



## **2020 Summer CSA Member 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. Please read this document & print a copy for your records. When you sign up for a CSA share, you are agreeing to the terms in this agreement and guide. If you have any questions or concerns now or during the season, please call us at 304-692-1044 or email [mountainharvestfarm@gmail.com](mailto:mountainharvestfarm@gmail.com). We look forward to sharing the season with you!

### **I. 2020 Summer Pricing and Share Options**

The Full Share option will consist of a box each week for all 20 weeks (June 3 to October 14), and costs \$510 (\$500 for returning members; discount valid until March 15). An extended full share option is available for 22 weeks (May 20 to October 14) and costs \$560 (\$550 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 \$270 (\$260 for returning members; discount valid until March 15). Members choose a pickup group you sign up; Group 1 pickup dates: 6/3, 6/17, 7/1, 7/15, 7/29, 8/12, 8/26, 9/9, 9/23, 10/7. Group 2 pickup dates: 6/10, 6/24, 7/8, 7/22, 8/5, 8/19, 9/2, 9/16, 9/30, 10/14.

Our prices are based on a \$25/week average box value. You will receive 25 credits per week in our Farmigo online software.

### **II. 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 can 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 are not obligated to 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.

### **III. 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 \$25 value represented in 25 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 25 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. This system is all automated and your paypal account will not be charged until



Wednesdays after your box has been packed/delivered. We are only able to offer purchase of additional items through this system if you have a linked Paypal account. Our system does not allow you to add items in the system and pay us via cash or check.

If you are interested in purchasing bulk items outside of our system, that will be dealt with separately.

You are able to customize your box from whenever we email you your Farmers Pick notification (usually Sunday early) until Monday evening at 11pm, at which time orders are finalized so that we can harvest on Tuesday. 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.

#### **IV. How does CSA pickup work?**

When you sign up for your share, you will choose a pickup location from the following options: Wednesdays 4pm-6pm across from Zenclay Pottery Studio/ Ta-Khrai Thai Café on University Ave; Wednesdays 4pm-7pm at the Farm on Goshen Rd; Friday 1pm-7pm at the Farm on Goshen Rd (limited number of slots available). If you need to switch your pickup location on any given week, you may do so, as long as you notify us via email 24 hours before your pickup.

All produce is packed on Wednesdays, so signing up for Wednesday pickups means that your produce will be the freshest! This means that if you sign up for the limited Friday pickup spots, your produce will be packed on Wednesdays and stored in our cooler until Friday, no matter what you have ordered (in other words, your tomatoes may be refrigerated as well; we will not guarantee that we can separate out items after packing Wednesdays due to farm staff capacity and cooler space limitations).

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.

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

Our "flex" policy allows you to skip up to two weeks during the season if you give us prior notice. This means that if you will be 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.

If you need to miss a second week during the season, we are able to double up your box credits on a week of your choice during the summer season. We cannot add an additional flex week on to the end of the season.

We can only honor two flex boxes per CSA shareholder because we schedule our plantings very carefully to make sure we have enough each week. If you have to miss more than 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 forget to pick up your box and can't get it Friday (see policy VI) we will donate your box to the local food pantry; boxes already packed and forgotten cannot be counted towards our flex policy and will be considered fulfilled.

#### **VI. 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 Wednesday pickup day, we can hold your box for you to pick up on Friday at the farm between 1pm and 7pm. 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. All boxes not picked up by 7pm on Friday at the farm will be consolidated and donated to the local food pantry on Saturday mornings. 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.

#### **VII. 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. We suggest that you put the dates of your pickups into your own calendar and alert systems to have reminders as well.

#### **VIII. 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.

#### **IX. 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.

#### **X. 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.



## **XI. 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.

## **XII. Agreement Terms**

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

Sincerely, Your Farmers,

Mary Oldham and Chico Ramirez, Mountain Harvest Farm LLC

1/13/2020

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