

# St Petersburg Saturday Morning Market Vendor Operations Handbook Revised Sept 2021

## 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 Ave 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 Board of Directors and a Vendor Selection Committee.

The market director is responsible for the weekly market operations.

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

## OUR VENDOR PHILOSOPHY

The spirit of community among vendors is the foundation that customers sense, experience, and love about Saturday Morning Market. 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 the atmosphere of our market.

We encourage vendors to continuously explore ways to improve their products and their booth display. We know that each vendor's products and display development also supports the growth of the overall market. We offer tools, coaching, and feedback (wherever desired) to help vendors explore how to further enhance the booth. Many vendors report that this support has resulted in a substantial increase in their sales.

## Content

The following is the sequence of topics covered in this Handbook.

- Communication Methods
- Scheduling Process
- Fee Payments
- General Guidelines
- Morning Setup
- Daily Operations
- Afternoon Breakdown
- Market Programs
- Rain Management
- Wind Management
- Weather –related Vending Decisions
- Bad Weather Payment policy
- Liability Insurance & Govt Regulations
- Infraction Policy

## OPERATIONAL GUIDELINES

### Communications Methods :

a) All communication regarding market business should be conducted through the market email: [Saturdaymkt@yahoo.com](mailto:Saturdaymkt@yahoo.com)

- Verbal communications may be a courtesy but are never a substitute for email communications.
- We don't look at Facebook or Messenger so it doesn't count for communicating with Market. Email works.

Addresses – Each vendor should only have one email address – the one on your Vendor Agreement - as the method of communicating.

- Please share any information with your staff.
- Be very responsible for updating email addresses and phone numbers.

b) Email Challenges – You may not receive some emails sent mostly by Constant Contact. Check the Vendors Only facebook to see if something has been sent.

- Vendors who rely on their cell phones (rather than a computer) to read email are more likely to overlook our communications.
- We have found that Constant Contact sends our broadcast (versus yahoo) emails to spam accounts. Solve this by adding Constant Contact to your contact/address list or take an old CC email and drag it into your Inbox.
- Vendors may unsubscribe from Constant Contact. Don't do this. It causes any email we send from CC will go to spam.  
If this has happened sign up on our website to receive our customer emails.

c) Vendor Facebook Group – We request that you join the [Market Vendor Facebook group](#) (*Saturday Morning Market Vendors Only*). Only current approved market vendors are eligible to participate.

- The group enables vendors to share issues and opportunities that are relevant to all vendors specifically related to SMM.
- The Market can also use Facebook to send timely communications (e.g. weather concerns) to vendors as well.

d) Customer Communications – The Market communicates with our customers via an email newsletter (over 10,000 subscribers), Facebook (over 29,000 fans), and Instagram.

- Newsletter - Sign up to receive our periodic customer email newsletter at the Market booth. You can also sign up on our website. This may enable the scheduling email to go directly to your inbox.
- Instagram – Market participates as 'StPeteSaturdayMkt' and '#saturdaymorningmarket'.

e) Facebook - We strongly encourage vendors to 'Like' the Market on Facebook (*Saturday Morning Market*) so you see the posts we make.

- It is also very helpful that you 'Like' and 'Comment' on individual posts, as it increases the frequency that the post gets shared with our customers.
- Vendors are welcome to share Market Facebook posts to their Facebook Fans
- Vendors should not post 'Events' that use the Saturday Morning Market in the Event title itself. Your Event can indicate that Market is the location.

