



Marketplace • Community • Celebration

Member Information Handbook

Saturday Market

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Saturday Market Services

For Members:

- A weekly, open-air retail marketplace
- Customer referrals
- Advertising and promotion
- Small Business support services
- Economic development assistance
- Credit card sales
- Marketing assistance

For Customers:

- A weekly open-air marketplace and community event
- Information
- Referrals to products or members
- Credit card sales
- Gift certificates
- Monthly e-mail newsletter
- Promotional mailings

About Saturday Market

Mission

The Mission Statement of the Saturday Market is:

1. To promote the public appreciation and advance the awareness of local art and artisans.
2. To promote and advance the growth and development of new businesses and successful local artisans.
3. To promote and advance the arts and sciences.
4. To promote community education and networking.
5. To promote the social welfare of the community by encouraging the interaction and cross-cultural exposure of diverse components of the community, including their food and customs, and thereby eliminating prejudice and discrimination based on social class, age, race, sexual orientation, disability and cultural orientation.

History

Created by the energy of local artisan Lotte Streisinger, who is recognized as the founder, the first Saturday Market was held on May 9th, 1970. With the assistance of a volunteer coordinator, twenty-nine Members sold on that rainy day. Participation today averages about 230 craft and 15 food vendors. The Farmer's Market joined the Saturday Market on the Park Blocks in 1979 and together these two markets provide a colorful, diversified display in Eugene's downtown park blocks each Saturday, rain or shine, where people enjoy shopping in an open-air marketplace, choosing lunch from the International Food Court, and taking in a variety of entertainment.

Philosophy

The Saturday Market is a private, not-for-profit organization whose purpose is to provide a gathering place for craftspeople, growers, performers and cooks to show and sell work which is uniquely their own. It is a market for professional artisans, as well as beginners aspiring to develop their skills. Saturday Market welcomes all,

regardless of race, creed, color, sex, religion, sexual orientation, age, nationality or marital status. The primary goal of all decisions and rules has been "The Maker is the Seller." We are trying to provide opportunities for makers to display and sell the items that they have made.

The Membership

The Saturday Market membership is composed of artists, and members of the public, who support the organization. They direct the future of the Market by electing the Board of Directors. They also participate in Member surveys, serve on committees, and communicate with other members, the Board, and staff. A general Membership meeting is held once a year.

The Board

The Saturday Market is administered by a nine-member Board of Directors elected by the membership. Two of these Members may be community members, and the rest are Market Members. Board members serve rotating terms of 18 months each. Three positions become available every June and December. Board meetings are held monthly and are open to all Members. Members may call the office, read the newsletter, or check on the Eugene Saturday Market Webpage for meeting dates.

Committees

Committees help the Board to shape decisions and to consider all member interests by researching issues and making recommendations to the Board. Committee members acquire voting privileges after they have attended one meeting. Standards Committee Members must attend three consecutive meetings before voting.

The current active committees are Standards, Holiday Market, Food Court, Sustainability, Personnel, Governance, and Budget. Anyone interested in participating on a committee is encouraged to contact the Market office and/or the Volunteer Coordinator for more information. Dates of upcoming committee meetings can be accessed by reading the newsletter or going to the Market Calendar online at www.eugenesaturdaymarket.org.

The Standards Committee is of special interest to members because it is responsible for upholding the Saturday Market product guidelines. It encourages members to comply with guidelines and to improve their products and presentation, recommends changes in the guidelines as necessary, screens food booth applicants, and makes recommendations to the Board regarding food booth choices. Any current active Market Member or immediate family member listed as an additional seller/helper may join the Standards Committee. Voting privileges begin at the third meeting attended. Voting privileges are suspended after a member is absent for three consecutive meetings unless prior arrangements are made with the committee.

Market Staff

The Saturday Market is managed by a full-time General Manger, Assistant Manager, Marketing Manager, Membership Coordinator, and office support staff. Part-time Saturday staff include the Site Operations Supervisor, Sound Technician, Info Booth assistants, Site Member Liaison, Site Crew/ Site Crew (food), and Recycling Crew. These are all paid positions. The management staff is responsible for carrying out the organization's policies and directives as determined by the Board of Directors.

