



2021 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. We look forward to sharing the season with you!

I. 2021 Summer Pricing and Share Options

We offer three share options for the summer 2021 season: Wednesday share options include the following: Our Extended 22 Week Full Share (\$560) includes weekly shares that begin May 19 and ends October 13. Our standard 20 Week Full Share (\$510) includes weekly shares that begin June 2 and ends October 13. Our half share (\$270) includes 10 shares picked up every other week. There are two schedule options: Group 1 dates: 6/2, 6/16, 6/30, 7/14, 7/28, 8/11, 8/25, 9/8, 9/22, 10/6; Group 2 dates: 6/9, 6/23, 7/7, 7/21, 8/4, 8/18, 9/1, 9/15, 9/29, 10/13. Friday shares are also available and would be on the respective Fridays of the above-listed dates.

Our prices are based on a \$25/week average box value. You will receive 25 credits per week in our Farmigo online software. Half shares contain the same volume/value of product in a delivery as full shares, but are picked up biweekly instead of weekly.

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:

<https://csa.farmigo.com/account/mountainharvestfarm/SummerCSA2021>. Payments may be made in full, or in 2 equal installments (one due upon signup). 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 two weeks of receiving your registration, we reserve the right to open your share to someone else. Payment is full is due by May 15. 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 Pick box for other items available from the farm, via your online member account.



If you add or exchange additional vegetable items from our farm and your total exceeds your 25 weekly credits, you can link a Paypal account to your account to allow for easy purchase of those additional items. Add-on items from other farms can also be purchased this way (ex. Coffee, honey, syrup, etc.) This system is all automated and your paypal account will not be charged until the evening 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 for canning etc., contact us and that will be handled 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 plan harvest for the week. We then harvest according to the customized orders 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.

Please note that CSA members get first priority on our crops, and we do our best to provide you with variety from our farm and other local products so that you have options when customizing. However, please remember that the point of a CSA is that you are committing to be "in it" with the farm and to eat seasonally. We are not a conventional grocery store and variety will ebb and flow with the time of the year. Also, each year some crops are bountiful, and others fail. Being a part of our CSA means you understand this and will celebrate and enjoy the successful crops with us, mourn the losses, and thus share in the reality and beauty of seasonal local eating.

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 12pm-7pm at the Farm on Goshen Rd (limited number of slots available), and Friday 4-7pm at the Farm on Goshen Rd. 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.

COVID Protocols: Due to COVID-19 we currently packing all shares in commercially biodegradable single use plastic bags for grab-and-go pick up. Members must abide by COVID-19 health guidelines at our pickup sites including wearing a mask and practicing social distancing. Hand sanitizer is available at our farm pickup location. Please note that if you are sick or suspect you may have been exposed to COVID-19, please find a non-exposed volunteer to pick up your box. If you are not able to find someone to do that, please contact the farm to arrange for a safe and convenient alternative.

V. What if I have to miss a week?

We have a "flex box" policy to help shareholders get the full value of your share within the constraints of carefully scheduled plantings and Mother Nature's schedules. Half shareholders may request one "flex box" and full shareholders may request up to two flex boxes in the summer CSA.



If you have a half share, you can request to skip a scheduled share pickup, and we will pass it to the end of the season to our scheduled “flex makeup” week (October 13 or 15). Or if you prefer, we can also schedule it for one of your “off weeks” if we have the capacity to add it to the requested week.

If you have a full share, you can request to skip a scheduled share pickup, and we will pass it to the end of the season to our scheduled “flex makeup” week (October 13 or 15). If you request to skip a second week, we can add those credits for you to spend on additional vegetable purchases during the remaining summer CSA weeks. Credits can not be rolled over to subsequent seasons.

If you know far in advance that you need to use your flex box a given week, we appreciate early requests so that we can plan. We ask that you notify us at the latest by the Friday before your next pickup day if you want 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 used your flex option already and need to miss another week, please 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.

Boxes already packed and forgotten cannot be counted towards our flex policy and will be considered fulfilled (See policy VI).

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

We know that things come up in life and we try to be flexible within the confines of our tight logistics and storage capacity. For Wednesday shareholders, if you realize that you will be unable to pick up your share box and notify us sometime on the night of your 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, we cannot promise to hold the share box for you. You are responsible for contacting us to make arrangements. All boxes not picked up by 7pm on Friday at the farm without notification/arrangement will be consolidated and donated to the local food pantry on Saturday mornings. For Friday shareholders, if you cannot get your share or forget, please get in touch with us Friday night to make alternate pickup arrangements for Saturday. If we do not hear from you, we will donate your share Saturday morning to the food pantry. 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. Due to limited storage space and additional logistics for forgotten shares, we can not promise to continue to make alternate pickup arrangements for chronically forgotten shares.

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 wash 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. We have implemented additional standards with the advent of COVID-19 including wearing masks in our packing/washing room and at pick up locations.

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. We ask that all visitors arrange a time and use masks during this time of COVID-19.

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
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