## 2. Scheduling Process

a) Quarterly Scheduling – Scheduling is done on a quarterly basis (usually an 11 or 12-week period)

- An email is sent about 3 weeks in advance of the quarter, asking each vendor to enter their date choices in their Vendor Profile tab on the market website. All vendors need to select and submit their dates to the Market Manager for approval, even full-time vendors.
- Select only the number of dates you are eligible to attend (as stated in the scheduling email).
- You will receive an email confirming the requested dates.
- b) Ready Dates – An on-call date is one where you are not scheduled, but are available and interested in attending, if space becomes available. If you are available give us a separate list and email of Ready Dates in a return email. We will keep track of your “Ready Dates.”
- Knowing your “Ready Dates” allows us to contact you if space at a designated market becomes available.
- If you have an occasional date you are available, send an email indicating the specific date(s) you are interested in.
- Notifications of an invitation to attend tend to occur late in the week before a Market. They can happen as late as early Friday evening. Let us know if you are not available to be notified on a Friday.
- c) Schedule Changes - All subsequent schedule changes MUST be made through your vendor profile on the market website.
- d) Late Arrival - Reserved vendors who have not arrived by 8:15 a.m. on Saturday, even if they have indicated in advance (by text the day of) that they will be late, could forfeit their space.
- e) Last Minute Cancellations – Vendors who are going to be late or need to cancel on the day of attendance should immediately send a text to the Market phone (727) 455-4921 before 7:00am.
- It should be followed up subsequently with an email explaining the reason for the cancellation.
- Not communicating about non-attendance is referred to as “*no call, no show*”.
- It is a serious infraction and can result in a fine, suspension or dismissal from Market

### 3. Fee Payments

- a) Payment Amount - The standard fee for vending at the market is \$50/day for all vendors but farmers, who pay \$40 a day. All vendors are requested to pay for four weeks at a time. Fulltime vendors are REQUIRED to pay for at least four weeks at a time.
- b) Payment Options
  - Checks should be payable to Saturday Morning Market or SMM.
  - Mail payments to: Saturday Morning Market, PO Box 1213, St Petersburg, FL 33731
  - Bring payment (cash or check) to the Market booth. Be sure to receive a receipt and save the written receipt from a cash payment.
  - **You can pay via PayPal, using our Market email ‘[saturdaymkt@yahoo.com](mailto:saturdaymkt@yahoo.com)’.**
- c) Payment Deadline - Payment must be received before or on the date of the market that the vendor is attending or you will be charged a late fee. If you pay in cash or check pay a week ahead of time.
- d) Cancellations—Vendors must submit their cancellation date via their vendor profile no less than two weeks prior to their scheduled vending date or they will be charged a cancellation fee. Please see our weather guidelines for cancellations due to bad weather.
- e) Late and Cancellation Fees-A late fee or a cancellation fee of \$10 will automatically be charged to any vendor who does not adhere to our payment deadline policy or late fee policy.
- f) Dismissal-Continued failure to pay fees or accumulate unpaid fees will result in dismissal from the market.

#### 4. General Guidelines

- a) Requests – Vendors should feel free to make requests regarding 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) Vendor Staff Responsibilities- Vendors are responsible to ensure that all of their vending staff have read and understand the policies outlined in the Vendor Handbook.
  - Market staff have often had to police the behavior of new vending staff that have not been informed about our practices (e.g. taking garbage home, out crying, bad driving, early re-entry to Market, etc.) – Non-adherence to rules by any staff is subject to our infraction policy or removal from Market.
- c) Approved Product Types – Vendors are only allowed to vend product types for which they have been formally approved.
  - Additional products can only be added if they are clearly within the same product type for which they have already been approved.
  - Subsequent product line additions must be requested through the form linked with the vendor's profile on our website.
  - Vendors cannot add additional product lines without explicit approval by Market management.
  - Examples of additional 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) Safe Waste Policies – The Market has implemented practices to reduce the use of environmentally damaging products.
  - Our Safe Waste policy is posted on our website under '[Vendor Resources](#)'. You must read it.
  - In October 2019, we banned single-use plastic shopping bags, styrofoam, and plastic straws.
  - The use of plastic bags for product packaging should only occur in limited or approved circumstances. Check with Market management for guidance about approved uses.
- e) Business Ownership Change – When a majority of the ownership of a vendor business changes hands from the approved vendor, the Market must be informed.
  - The invitation to vend at Market does not automatically transfer to the new primary owner.
  - The new owner must complete an application, be approved and submit a new Vendor Agreement.
  - If the sale of a business requires prior approval of the opportunity to vend, we can complete the process before the sale occurs.
  - As with all new vendors, a review will occur at the end of the first Market season to confirm continued participation.
- f) 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.
- g) Solicitation – Solicitation of any type (someone handing out flyers, requests for money, petitions, etc.) is not allowed at the market. Please inform a market representative if you see solicitation occurring.
- h) Problems with Other Vendors - Any grievance regarding the actions of other vendors should be brought to the attention of the Market Management and not directed to the vendor in question.
- i) Vendor Agreement - Every vendor must sign the Vendor Agreement provided in your online application process. You will need to renew your vendor agreement annually.