The Market Season and Site

Park Blocks:

The Saturday Market is open every Saturday, rain or shine, on the Park Blocks at 8th and Oak St. in downtown Eugene from the first Saturday in April through mid-November, from 10:00 AM to 4:00 PM.

Members should be set up and ready to sell by 10:00 AM and are required to stay set up until 4:00 PM. If a member sells out before the Market's closing time, they are asked to leave their structure set up until 4:00 PM so as not to disrupt sales of other members. Strolling Members are expected to be in attendance at least from 11:00 AM to 3:00 PM.

Holiday Market:

Beginning the third weekend of November, Saturday Market moves to the Lane County Fairgrounds where its annual Holiday market is held every weekend and continues until December 24th. Information is mailed to the membership in July and is also available upon request.

The Market Site

The Saturday Market is a smoke-free marketplace. Animals, except a service animal, are not allowed.

Market Standards

Who May Sell:

At the Saturday Market the Maker is the Seller! Except for reasonable breaks throughout the day, the Member must be present. The only other people permitted to sell are family members, defined as anyone living in the same economic unit with the Member, or any legal relative of the Member living in Oregon. Sellers meeting this definition must be involved in the making of the product and be conversant in all aspects of its production.

Any wares produced outside of Oregon can only be sold at the Saturday Market by the Maker themselves. No business that is a result of a franchise agreement is permitted.

Every Member is required to declare on their membership application or renewal that they have created any item that they sell. The Member should be able to demonstrate the production of any item offered for sale upon one week's notice and in the presence of representatives of the Standards Committee at the committee's request. This work shall be done within a distance and at a site deemed reasonable by the Standards committee. This may require a studio visit.

Employees or non-family members are permitted to sell a maximum of 10% of the time a member sells in a season, including Holiday Market. Advance written notification to the Market Office is required. Additional sellers used under this exception must be fully informed about all aspects of production so that they are able to answer customer questions.

What May Be Sold:

Craft review is based on the following three key standards:

1. Items must be handmade, grown, or gathered by the Market Member, or a member of their immediate family living in Oregon.
2. The Member contribution to a finished product must outweigh the contribution of any commercial

components used in the making of that product. Skills in craftsmanship, as well as creative abilities, ingenuity and design skills are examples of Member contribution.

3. The product must meet basic expectations of product life, function, and safety.

THE SATURDAY MARKET RESERVES THE RIGHT TO PROHIBIT ANYONE FROM SELLING AT MARKET OR ANY PRODUCT FROM BEING SOLD AT MARKET.

Please note, there are standards specific to a variety of craft items. Please refer to the separate document, "Market Standards & Craft Specific Guidelines" for details.

Standards Policies and Procedures

New Member Product Review:

All new Members must submit their wares to a Standards Committee screening process before they are permitted to sell at Market. Screenings are generally held on the first and third Wednesday of each month and are conducted at regularly scheduled meetings.

The New Product Screening Form, included in the New Member application packet, must be completed and available to the Standards Committee at the time of screening. The new Member must present their wares to the committee personally. Current Members can submit samples and written documentation as indicated on the New Product Screening Form.

Approval is based solely on the wares submitted and does not grant blanket approval for other items. See "Standards Assessments" below.

Standards Assessments:

The Standards Committee reviews items that may not meet Market standards. Items are selected for review by Market management, Standards Committee Members, or by any Market Member. This review begins after a Notice of Concern form is completed and returned to Market management. If any Market Member has questions about a product they see at Market, they can pick up the form at the Information Booth or the office. After a staff assessment, the committee reviews all such requests. Staff may also issue a Notice to Appear in the case of conspicuous standards violations. Under certain conditions such a notice may suspend a member's selling rights until reinstated by the Standards Committee. The Standards Committee reserves the right to make exceptions to its guidelines based on artistic merit, and to review past decisions. Visits to workshops or studios may be required before decisions can be made. Members can appeal Standards Committee decisions to the Board of Directors.

New Product Review:

Members who add new products will need to have their new product approved at a regularly scheduled Standards Committee meeting. See New Member Product Review, above.

