to overlook our communications.
  - We use an email service (Constant Contact) to send our broadcast (versus individual) emails to vendors, as well as the customer newsletter. If you sign up to receive our customer emails, it will help insure that our vendor communications.
  - The vendor emails (sent via Constant Contact) are being intercepted by your email spam filter.

## 2. Scheduling Process

- a) Quarterly Scheduling – Scheduling is done on a quarterly basis (typically a 10 – 12 week period)
- An email is sent about 3-5 weeks in advance of each period, asking each vendor to request specific dates during the period.
  - The number of eligible dates is indicated in the email.
  - All vendors need to respond to the scheduling email with their date requests. This is an official agreement with Market for you to attend those dates.
  - They will receive an email response confirming the requested dates.
- b) Schedule Changes - Any subsequent communications regarding changes in your schedule must be made to the Market email ([saturdaymkt@yahoo.com](mailto:saturdaymkt@yahoo.com)), and not verbally during the market.
- c) Late Arrival - Reserved vendors who have not arrived by 8:15 a.m. on Saturday, or indicated in advance (by phone, the day of) that they will be late, could forfeit their space.
- f) Last Minute Cancellations – Vendors who need to cancel should send an email up until 6 am on Saturday.
- Call the Market phone after 6am. Please do not send text messages.
  - Vendors are still accountable for the market fee for that day.
- d) Ad Hoc Requests – Due to last minute cancellations, we may have unanticipated open spaces. Vendors who wish to attend an additional date(s) may:
- Email the request to be put on the wait list. Each date request needs to be a separate email.
  - Put a \* (star) next to dates when they request dates for each scheduling quarter.
- Notification of the opportunity to attend could happen as late as early Friday evening.

### 3. Fee Payment

- a) Payment Amount - The fee for vending at the market is \$50/ day.
  - We have a discounted rate of \$185 for 4 weeks. It must be paid entirely in advance. The weeks do not need to be consecutive.
  - If an ineligible late charge is received, the vendor will need to pay the \$15 difference.
  - Payment for more than 4 weeks can add a discounted rate of \$46.25 per week. For example, a 5 week payment would be \$231.25 (\$185 + \$46.25 = \$231.25).
- b) Mailing Address - Checks should be made to Saturday Morning Market. Send the payment to:  
Saturday Morning Market  
Box 1213, St Petersburg, FL 33731
- c) Paypal Option - Payments can be made online using PayPal. It can be made from either a credit card or checking account.
- d) Payment Deadline - Payment must be received by date that the vendor is attending.
- e) Late Fee Charge – Payments received after the date of attendance are subject to a \$10 late charge.
- f) Cancellations/ No shows – Cancellations after Wednesday or no-shows are subject to the fee, and are not eligible for a refund or credit.
- g) Payment Planner – We publish a Payment Planner tool on our website (*under 'Vendor Resources'*) that provides a simple and effective method of documenting the vendor's payment status.
  - The Payment Planner is updated for each of the 3 'quarters' each season.
- h) Bad Weather Days – See our Bad Weather policy (on page 9) for related payment details.

### 4. GENERAL GUIDELINES

- a) Requests – Vendors should feel free to make requests about unique operational needs they may have. We may not always be able to accommodate them, but we're happy to explore them with you.
- b) Substitute Representatives – If a vendor sends a substitute representative, they are responsible for insuring that the substitute reads and observes the guidelines in this Vendor Operations Handbook.
- c) Product Types – Vendors are only allowed to vend product types for which they have been formally approved by the Market management.
  - Additional products can only be added if they are clearly within the product type for which they have already been approved.
  - Vendors are not permitted to add additional product lines without explicit approval.
  - Subsequent product line additions must be requested by email and approved (via email by the Market Manager).
  - Examples of an addition of products requiring approval would include:
    - a baked goods vendor adding prepared sandwiches to their offering.
    - a craft vendor, who sells decorative accessories, adding a line of jewelry.
- d) Product Prices – We require that prices of products be clearly posted either on a sign or on the product.
- e) High Signs - Any sign or flag that extends in front of the Market booth must be approved by the Market. The lowest point of the sign must be at least 6 ½ feet high to insure people can safely walk under it.
- f) Signage – Signs should look professional, and be displayed so that customers can clearly see them.
  - For this reason, signs should not be set on the ground in front of the booth (e.g. a blackboard leaning against a table).
  - Signage on the ground quickly loses its effectiveness whenever a customer stands in front of it.