- Vendors will also be notified when significant changes are made to the Handbook and will be required to sign a new Vendor Agreement.
  - Vendors should use the process as an opportunity to review the Handbook as it is regularly updated.
- j) Rules Modifications - The guidelines outlined in this document have been developed by Market Management and are subject to change.
- k) Vendor Review – All vendors are reviewed at the end of each Market season and will be notified of any change in status by mid-June. Items affecting the review include:
- good communications mostly about schedule changes,
  - ability to get along with other vendors,
  - timely payment of Market fees, and
  - continued great product display and signage.

## **SATURDAY OPERATIONS**

### **5. Setup**

- a) Arrival - Vendors can arrive at 6am at the top of the Market (First Avenue SE east of the First Street) to receive their vending location, and all cars must be removed from Market before 8:30 a.m. – The market is closed to incoming vendor cars at 8:15 a.m.
- After 8:15 a.m., vendors will have to unload and carry in their products unless prior arrangements have been made with the Market Manager.
- b) Entering the Market - All vehicles should enter from 1st Ave SE at the driveway east of First St.
- 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 by continuing south to the end of each row and turn left to exit out the main entrance at First Av SE or right through the handicapped parking area south of Market onto First St S.
- 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 3 mph.
- d) Set-Up - As you are unloading, park your car as close as possible to your space to ensure that other cars can get around you. Move your car out as soon as it is unloaded. Be Courteous.
- e) Booth Size - The standard booth space is up to 12 feet across the front. Spaces are marked with a small number on the pavement and indicate the front and side boundaries of the booth space.
- f) Booth Setup – All display items (e.g. tables, signs, dog bowls) must be behind the space markings on each side.
- g) Weights – Weights should be immediately attached to the tent when it is put up and stay on through out the market day.
- They must weigh at least 25 lbs. each. This is critical.
  - Weights should be on the ground or secured to the legs, so they don't swing freely.
- h) Location- No vendor is guaranteed a specific location on a week-to-week basis.
- We do our best to meet the specific needs/ requests of each vendor, while balancing the overall needs of the market.
  - Check-in with the staff at the Market entrance on First Av SE Saturday morning to confirm your location.
- i) Equipment – Vendors are responsible for supplying all their booth materials e.g., tables, chairs, etc.

## 1. Operations:

### Parking

- a) Offsite Parking – It is critical that we customers have the most convenient parking. 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 over the course of the day at Market. If you use the most convenient parking space, you may be depriving a customer who may then chose not to shop.
  - 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 is prohibited.
- b) Onsite Parking – City policy prohibits vendors from parking in the customer lot on the east side of Market
  - Only large trucks and vehicles with trailers (no vans) can park on the driveway to the stadium and the E-W finger bordering Bayshore Dr. No large vehicles should park in front of the stadium (past the yellow mark on the curb).
  - The spaces immediately behind row 6 are reserved for vendors on that row.
  - Parking on the farther eastside of the allowable parking row (row 8) are first come, first serve; no reserving a spot.
- 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. Market does not manage parking. If you don’t pay you create a problem between the SP+ and the Market. DON’T DO IT. Pay.