The Saturday Market reserves the right to prohibit anyone from selling at Market, or any product from being sold at Market.

Intra-Market Transactions: A Market Member may sell another Market Members' wares as a dominant component of an item for sale at the Market. The purchased item must be made by an active Market Member and must be sold in combination with selling the Member's own craft. The combination must be approved by the Standards Committee. (If the item is not a dominant component, then no restrictions or conditions apply.)

Market Fees

Contract:

All Members must submit a signed annual membership agreement on or before their first selling day.

Fees:

Members are expected to pay all their fees when due and to respect the Market's honor system by reporting all gross sales truthfully. Reasonable payment plans required by unforeseen financial difficulties may be worked out with the General Manager. Overdue fee payments or other financial obligations will affect a member's ability to sell at the Market. (See Late Fee Policy.)

Membership:

Each Member must pay a membership fee on or before their first selling day each season. The seasonal membership fee is \$85.00. If desired, Members may pay in installments of no less than half for each of their first two Markets. Members have the voluntary option to pay more than the minimum requirement for membership with the -Ready (\$85) -Willing (\$100) or -Able (\$125) options. All new Members must attend a Market Orientation and have their products screened before they are permitted to sell. Orientation must be completed before a new Member's products can be screened. Orientations take place at 3:15 PM on the first and third Wednesdays, mid-March through October at the Market Office, followed by New Product Screening at 4:00 PM.

Partnership:

Only individuals can be members of the Market. In the event that the business is a partnership, the Market requires that all partners be Members, as points are only given to Members. All Partners must be involved in the making of the product. All Partners must be present at Market as per selling requirements.

Park Blocks Booth Fees:

A daily fee of \$25.00 plus 10% of gross sales is charged for each 8x8 space allocated. A limited number of 4x4 spaces are available at a daily fee of \$13.00 plus 10% of gross sales. Basic fees for strolling members will remain the same (\$5.00). The calculation of the gross sales portion of the fees should include payments taken for custom orders. Each Member is allowed only one space. Any additional space is permitted only with the permission of the Board of Directors. In no case shall any Member be allowed more than two full booth spaces. (Effective June 28th, 2025)

Check Out:

Fees are due at the end of each selling day and should be paid between 4:00 PM and 4:30 PM at the Information Booth. Fees must be paid no later than noon on the Wednesday following Market for your point to reflect for the following Market's space assignment. Members who habitually miss this deadline are subject to fines or other actions as determined by the Board of Directors. All outstanding balances must be paid before a member will be allowed to sell, unless prior arrangements have been made with the Market Manager. (See Late Fee Policy.)

Other Market Events:

Please refer to the Holiday Market information available beginning each July.

Late Fee Policy

Members are encouraged to meet with the General Manager to set up a payment schedule for unpaid fees. If a payment schedule is adhered to, late fees will be waived. If there is no contact with the General Manager, the following late fees will be applied:

Weekly Market Fees:

Fees not paid by the Wednesday following the Market will be considered late. If fees are 30 days late, a \$5.00 fee will be applied to the balance. If fees are 60 days late, \$10.00 is applied to the balance.

Fee Limit (Effective June 15th, 2025):

The Eugene Saturday Market fee limit has been reinstated and will be enforcing a past due fee limit of \$300.00. This means that members who have \$300.00 or more in PAST DUE fees will not be able to sell at Saturday Market or Holiday Market until either the owings have been paid or a payment plan has been officially arranged with Saturday Market staff.

Any non-reserve Member with four late fees will be asked to make a payment for at least one outstanding fee before selling. This translates to no more than four outstanding fees listed at any one time. If a member with four late fees wants to sell and cannot make one payment, they may be allowed to sell but will be placed at the end of the waiting list for the day. Any Member with four or more late fees will need to make payment arrangements with the General Manager before selling.

Monthly Reserve Fee:

Monthly reserve fees are due on the last Saturday of the month prior to the current month. A reminder is printed on the reserve envelope. A monthly reserve fee is late if not paid by the end of the first selling day of the month. A \$3.50 late fee will be applied on the second Saturday of the month. If the monthly reserve is not paid for three months, the Member will be asked to make payment in full or relinquish reserve rights to the booth space until late fees are paid, or arrangements are made with the General Manager.