- g) Community Behavior - Vendors are expected to be courteous to customers, vendors, and market staff.
  - Any disagreements need to be handled in a constructive and civil manner.
  - Inappropriate behavior (such as loud angry conversation or obscenities) is cause for immediate and/or permanent removal from the market.
- h) Solicitation – Solicitation of any type (distribution of flyers, requests for money, petitions, etc) is not allowed at the market. Please inform a market representative if you see solicitation occurring.
- i) Problems with Other Vendors - Any grievance regarding the actions of other vendors should be brought to the attention of the Market Manager, and not directed to the vendor in question.
- i) Vendor Agreement - Every vendor must sign the Vendor Agreement (at the end of this Handbook).
  - Each season, we may require that all vendors sign a new Vendor Agreement as well as update their contact information.
  - Vendors should use the process as an opportunity to review the Handbook, as it is regularly updated.
- j) Rules Modifications - These guidelines outlined in this document have been developed by the Market Steering Committee, and are subject to change upon review.

## SATURDAY OPERATIONS

### 5. Setup

- a) Arrival - Vendors can begin setting up their display after 6:00 a.m. and should be completed by 8:30 a.m.
  - The market is closed to incoming vendor traffic at 8:15 a.m., and all cars must exit by 8:30.
  - After 8:15, vendors will have to unload and carry in their products.
- b) Entering the Market - All vehicles should only enter from 1st Avenue SE.
  - Vehicles should only drive through the market rows in a southerly direction.
  - Unload your car and then immediately move it. Do not set up your booth before moving your car.
  - You can exit back out the south end of each row, and turn left to exit out the main entrance or park in the vendor parking area, if there is room.
- c) Driving - Be very conscious of your speed as you drive through the market at the beginning and end of the day. You should drive no faster than walking speed – about 4 mph.
- d) Set-Up - As you are unloading and setting up, be conscious of parking your car close enough to your space to ensure that other cars can get around you. Move your car out at the very earliest opportunity.
- e) Booth Size - The standard booth space is up to 12 front feet across and 12 feet deep.
  - Spaces are marked with a number and indicate the front of the booth space.
- f) Booth Setup – All items (e.g. tables, signs, dog bowls) must be completely behind the front booth line.
- g) Weights – Weights should be immediately attached to the tent when it is put up. This is critical.
- h) Location – Non-fulltime vendors are not guaranteed a specific location on a week-to-week basis.
  - We will do our best to meet the specific needs and requests of each vendor, while balancing the overall needs of the market.
  - Check-in with the staff at the Market entrance on Saturday morning to confirm your location.
- i) Equipment – Vendors are responsible for supplying all of their booth materials e.g. tables, chairs, etc.