### Booth and Product Set Up:

- 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) Booth Signage –Signs should look professional and be displayed so that customers can clearly see them.
  - Signs should not be set on the ground in front of the booth (e.g. a blackboard leaning against a table). They can’t be seen.
  - Signage on the ground quickly loses its effectiveness whenever a customer stands in front of it.
- g) 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 electrical usage level. Contact us for the fee schedule.
- h) Fire Protection – Any vendor with an open flame (typically used to heat food) needs to have a 20-pound fire extinguisher on hand that has a current inspection sticker. Fire Inspectors do visit.
  - 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.
- i) Selling - Vendors should limit their sales activities to inside their booth area, not in front.

- j) Out Crying - No 'out crying' to passing customers or conversation above conversational level (that would be disruptive to neighboring vendors) is allowed.
- k) Flyers – Vendors may only distribute flyers from within their booth space and not in the pedestrian areas.
- l) Garbage - Vendors must take all 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 placed in the Market's cans. Clean broken-down cardboard can be placed in the cardboard only dumpster by anyone.
- m) Name Tags – We require that you (and all your staff) wear a Saturday Morning Market name tag.
  - Wearing a nametag encourages people to talk with you.
  - Many vendors will also offer discounts to their fellow vendors if they know you are a vendor.
  - If your name tag is lost or damaged, request a new one by emailing us your first name and business name.
- n) 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 must be on a short leash (less than 3 feet). Extension leashes are prohibited at Market. Leashes can easily become a trip hazard and hurt both dogs and people.
  - Large dogs can get their noses up to food tables or try to jump on a table. 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.
- o) Change – Plan to bring adequate change (bills and coins) with you. Market management does not have change.
- p) Recycling – The Market provides recycling containers for aluminum cans and plastic bottles.
  - If you sell these types of items, encourage customers to dispose of them in the designated containers.
- q) Smoking – Smoking by vendors in or near the market area is prohibited.
- r) Alcohol - No vendor (or their staff) should ever consume any alcoholic beverage before or during Market.

## 6. Breakdown

- a) Vending Duration - Vendors are required to remain 'open' for business until the close of the Market.
  - If a vendor sells out of product, you must remain setup (with tent, tables and signs) until the end of the market. Any remaining products can be packed up in advance.
  - If a vendor needs to leave before the end of the market because of an emergency, they should inform Market management 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.
  - Never leave a tent unattended. Pay attention if a tent near you that may be unweighted and unattended.
- d) Clean-Up – Vendors are responsible for leaving their area clean and free of garbage and debris.
- The amount of trash left on the ground at the end of the day does not become visible until all the vendors have left.
- DO NOT PUT TRASH IN A MARKET TRASH CAN OR DUMPSTER.
- After you’ve packed your goods, gotten your car, loaded it up, and are about to drive home, we need you to do one last task. Pick up all the manmade trash in the footprint in or near your booth.
- e) Completion – Packing and cleanup should typically be complete by 3:30 pm.
- Before leaving, check to ensure that you packed up everything that belongs to you.

## 7. Market Programs

- a) Rentals – Tents (\$25) and tables (\$10) 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.
  - If you have your own tent, please leave Market tents available for vendors who do not.
  - In windy weather, vendors must carefully 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:
- Read the information on the Gift Certificate.
  - Check to ensure that it’s signed by a Market representative (it’s easy to tell). Give the customer the appropriate change. You will be reimbursed for the face value of the certificate.
  - Sign and date the certificate
  - Redeem it for cash at the Market booth.
- c) Food Assistance Programs – The Market runs 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

### 8. Rain Management

- a) Our Policy - 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 farm produce and staples.
  - Some food vendors start buying and preparing their food on Thursday. They, therefore, have a strong need to vend to ensure 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 manage 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.

How We Notify Vendors of 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 130 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.

Attendance Notification – If you are not attending on a rainy day, you must notify us as soon as possible. Notify us via either text message or email.

- d) 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.
- e) 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.
- f) Pack-up Notice - Based on the projected arrival time of the rain, we will inform all vendors (via text message) of the opportunity (not a requirement) to pack up.
- Vendors are ultimately responsible for making their judgment of when they will stop vending. – The pack-up notice is not an approval to drive into Market.
- g) 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.
- f) All vendors should be prepared for sudden rain. Bring protective materials for you and your products.