Seasonal Reserve Fee:

The extended payment plan for seasonal reserve is \$100.00 at the beginning of the season with the balance of \$100.00 due by May 31st. If not paid by the deadline, it is converted to a Monthly Reserve, with the same \$3.50 late fee policy.

Holiday Market:

A \$5.00 per month late fee will be added to the balance beginning at the end of January and continuing until November. The Member will not be allowed to reserve at Holiday Market until the balance is paid.

If a member is consistently late in their financial obligations to Market, they may be subject to Board review and/or disciplinary actions.

Booth Space

Saturday Morning Booth Allocation:

You must be a current member of the Saturday Market to choose a space and sell at the Market. To become a current member, you must complete the membership form, pay your membership fee, attend a New Member Orientation, and have your products screened and approved by the Standards Committee in advance of the first Saturday that you would like to sell. Orientations take place before New Product Screening, at 3:15 PM on the first and third Wednesdays, mid-March through August at the Market Office, by appointment only.

To sell on a Saturday, check in at the Information Booth and have your name entered on the Waiting List. You can check-in between 7:00 AM and 8:15 AM. Check-ins may not be permitted after the 8:15 AM deadline. At 8:30 AM any unclaimed reserved spaces are declared vacant, and the Information Booth staff begins to assign non-reserved spaces and vacant reserved spaces in the order in which Member's names appear on the Waiting List. The Waiting List is arranged in point order determined by the number of times Members have sold at Saturday Market during the current season plus points for past participation, (see detailed point description below). Point ties are broken by computer assigned random numbers, with different random numbers assigned each week. There is NO advantage to signing in early.

You must be present at the time your name is called. Any member not present at that time may be reassigned to the bottom of the list for that day. As your name is called, step up to the Information Booth and quickly choose your space for the day. You can then proceed to set up your booth. You should finish setting up by the Market's opening at 10:00 AM, to leave the aisles clear for customers.

Saturday Market cannot guarantee that spaces will be available for all members wishing to sell on a given Saturday. Members who sign in on time and wait through the booth assignment process and are ready and willing to sell but are not assigned a booth due to lack of space will receive one selling point for the day.

Unpaid Fees:

Members who have unpaid fees on their record will be barred from selling at either Saturday or Holiday Market until all outstanding fees have been paid or unless other arrangements have been made in advance with the General Manager. (3-6-24)

Selling Privileges:

Members must comply with the Membership Agreement. Members whose selling privileges have been suspended are not considered eligible for space assignment.

Check Policy (effective June 15th, 2025):

Daily booth fees may be paid by cash, check, money order, or cashier's check. The Eugene Saturday Market will no longer accept checks from members who have submitted two bounced checks (the Saturday Market receives two notices of non-sufficient funds). Members who cannot pay by check will be required to pay their fees by cash, money order, or cashier's checks. After two notices of non-sufficient funds, their checks will no longer be accepted for Saturday or Holiday Market.

Payment Credits:

Points for payments made after the late payment deadline of Wednesday at noon will not be credited until the following week. **Please pay your fees on time!**

Reserved Spaces

Allocation:

Park Blocks reserved spaces are assigned at the beginning of each Market season. Members in good standing who had a reserved space during the last month of the Market the prior year may retain that space. Members wishing to reserve a space or change their current reserved space may complete a "Wish List" form which is available at the Market office. Open spaces are assigned from Wish Lists on file according to the prior season's priority points. (aka Wish List points.)

Reserve Fee:

The Reserve Space Fee is \$200.00 per year. Three payment options are available:

1. Season Reserve, payment in full;
2. Season Reserve extended payment, pay half upon membership renewal and the balance paid in full by May 31st; or
3. Season Reserve, monthly payment, pay \$25.00 upon membership renewal with a payment of \$25 per month for a \$200 total.

No refunds are made for any reserve fees.

Attendance:

All reserve space holders must sell in their reserved space at least once a month AND no fewer than twelve times per season to maintain your reserve status.