## 6. Operations

- a) Offsite Parking - It's critical that we leave the most convenient parking available for customers. Vendors parking on the street should park at least two blocks away, preferably to the south.
  - A vendor parking on a nearby street is preventing 3-6 customers from using the space during Market.
  - There is plenty of convenient parking (typically \$3) in the garage across from the NW entrance.
  - All vehicles must be moved from the market no later than 8:30 am.
  - Double parking (even for a short time) on the street bordering the market should not occur.
- b) Onsite Parking – Vendors are not allowed to park in the customer lot on the far east side of the Market
  - Only large trucks and vehicles with trailers can park on the driveway to the stadium.
  - The spaces immediately behind (east) of row 6 are reserved for vendors on that row.
  - Parking on the eastside of the parking row are first come, first serve.
- c) Parking Fees – Vendors have the option of parking in limited spaces next to the market for \$5.
  - It is the vendor's responsibility to assure they pay the parking attendant. The fee is paid to the city.
- d) Electricity – Limited electricity is available. Preference is given to the needs of food vendors.
  - If you want electricity, indicate your exact requirements in an email. We need to know the exact amperage or wattage associated with every device.
  - Vendors must not hook up any electrical device without prior approval from the Market Manager.
  - *(Pending) There will be a fee schedule based on usage level. Contact us for the fee schedule.*
- e) Fire Protection – Any vendor with an open flame (typically used to heat food) needs to have 20 pound fire extinguisher on hand that has a current inspection sticker.
  - Gas tanks must be well stabilized (e.g. set in a milk crate or tied to a post).
  - Any incidence of a fire must be reported to the Market Manager.
- f) Selling - Vendors should limit their sales activities within their booth area.
- g) Out Crying - No 'out crying' or conversation above conversational level (that would be disruptive to neighboring vendors) should be done.
- h) Flyers – Vendors may only distribute flyers within their booth space, and not in the pedestrian areas.
- i) Garbage - Vendors must take their garbage with them at the end of the day.
  - The Market garbage cans are for customer use only. Do not place your garbage in them.
  - Food vendors should provide an appropriate trash receptacle if they are providing samples.
  - Do not place garbage in the dumpster (without explicit management approval). The dumpster gets filled completely by the customer garbage place in the Market's cans.
- j) Name Tags – We require that you (and all your staff) wear a Saturday Market name tag.
  - Wearing a nametag encourages people to talk with you.
  - Many vendors will also offer discounts to other vendors (if they know you're a vendor)
  - If yours get lost or damaged, request a new one by emailing us your first name and business name.
- k) Dogs – Dogs are allowed at the market. However they are the #1 source of customer complaints.
  - As a vendor, you can help us watch for and quickly address inappropriate behavior. Please inform us if a dog (or their owner) is behaving in an inappropriate manner.
  - Dogs should not be on a long leash (over 2 feet). Leashes can easily become a trip hazard.
  - Large dogs can get their noses up to food tables, or customers with small dogs in their hands can lean over food. If a customer's dog gets too close to food, kindly request that they step back.

- l) Change – Plan to bring adequate change (bills and coins) with you.
  - The Market management does not have change.
- m) Recycling – The market provides recycling containers for aluminum cans and plastic.
  - If you sell these types of items, please encourage customers to dispose of them in the designated containers.

n) Smoking – Smoking by vendors in the market area is prohibited.

o) Alcohol - No vendor (or their staff) shall consume any alcoholic beverage before or during Market.

## 7. BREAKDOWN

- a) Vending Duration - Vendors are expected to remain ‘open’ for business until the close of the Market.
  - If a vendor sells out of product, we expect that they remain setup (with tent, tables and signs) until the end of the market.
  - If a vendor needs to leave before the end of the market because of an emergency, they should inform the Market Manager as soon as possible.
- b) Vehicle Access - A vehicle should not be driven into the market until the Market staff has officially opened the entry gate.
  - Opening is typically about 2:15 pm, depending on the volume of pedestrian traffic in the market.
  - Do not bring your vehicle into the market until you are completely packed and ready to load.
  - Then, load your vehicle as quickly as possible, and exit immediately.
- c) Weights – Weights should never be removed until the tent is being taken down.
  - An unweighted tent should never be left unattended.
- d) Clean-Up– The amount of trash left on the ground at the end of the day doesn’t become visible until all the vendors have left. The only way to handle this is to get everyone to consistently pitch in.
  - Vendors are responsible for leaving their area free of garbage and debris
  - So after you’ve packed your goods, gotten your car, loaded it up, and are about to drive home to rest your weary bones, we need you to do .....one last thing.
  - Pick up all the manmade trash in the footprint or near your booth.
- e) Completion – Packing and cleanup should typically be complete by 3:30 pm.

## 8. MARKET PROGRAMS

- a) Rentals – Tents (\$20) and tables (\$5) are available for rent from the Market. The price includes setup.
  - To order items, email the Market no later than 6 pm on Friday.
  - The rental fee is payable in conjunction with attendance fees (in advance or at the Market tent)
  - Please clearly indicate, when paying, what is a Market fee and what is for tent/tables.
  - In windy weather, vendors must take the rental tent down before they leave the Market.
- b) Gift Certificates – We sell gift certificates in \$10 and \$20 denominations. If a customer redeems one with you, you should:
  - Check to insure that it’s signed by a Market representative (it’s easy to tell)
  - Sign and date the certificate the day you redeem it for cash at the Market booth.

