



Summer Gardens GreenMarket at STORE

Summer 2018

Operations Manual

Located at: STORE Self Storage • 11010 North Military Trail • PBG, Fl. 33410
City of Palm Beach Gardens Tel: 561-630-1100 • www.pbgrec.com



Subject to change

Summer Gardens GreenMarket Located at STORE Self Storage

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I. Mission Statement

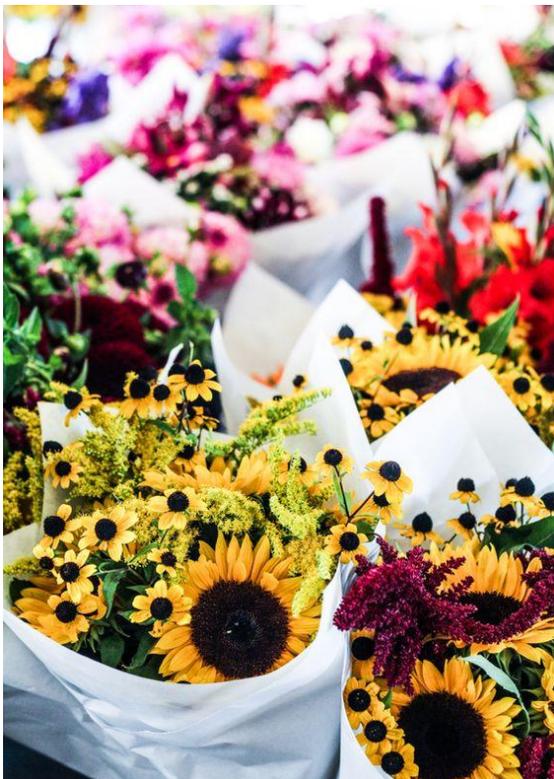
The Summer Gardens GreenMarket is a Farmers' Market, art and food public event. This is accomplished by providing fresh produce to the community and encouraging the promotion of the agricultural industry, along with providing to the public an informal, social gathering place in an open-air setting which promotes a sense of community and stimulates interaction among neighbors. The Market is intended to be a “green” shopping opportunity.

Summer Gardens GreenMarket at STORE Location, Dates, and Events

The Summer Gardens GreenMarket at STORE is located at STORE Self Storage & Wine Storage at 11010 North Military Trail, Palm Beach Gardens, Florida 33410.

The Market will operate on Sundays, May 13, 2018 to September 30, 2018, from 9 a.m.-1 p.m.

The event is free and open to the public.



II. Vendor Classifications and Procedures

A vendor is an individual or group participating in the “Summer Gardens GreenMarket at STORE” who sells a particular product or service. All vendors must be pre-approved and meet the defined criteria. To maintain a diverse and controlled shopping experience, the “Summer Gardens GreenMarket at STORE” reserves the right to prohibit any vendor from selling a particular product in the Market. The approval of any vendor is at the sole discretion of the Gardens GreenMarket management.

The City of Palm Beach Gardens management staff will determine the balance of each category.

Priority will be given to vendors who apply before the **April 6, 2018** deadline.

Vendor categories are (Listed in priority):

- Farmer/Grower – **Growers permit required.** Grower produces fresh fruits, vegetables, nuts, flowers, plants or herbs. Applicant **must own, rent, lease or sharecrop the land*** **AND** practice the agricultural arts, i.e., s/he must grow from seeds, transplants, or cuttings. Grower must be responsible for all production operations.
- Produce – This category includes all vendors strictly selling vegetables and fruit.
- Hot/ Cold Prepared Concessions – This category includes all vendors selling hot/cold food products that are prepared fresh at the Market site.
- Artisan – This category includes all vendors selling specialty food and drink or fresh and pre-packaged items.
- Craftsman – This category includes all vendors selling hand-made crafts that are not produced for commercial re-sale or mass production.

Product Exclusivity:

- The GreenMarket does not guarantee any Vendor the exclusive right to sell any one product. The customer often benefits from having multiple Vendors selling the same product. The GreenMarket will determine when a product category is adequately represented.
- If this determination is made, then vendors selling similar products may be scheduled to attend the GreenMarket on a rotating schedule. The rotation will be determined by the City.
- The product mix at the GreenMarket as a whole, as well as customer demand, will serve as

important factors in determining how many Vendors will be allowed to sell the same, or similar, item.

Vendor Procedures and Operating Rules:

Vendor categories are based on the criteria provided in this Operations Manual and reviewed by designated staff.

If a vendor feels that they have been categorized incorrectly, they may challenge their selection or category in writing to the City of Palm Beach Gardens. The City is in no way obligated to modify these categories.