Payment:

In order to reserve for the following month, current monthly reserve holders must pay reserve fees by the last Saturday of the current month.

Check-in:

Every reserve Member must check in with the Information Booth no later than 8:15 AM each selling day. Reserve spaces not claimed by 8:15 AM are released to non-reserve Members.

Vacations:

Reserve spaces can be held during a one-month vacation period with prior notification and payment of reserve fees.

Strolling Members

Strolling Members must be current Members of Saturday Market in good standing and must comply with all Market rules and regulations including the following:

Check In:

Strolling Members must check in at the Information Booth each Market Day before they begin to sell. They will receive a numbered tag, which must be visibly displayed at all times. They may register at any time during the day, but only a total of twenty strolling Members will be allowed at any one time on the Market site.

Attendance:

Strolling Members must be at the Market site from at least 11:00 AM until 3:00 PM in order to receive a point for the day. They must check out each selling day at the Information Booth. Fees: At check-out, Member fees of \$5.00 plus 10% of total sales shall be paid.

Conduct:

Strolling Members may not stop to vend in front of another Member's booth, or impede normal traffic flow by blocking aisles, or stroll within the Food Court area. Strolling members must make every effort to cover the entire Market grounds during the day and may not stay in the same area more than 30 minutes at a time or claim a specific territory as their own. Members returning to the same spot time after time during one day will be considered to have violated these regulations. Strolling Members who do not stroll will be considered in violation of Market standards, and a \$15.00 booth fee may be assessed for the day at the discretion of the Market Manager. Strolling Members may NOT hawk their wares. Hawking is defined as offering goods for sale aggressively by calling out, or by making Market patrons feel personally confronted. Grass areas are not selling spaces. All grass areas and all benches are off-limits to strolling Members for the purpose of selling wares.

Carts/Wheeled Vehicles:

Strolling Members must be mobile and able to carry all of their wares. Strolling Members are not permitted any carts or wheeled vehicles without the express permission of the General Manager. A portable, collapsible table measuring no more than 2x2 may be permitted.

Points:

Points earned as a Strolling Member can only be applied to the waiting list (waiting in line in order to get a space.) Points earned through strolling cannot be applied to the wish list, (wishing to get a reserved space or a better reserved space.)

Grass Areas

The grass areas are not selling space. All grass areas and benches (unless part of your space) are off limits to Strolling Members and any other Market Member for the purpose of selling wares. These areas are for the exclusive use of Market patrons.

Booth Structures

Booths and displays should be built with concern for public safety as well as beauty, function, and comfort. Creative but tasteful booth designs are encouraged. A suggested booth plan is available at the Market office. In designing your space, please keep the following in mind:

- Standard space size is 8x8 feet. 4x4 spaces are also available.
- Pop up style booth structures which have legs that angle outward from the top are not allowed.
- Overhangs facing the aisle must be 7 feet off the ground.
- All booth roofs and sides must be fire retardant, with documentation. (Fire Marshall Requirements.)
- Construction must be sturdy and safe.
- All booths must have a 2A10BC fire extinguisher or larger. (Fire Marshall Requirement.) The extinguisher must have a tag indicating that it has been inspected within the last 12 months.
- All pop-up style tents (booths) and umbrellas shall be weighted to withstand wind gusts. Each 8x8 pop-up tent shall have a minimum of 25 lbs. attached to each tent leg. Each 4x4 pop-up tent structure shall have a minimum of 25 lbs. attached to at least two legs, and they must be positioned diagonal to each other. Umbrellas shall have a total of 50 lbs. at the base, including the weight of the stand. Water filled plastic jugs or other weights encased in plastic are not acceptable. It is strongly suggested that traditional wooden booths and metal pole-frame booths be weighted as well. For more details, see the document "Saturday Market Tent and Umbrella Use Policy".
- Electric fixed or scrolling message signs are prohibited. Examples include neon, lighted panel, and LED signs of any sort. Digital displays including computers, tablets and picture frames may be permitted if the screen does not exceed a 17-inch diagonal measurement and does not constitute the primary

feature of the display. Your display may not be visually obtrusive or constitute hawking. Any such display should only be used to provide the customer with information about the craft or present additional items that may be available. Electronic displays with sound are not permitted.