- c) Food Assistance Programs – The Market runs a number of food assistance programs. These programs represent a significant amount of income for eligible vendors.
- SNAP/ EBT is a federal assistance program for low income people (formerly known as ‘food stamps’).
  - Participating customers in these programs receive tokens at the Market booth. Spent tokens are redeemed at the Market tent.
  - Vendors with eligible products (e.g. vegetables, fruits, edible plants and ‘take home’ food) must sign an agreement in advance with the Market in order to accept tokens from customers.
  - If you do not have a written agreement with Market, do not accept these types of payments.

## WEATHER-RELATED CHALLENGES

### 9. Rain Management

- a) Our Philosophy - Our policy is to be open rain or shine. We close entirely only if the wind or storm circumstances would cause danger to customers and vendors (e.g. lightning).
- The market will not close simply due to a general rain possibility (e.g. a 60% percentage chance of rain sometime on Saturday).
  - We have some very loyal customers who attend regardless of the weather.

#### Pre-Market Rain

- b) Varying Vendor Needs - Our weather policy is informed by the varying needs of different types of vendors. For example:
- Farmers have harvested their products for sale already, and customers have clearly demonstrated that they will show up in rainy weather to buy their produce and staples.
  - Some food vendors start buying and preparing their food on Thursday. They therefore have a strong need to vend, in order to insure that their investment isn’t a complete loss.
  - In contrast, some craft vendors have products that are highly sensitive to water damage. So they need to shut down at even the *hint* of rain.
- c) Advance Rain Monitoring Process - We’ve managed rain circumstances using the following process:
- Starting on Thursday morning, we monitor the hour-by-hour forecast ([www.weather.com](http://www.weather.com)). It provides hourly information about temperature, rain probability, and wind speed/ direction.
  - Starting on Friday evening, we also monitor the animated radar.
- d) How We Notify Our Weather Status - On weekends with weather uncertainty, we post a notice about our plans on our homepage ([www.SaturdayMorningMarket.com](http://www.SaturdayMorningMarket.com)) and the vendor group on [Facebook](#).
- Please don’t expect us to respond to individual inquiries about our weather plans. With over 120 vendors every week, we’re simply unable to communicate on an individual basis.
  - You can watch the weather pages we use, and look for a notice on Facebook and the website.
  - If you have a very specific individual need, we’re always glad to help.
- d) Attendance Notification – If you are not attending on a rainy day, you must notify us as soon as possible.
- e) Rain Day Declaration – The advance declaration of a ‘Rain Day’ will be made in very rainy circumstances that results in most vendors not attending.
- The Market will still be open for those vendors who choose to participate.

## During Market Rain

- f) Monitoring - When rain is imminent during the Market, through careful monitoring of radar, we assess the arrival time, the length, and severity.
- We strongly encourage all vendors to also monitor radar themselves.
  - In some cases, we may assess that rain may last just a short period of time which will negate the need for the following 2 steps.
- g) Pack-up Notice - Based on the projected arrival time, we will inform all vendors (as best we can, in the circumstances) of the opportunity (not a requirement) to pack up.
- Vendors are ultimately responsible for making their judgement of when they will stop vending.
  - The pack-up notice is not an approval to drive into Market.
- h) Drive-in Notice - We will indicate when it is acceptable to drive into Market.
- Vendors must exercise great caution when driving in, as customers will still be present.

## **10. Wind Management**

- a) Wind Challenges - Wind challenges can vary including:
- general wind speed
  - unexpected gusts
  - the unusual wind patterns on the north side of market (coming around the condominiums).
- b) Weights - It is required that all vendors have at least 20 pounds on all 4 legs at all times. Options include:
- sandbags - they can be bought online from tent vendors.
  - vinyl pipes filled with concrete.
  - cat litter containers
  - If there is fixed object nearby, you can anchor your tent to it with a rope.
  - Weights should be on the ground, or secured to the leg so they don't swing freely.
- c) No Weights - If you don't have required weights, you will be required to vend without the canopy on your tent or go completely 'tentless'.
- You can rent weights (if available) for \$35.
- d) Saturday Adjustments - If strong wind conditions arise unexpectedly during market, it may be necessary to remove the tent canopy or take the tent down completely.
- During short strong gusts, it's often necessary to physically hang onto the tent frame. If you are too short to grab the frame, you can hang a bungee cord from the frame, and hang on to it.
  - Vendors need to be responsible for taking appropriate precautions to protect their goods, and insuring their tent or goods won't cause damage to a neighboring vendor or customers.
  - In windy conditions, a tent should never be left unattended. If necessary get a neighboring vendor to monitor the tent while you are absent.
  - Vendors that rent a tent are responsible for assuring the safety and integrity of the tent.
  - If you need assistance in removing your canopy or taking your tent down, feel free to call to get assistance from a Market staff member.