Vendor Products:

All vendors must submit a complete list of products they wish to sell at the time they apply to the Market. All products must be preapproved by the City of Palm Beach Gardens prior to being sold. **If an accepted vendor wants to sell an item not previously approved, the City of Palm Beach Gardens must approve the new item before it may be sold.**

Vendor Space Assignments:

Vendors may not arrive on-site earlier than their designated time slot.

Vendors will be assigned a space number and a setup time no later than Thursday prior to the Sunday Market. A vendor who wishes to have more than one space must have prior approval and will be required to pay for each additional space.

Vendors are responsible for keeping their space(s) attractive during the Market; this includes but is not limited to table coverings. **Vendors are also responsible for cleaning up their space thoroughly after the Market ends. Before leaving, all litter and product debris in the vendor booth must be collected. The vendor must remove all equipment, cardboard boxes, crates and belongings that they brought to the Market, and not dump them in the dumpster at STORE.** At its discretion, the City of Palm Beach Gardens or STORE Self Storage staff has the right to control the visual impact and overall presentation of the “Summer Gardens GreenMarket at STORE” site.

Vendors are not allowed to have tables, chairs, product, boxes, signs, or any part of their booth outside the area assigned. Vendors must stay within their allocated space while selling and may not distribute samples or any material outside their booth area.

All vendors acknowledge that they must notify staff by phone, email, or in person on or before the Wednesday by noon prior to the Sunday Market if they must cancel a reserved space or if vendor is going to arrive after the assigned arrival time. Keep in mind there will be no refunds, unless the manager is able to find another vendor. Vendors may not drive a vehicle into the Market after their assigned time. Any vendor arriving after their assigned time slot must carry their tables and product from the parking lot into their assigned space.

Vendor Operation During the Market:

- Vendor must provide all equipment for individual vendor site. Equipment must be erected with concern for the safety of the public and other Market vendors.
- Vendors may not bring pets to the Market.
- Sandwich signs must be displayed inside vendor space, not in the aisle.
- Vendor acknowledges that they are responsible for the proper safety and health precautions to protect participants, the City, STORE Self Storage, the public, and the property of others and for all damages to persons or property that occur as a result of the vendor's fault or negligence.
- Multipliers will not be allowed on electrical hook-ups. Generators are prohibited. Vendors must notify the City in advance of their need for electrical service. Consistent electrical power is not guaranteed. Power outlets (15 amp) will be reserved, for vendors that electricity is essential for their product. Vendors who overload outlets and/or have issues outside of the control of the Market staff may not be corrected on the day of the Market. In this situation, refunds will not be given.

Vendor Setup:

- Vendors must arrive within their designated time slot, unload their belongings and move their vehicle(s) to vendor parking, then set up their space.

Vendor Breakdown:

- Vendors will not disassemble their space before 1pm, unless special permission has been granted ahead of time by the City.
- Vendor must disassemble their space before bringing vehicle onsite.

Vendor Parking:

- Vendors, as well as their staff, agree to park their vehicles in designated vendor parking. Otherwise, a \$25 parking fee will be placed on vendor's account and must be paid prior to attending another market.

III. Vendor Rules of Conduct:

Vendors shall be honest and conduct themselves at all times in a courteous manner. Rude, abusive, offensive, or other disruptive conduct will not be permitted.

- Vendors who wish to smoke must leave the Market grounds to do so.
- To maintain a positive atmosphere, vendors should bring concerns about the Market to the City staff working the Market, not to customers or other vendors.
- No loud hawking, shouting or barking is allowed. This is defined as selling one's wares

in an aggressive manner, such as calling out to shoppers as they pass by one's site or standing outside one's site to attract customers.

- Vendors are responsible for the actions of their employees and other staff that they have brought to the Market to assist in their booth.
- Vendors and those assisting in their booths cannot discriminate against any member of the public.
- Vendors must comply with the rules and policies as outlined in this manual.

Vendors and their employees/volunteers are expected to maintain a professional and courteous attitude towards Market patrons, other vendors and those affiliated with the City and STORE Self Storage. Should a vendor breach any of the above rules of conduct, the following process will be set in motion:

1. Discussion – The Market staff will discuss the issue at hand with the vendor.
2. Formal Action – The Market staff will issue a letter to the vendor describing the issue(s) and what the expectation of resolution will be, along with a resolution time frame.
3. Suspension and/or Removal – If a resolution does not occur, the vendor will be notified that they are being suspended and/or removed from the Market. The final decision will be made by City staff.

Should a vendor conduct business in an unethical or unsafe manner, action to remove the vendor from the Market will be immediate and permanent.

IV. Fiscal Information

Payment can be made using the following methods: cash, check, money orders, cashier's check and/or by credit cards (Visa, Master Card, Discover, Amex only). Checks must be made payable to the City of Palm Beach Gardens. Payments are due monthly (Payments are per space, per month and are due the Tuesday prior to the first Sunday of the month) unless you are utilizing a prepayment discount option.