## **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 always required that all vendors have at least 25 pounds on each of 4 legs. Options include:

- sandbags - they can be bought online from tent vendors.
  - vinyl pipes filled with concrete.
  - cat litter containers
  - fixed object -If there is one nearby, you can anchor your tent to it with a rope.
- c) No Weights – If you don't have enough weights, you will be required to vend without the canopy on your tent or go 'tentless'. You can rent additional weights (if available) for \$20.
- 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 ensuring 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.
- If vendors choose not to attend at all, we honor the decision (without any ill will). Really and truly.
- c) Day of - 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)
  - texting the Market phone (727) 455-4921
- 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.

## 12. Bad Weather/Market Cancellation Payment Policy

- a) Bad-Weather-Related Fee Payment - Most 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.
- 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.

## 13. 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)
  - You will need to attach your liability insurance to your Vendor page. This information is not visible to the public.

- j) Licensing Responsibility - Obtaining the proper licenses or permits and obeying any regulations of the Florida Department of Agriculture or other regulatory agencies is the sole responsibility of the vendor.
- k) Occupational License - The market provides a blanket city occupational license for all participating vendors (It only applies while you are vending at the St Petersburg Saturday Morning markets).
- l) Sales Tax - The seller is responsible for paying sales tax, where required by the State.

**14. 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.

***Italicized Issues below are more severe infractions and are likely to incur more severe consequences.***

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

Issue	Explanation
<b>1. Late Arrival</b>	Arriving after 8:30 am – particularly without advance notice.
<b>2. Unloading</b>	Setting up the tent and/or products before moving your vehicle. Not locating a vehicle sufficiently to the side that other vehicles can pass.
<b>3. Parking Location</b>	Parking in inappropriate areas without permission – e.g., handicapped parking area, truck/trailer area, driveways adjacent to grassy area, or behind your booth without permission.
<b>4. Parking Fees</b>	Not paying parking fees.
<b>5. Unsafe Practices</b>	This includes any unsafe practices. (e.g repeated attendance with a broken tent , unsafe driving, etc)
<b>6. Weights</b>	No or inadequate weights on tent (At least 25# on all 4 legs).
<b>7. Outcrying</b>	Shouting at passersby (at well above conversational levels).
<b>8. Booth Footprint</b>	Exceeding the designated booth space (e.g., tent, tables, signs, etc.)
<b>9. Garbage</b>	Putting garbage in a Market garbage can or the dumpster without permission from the Market management.
<b>10. Trash</b>	Leaving trash on the ground in your vicinity (e.g., zip ties, tasting spoons).
<b>11. Premature Packing</b>	Packing up one’s booth (i.e., tables banners) before 2:00pm without explicit permission from Market management.
<b>12. Loading</b>	Re-entering the market with vehicle before you are broken down.
<b>13. Speeding</b>	Driving too fast (> 3miles/ hour) in Market.

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

<b>14. Liability Insurance</b>	Not maintaining a current liability insurance policy <u>and</u> providing the appropriate documentation to the Market.
<b>15. Unapproved Products</b>	Selling products that have not been explicitly approved by Market Management (particularly when not consistent with product types that have been approved).
<b>16. Late Fee Payment</b>	Fees paid notably past the due date.
<b>17. No call/ No show</b>	Not informing management of non- attendance by 7am, the day of Market.
<b>18. Late Cancellations</b>	Repeated late cancellations (i.e. after Wed, the week of Market).
<b>19. Substitutes</b>	Sending a substitute person that is not informed about our Operations practices
<b>20. Aggressive Behavior</b>	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

This is 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 Director to leave the premises immediately. Approval for further participation is subject to the discretion of the Steering Committee.

**Fines**

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

*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*

**Owner Name:** \_\_\_\_\_

**Business Name:** \_\_\_\_\_

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

\_\_\_\_\_

**Owner 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 proposing 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.
  8. Participation in SPSMM is granted to the current owner and is not transferable.

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