## 11. Weather-Related Vending Decisions

- a) Individual Decision - In rainy, windy or cold weather situations, we strongly encourage vendors to make their best judgment about what they personally need to do.
  - Different types of vendors can have very divergent needs.
  - If vendors choose not to attend at all, we honor the decision (without any ill will). Really and truly.
- c) Non-attendance Notification - It is critical that vendors contact us, so we can make appropriate adjustments to the Market layout. Contact us by:
  - emailing the Market (through Friday night)
  - calling the Market phone on Sat after 6am. Leave a message if there is no answer. Do not text.
- b) Early Breakdown - Vendors can break down before market closes (e.g. due to wind complications).
  - Please notify the Market Manager of your decision.
  - Vendors can carry' their goods out. We can lend a large dolly.

## 10. Bad Weather Payment Policy

- a) Bad-Weather-Related Fee Payment - The majority of our expenses are incurred regardless of whether we are open.
  - Our Market fees are so low that we are unable to incur this loss of income.
  - As always, cancellations received by Wednesday before Market are not subject to a vendor fee.The following policies applies to days that are officially declared to be a 'Bad Weather 'day:
  - Fulltime vendors are required to pay the fee for all days that they are scheduled to attend.
  - Semi-regular and Occasional vendors will not be charged for a 'Bad Weather 'day.

## 12. Liability Insurance and Government Regulations

- i) Liability Insurance – The Market requires that all vendors maintain a current liability insurance policy.
  - Our Insurance Overview document is located on our website (Vendor Resources) . It describes details such as the required coverage, prospective providers, and more.
  - The Market must be listed as an '*Additional Insured*' on the policy.
  - In addition, the address on the policy must be: Box 1213, St Pete, 33731. (It can also be found on the Market email signature)
  - We need to receive the insurance documentation via email (not a hard copy) from you or your insurer.
- j) Licensing Responsibility - Obtaining the proper licenses or permits, and obeying all codes is the sole responsibility of the vendor, including any regulations of the Florida Dept of Agriculture or other regulatory agencies.
- k) Occupational License - The market provides a blanket city occupational license for all participating vendors (that applies only while they are vending at the market).
- l) Sales Tax - The seller is responsible for paying sales tax, where required by the State.

### 13. Infraction Policy

Most vendors do a great job of consistently observing the operational policies of the market. These policies are created to insure safe and smooth operations and a quality customer experience.

At times, vendors do not observe the Market's guidelines.

- In most cases, these are discussed and successfully resolved in a single instance.
- On occasion, they do not resolve themselves immediately.

The following Infraction process is designed to insure clear understanding of our requirements.

- It is designed to provide for fair and progressive penalties.
- Our intention is to quickly and positively resolve issues that arise.

**Saturday Operations** - The following are issues associated with the Saturday operations

Issue	Explanation
1. Late Arrival	Arriving after 8:30 am – particularly without advance notice.
2. Unloading	Setting up the tent and/or products before moving your vehicle. Not locating a vehicle sufficiently to the side that other vehicles can pass.
3. Parking Location	Parking in inappropriate areas without permission – e.g. handicapped parking area, truck/trailer area, driveways adjacent to grassy area, or behind your booth.
4. Parking Fees	Not paying parking fees.
5. Unsafe Practices	This includes any unsafe practices such as repeated attendance with a broken tent (e.g. hanging or broken tent arm).
6. Weights	No or inadequate weights on tent (At least 20# on all 4 legs)
7. Outcrying	Shouting at passersby (at well above conversational levels)
8. Booth Footprint	Exceeding the designated booth space (e.g. tent, tables, signs, etc)
9. Garbage	Putting garbage in a Market garbage can or the dumpster without permission from the Market Manager.
10. Trash	Leaving trash on the ground in your vicinity ( e.g. zip ties, tasting spoons)
11. Premature Packing	Packing up one's booth (i.e. tables) before 2:00pm without explicit permission from the Market Manager.
12. Loading	Re-entering the market with vehicle before you are broken down.
13. Speeding	Driving too fast (> 4miles/ hour) in Market.