No fees are collected on site. All fees MUST be prepaid prior to midnight the Tuesday before the first Sunday of the month. We suggest you begin the online payment process early in the week, so staff is available for assistance. Payments made after midnight will be assessed a \$25 late fee per space (plus tax) for vendors in the "other" category, and a \$15 late fee per space (plus tax) for vendors in the "farmer/grower" category. User error will not be an excuse for non-payment.

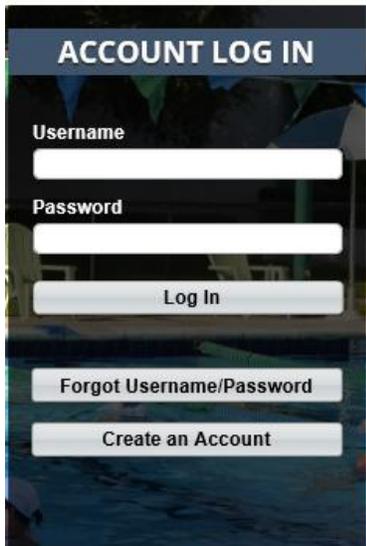
Checks made payable to: The City of Palm Beach Gardens, mailed to: Burns Road Recreation Center, Attn. Nathalie Glaze
4404 Burns Road, Palm Beach Gardens, FL 33410.

Online payment instructions are below:

Your username and password have been emailed to you from our computer database (Recinfo), so please check your junk email.

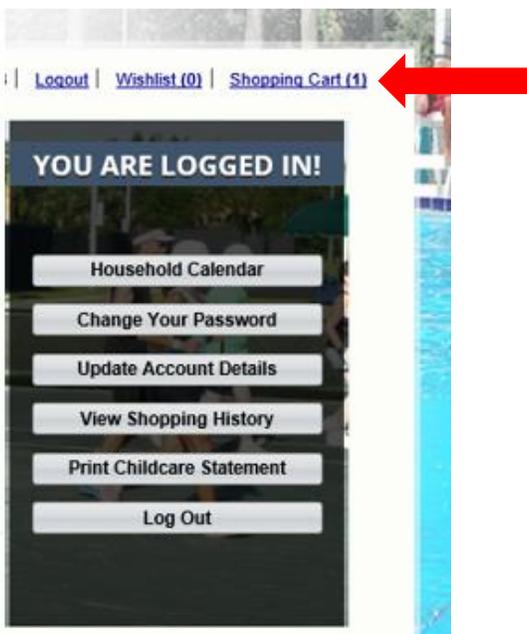
Please see below for the online payment instructions.

- Enter the city website (pbgrec.com/login)
- Enter your username and password where indicated. Click “Log In”.



Since your fees are already on your account you have to pay off the balance:
How do you pay off a balance?

- Select “Shopping Cart” button from the top tool bar.



Your Household's Facility Reservations With A Balance



Facility	Location	Headcount	Date	Time	Status	Resv#	QA	Balance
GreenMarket Space 20	Gardens Park	0	10/05/2013	7:00A - 11:00P	Firm	16886		55.00
GreenMarket Space 20	Gardens Park	0	09/28/2013	7:00A - 11:00P	Firm	16886		55.00
GreenMarket Space 20	Gardens Park	0	09/21/2013	7:00A - 11:00P	Firm	16886		55.00

- You will then receive the below message; please click the “Proceed To Check out”.

Your Shopping Cart:



Enrollee	Description	Activity	Section	Status	Total Fees	Remove?
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- After proceeding to check out, a summary of all charges and balances will appear. You now must fill in the amount to be paid. Select the appropriate credit card type from the drop-down menu. Click the “Finish” button on the lower left hand portion of the screen.

Begin Checkout

Summary of Charges

New Charges In Shopping Cart:	\$ 0.00
Old Balances In Shopping Cart:	\$ 55.00
Total Balance for household:	\$ 55.00
Minimum Amount Due Today:	\$ 0.00
Maximum Amount Due Today:	\$ 55.00

The following information is required to complete your transaction

Amount To Be Paid Today:

Using This Credit Card:



Billing Information

First Name:

Last Name:

Address:

City:

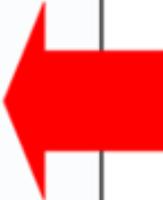
State:

Postal/Zip Code:

Home Phone w/area code:

Email:

Reenter Email:



Click "Finish" to complete your transaction and receipt.



For further information, please contact:

Nathalie Glaze • Recreation Supervisor
561.630.1146 • nglaze@pbgfl.com or recinfo@pbgfl.com

Burns Road Recreation Center
Tel: 561.630.1100 • Fax: 561.630.1144 • www.pbgrec.com

