



2019 CSA Agreement & Guide

We, the farm, wish to provide you with fresh, local, seasonal food and you, the member, wish to receive a portion of our harvest. This agreement outlines our shared commitments to that relationship. Prior to signing your member agreement and submitting your registration and payment, please read this document & print a copy for your records. If you have any questions or concerns now or during the season, please call us at 304-692-1044 or email mountainharvestfarm@gmail.com. We look forward to sharing the season with you!

2018 Pricing and Share Options

The Full Share option will consist of a box each week for all 20 weeks (June 5 to October 16), and costs \$490 (\$480 for returning members; discount valid until March 15). An extended full share option is available for 22 weeks (May 22 to October 16) and costs \$540 (\$530 for returning members; discount valid until March 15). The Half Share option will consist of a box every other week for 20 weeks (total of 10 boxes), and costs \$260 (\$250 for returning members; discount valid until March 15). Members choose a pickup group you sign up; Group 1 pickup dates: 6/5, 6/19, 7/3, 7/17, 7/31, 8/14, 8/28, 9/11, 9/25, 10/9. Group 2 pickup dates: 6/12, 6/26, 7/10, 7/24, 8/7, 8/21, 9/4, 9/18, 10/2, 10/16.

Our prices are based on a \$24/week average box value with a modest one-time admin and delivery charge. We also offer a fall CSA which will be posted in the summer.

Signing up and payment

We use an online membership website called Farmigo to manage the CSA. When you sign up, a secure online member profile is created for you with your share options, your pick-up location, and your account activity. You can view and edit your account, change your pick up location, payment info, or password just by signing in to your account. Payments may be made in full, or in 2 equal installments (one due upon signup; and the balance due by May 15). If you choose to pay in installments, you will link a Paypal account and automated recurring payments will be set up. If you choose to pay in full you will not have to link a paypal account. If you choose to pay by check, and we do not receive your payment within one week of receiving your registration, we reserve the right to open your share to someone else. If we do not receive your balance by your first pick up day, we will not deliver your CSA boxes. Returned-check policy: If a paper check is returned for any reason, we reserve the right to collect a fee equal to the amount of the bank fees we are charged.

What is included in the weekly CSA share and can I customize it?

Our CSA is about sharing in the bounty and excitement of sustainable agriculture. Each week over the weekend we send you an email letting you know which vegetables we have curated for that week's "Farmers Pick" share and some meal preparation suggestions. The Farmers Pick Box is compiled of 6-10 items each week totaling \$24 value represented in credits on our system. We choose the items with the goal of providing you variety and items that combine well for meals. Some members are always happy with their Farmers Pick box. However, you are able to customize your box contents if you wish by trading out items from the Farmers Choice box for other items available from the farm, via your online member account. If you add or exchange items and go over your 24 weekly credits, or choose to add additional vegetables or add-on items from other farms or businesses we partner with (ex.coffee), you can pay the additional amount via a linked Paypal account. We then harvest according to the customized orders on Wednesdays and pack each individual's box accordingly. Farming is beholden to a number of potential pest and weather risks and last-minute



problems. We will do our best to project box contents and available items. However, if a last-minute problem occurs and we are unable to provide an item, we will notify you and either swap a comparable item or determine if a refund for that item is necessary.

How does CSA pickup work?

You will pick up your box between 430 and 6pm at your respective chosen pick-up location- either the parking lot across from Zen Clay on University Avenue or at the farm on the Goshen Road on your designated pickup schedule. We use plastic tote containers to pack your shares because we can easily clean them and avoid waste associated with cardboard. Please bring your own bags or box and transfer the contents of your share to your box so that we can clean the containers and cut costs and environmental impact of plastic bags.

What if I'm going on vacation and can't pick up my share?

Members have one "flex box". This means that if you are out of town one week, you can request that we pass that share box to the end of the season for you to pick up in an extended "flex" week (on October 23) or during another week during the season at your request. You must notify us at the latest by the Friday before your next pickup day if you choose to use your "flex box" option for the following week. This provides us time to look for an alternative outlet to market the produce we had reserved for you. Requests received less than a week in advance may not be honored. We can only honor one flex box per CSA shareholder because we schedule our plantings very carefully to make sure we have enough each week. If you have to miss two weeks, get a friend to pick up your box for you and share the bounty! You can also request that we donate your share to a local food pantry if you will be out of town.

What if something comes up and I can't pick up my share?

We know that things come up in life. If you realize that you will be unable to pick up your share box and notify us prior to 6pm on your pickup day, we can hold your box for you to pick up on Friday at the farm. If you forget to pick up your share or do not notify us by 6pm the day of your pickup, and no one picks it up by the end of the established pick-up time, we cannot promise to hold the share box for you. You are responsible for contacting us to make arrangements. We will not notify you if your box was not picked up. We are not able to bring forgotten share boxes to the farmers market on Saturdays for you to pick up. This is against the rules of the farmers market and could incur fines for us.

Will MHF send me reminders on my pickup days?

Yes, we will send you an email reminder on the morning of the day of your pick-up every week. Email is our primary form of communicating with you so please read your emails.

What does MHF do to ensure quality and safety of my products?

We are committed to delivering quality and safe produce. We rinse our produce, maintain sanitary conditions for produce packaging and delivery, and have completed Good Agricultural Practices (GAP) food safety training. We take food safety seriously and ask that you do too. We recommend that you wash all produce before you use it. This has always been our personal practice when purchasing from other growers and also when purchasing prewashed items from the grocery store. No matter what precautions grocery stores or growers take, they are no substitute for washing immediately before use.



Can I visit the farm?

Yes! Farm education is part of our mission and we encourage you to come to our events or schedule a visit or tour with us. We rent land at Owl Creek Farm. If you would like to visit outside of normal CSA pickup times or scheduled farm events, please notify us to set up a time to make sure we will be there to host you and to avoid inconvenience to the landowners. Also, we endeavor to make sure our farm plots are safe for visitors and recommend the use of proper clothing and closed shoes; we remind you that it is a farm and we are not responsible for injury or discomfort that may be incurred due to visitor negligence.

Cancellation Policy

The CSA agreement is based on a mutual investment in each other. We depend on your timely payment to make sure our farm runs well and can return on our commitment to you. If you wish to cancel your CSA subscription and you have not received any delivered products, we will refund any payment you have made except a \$50 non-refundable deposit. If the season has already begun and you have received delivered products, we do not promise any refund of payment made if you cancel your membership. In extreme individual cases (ie. illness/accident, moving, job loss, etc.) we may be able to refund your payment for remaining share deliveries, but this will be negotiated on a case by case basis.

Refund Policy

Quality is of utmost importance to us as well as your satisfaction. Refund based on dissatisfaction with products or services delivered will be negotiated on a case by case basis.

Agreement Terms

You agree to these terms upon registering and purchasing a CSA share with us for the respective season.

Sincerely,

Mary Oldham and Chico Ramirez

1/26/2019

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