**General Participation** – The following are other management concerns

14. Liability Insurance	Not maintaining a current liability insurance policy, <u>and</u> providing the appropriate documentation to the Market.
15. Unapproved Products	Selling products that have not been explicitly approved by Market Management (particularly when not consistent with product types that have been approved).
16. Late Fee Payment	Fees paid notably past the due date.
17. No call / No show	Not informing management of non- attendance by 8am, the day of Market
18. Late Cancellations	Repeated late cancellations (i.e. after Wed, the week of Market)
19. Substitutes	Sending a substitute person that is not informed about our Operations practices.
20. Aggressive Behavior	Aggressive or highly argumentative behavior towards customers, other vendors or market staff.

## Progressive Discipline

The following is the progressive sequence of conversations and penalties that may be followed for an infraction. Whether a step is skipped is dependent on factors such as:

- the severity of the infraction
- the history related to prior infractions

### 1. Verbal Warning

- A verbal acknowledgement that an infraction has occurred.
- We find, in most cases, this is all that is ever needed to correct the problem.

### 2. Written Warning

A written warning is given to assure clear understanding of the issue.

- The warning can occur by either a written note or an email.
- If the infraction is sufficiently serious, a written warning may be given on the first infraction (e.g. speeding, weights)

### 3. Fine or Suspension

A fine or suspension is intended to send a clear message that an infraction is serious, and needs to be corrected immediately and permanently. It is the discretion of Market Management when it will be applied.

- A fine is generally used for less serious offenses
  - The schedule of fines listed below serves as a guideline. Actual fines can vary.
  - The fine must be paid before further participation can occur in Market.
- A suspension is used for more serious or frequent recurrences.
  - Suspension involves not participating in Market for a defined period.
  - For a serious issue, it can include the requirement to pack up and leave the Market before the day is finished.
  - A suspension may be bypassed depending on the severity of the issue (e.g. a serious safety issue, deliberately damaging others property, very aggressive behavior)

### 4. Dismissal / Eviction

- Recurring infractions can result in permanent dismissal from the Market.
- A single serious infraction (e.g. threatening a customer) can result in a vendor being asked by the Market Manager to leave the premises immediately. Approval for further participation is subject to the discretion of the Steering Committee.

## Fines

Infraction	Fine	Infraction	Fine
Late Arrival	\$25	Unsafe Tent	\$50
Unloading	"	Weights	"
Parking Location	"	Speeding	"
Parking Fees	"		
Garbage/ Trash	"		
Outcrying	"		
Premature Packing	"		
Loading	"		
Liability Insurance	"		

*Legal Disclaimer: This infraction policy and guidelines do not supersede the right of Market management to discontinue the participation of a vendor at any time, without restriction.*

# ST PETERSBURG SATURDAY MORNING MARKET

## VENDOR AGREEMENT

*(This is a legal agreement for approved Market vendors)*

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*Please clearly print the information below*

Name: \_\_\_\_\_

Business Name (if applicable): \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Primary Contact Email \_\_\_\_\_

*(This is the single person who will receive the Market's communications)*

Products: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Please list the specific product types you are approved to bring to Market.*

- 
1. I have read the entire Vendor Operations Handbook governing the St Petersburg Saturday Morning Market, and agree to adhere to the rules that are outlined within it.
  2. I agree that everyone working in my booth will also read the Operations Handbook.
  3. I agree that I will limit my product sales to those products I have been explicitly approved to sell.
  4. I will comply with the Market requirements related to maintaining liability insurance.
  5. I understand that the market reserves the right to limit or discontinue the participation of a vendor at any time.
  6. I agree to indemnify and hold harmless the St. Petersburg Saturday Morning Market and its agents, employees and volunteers from any liability, cost, damages, and other expenses suffered or incurred during the Market.
  7. I understand that I am responsible for adhering to all relevant government regulations e.g. health codes, licenses, etc.

\_\_\_\_\_  
Vendor Signature

\_\_\_\_\_  
Date