Sharing Your Space

You may share your space with another craftsman not related to you or your craft process. However, each such person is required to become a Member of the Market, pay the annual membership fee and 10% of gross sales. The daily base booth fee may be shared. Each member must check out separately under their own name to assure that proper point credits are received.

Wares crafted by two or more Market Members may only be sold in one Market space at any one time. If a Member strolls from a booth this restriction applies equally as if they were occupying another booth.

Loading/Unloading and Parking

Vehicles can be unloaded on 8th Street, East, West and South Park Streets, and on Oak Street **BEFORE 10:00 AM** and **AFTER 4:00 PM**. We provide traffic cones on Oak and 8th Streets for traffic control and safety. An agreement with the City of Eugene requires that we remove the cones promptly at **10:00 AM**. Vehicles are subject to a parking citation and/or towing after that time. The parking lanes on Oak St. become a fire lane and must not be parked in between 10:00 AM and 4:00 PM. Parking is at a premium in the morning and evening. There is a **20 MINUTE LOADING/UNLOADING LIMIT** at the Park Blocks. After unloading your vehicle, please park your vehicle promptly and then come back and set up your booth. In the evening, pack up your booth **FIRST** and then retrieve your vehicle.

Parking is free all day in either of the city parking structures at 8th and Willamette, and at 10th and Oak St. Do not leave valuables in your vehicle, as thefts do occur.

Parking spaces around the downtown Park Blocks are to be used by Market customers. Market Members are prohibited from using them except for loading and unloading.

IT IS IMPERATIVE THAT YOU FOLLOW THESE PARKING REQUIREMENTS. VIOLATIONS CAN RESULT IN DISCIPLINARY ACTION.

Point System

Point System for Members:

The point system is used when it is necessary to determine who should come before someone else to select a space at any of the Saturday Market events. This system has evolved over many years to give preference to Members who are currently supporting the Market by attending for consecutive years. At the current time there are three different point calculations.

Park Block Season Points:

Saturday non-reserve space assignments are based on a member's accumulated points. A Member receives one point for each day sold during the current season and one point for each continuous year of membership for five years. After that a member receives one point for each additional five years of continuous membership since 1993. This applies only to continuous years of membership. If a member does not renew each year, all points are lost.

At the beginning of the year, a member starts with their membership points, plus 1/10 of the points earned for each day they sold at the Park Blocks the previous year. (Rounded up.)

Each Saturday booth space is made available to non-reserved Members at 8:45 AM. The order in which these spaces are assigned to Members is determined by using this point calculation. This calculation is also used to determine priority position for reserved booth spaces on the Park Blocks. Reserved space assignments are

based upon last year's total points.

As non-reserved Members continue to attend Market and pay their fees, they earn more points and are able to choose better spaces.

Holiday Market Points:

The Holiday Market point system is as follows:

- One point for each Park Blocks Market attended during the last season.
- One point for each Park Blocks Market attended in October and November of the season previous to the last season.
- One point for each two days attended during the last two Holiday Markets.
- One point for each continuous year of membership for five years. After that a member receives one point for each additional five years of continuous membership since 1993.

Booth holder of record status for Holiday Market is accorded to each Member who occupied a Holiday Market space for more than half, (currently 4 out of 6,) of the given time blocks in the prior year and who has at least 50% of the Holiday Market points possible as calculated above. After spaces are assigned to Booth Holders of Record, space assignments to Members who are not Booth Holders of Record are made in the order determined by Holiday Market points.

Code of Ethics

Code of Ethics and Conduct:

The following is a general guideline for how Members should interact with each other, the staff, and the public.

The Saturday Market operates within legal bounds and with concern for the welfare of its members, its staff and the public, by respecting individual human dignity and worth.

Members must comply with all Federal, State, and local regulations, special statutes, and ordinances regarding public health, safety, and welfare. Examples include product labeling laws, and required licenses such as LMT, food handler's cards, etc.

Members are expected to be aware of and to comply with all current Saturday Market rules, regulations and guidelines.

Members are responsible for the behavior of assistants, friends and family who visit or stay in their booth.

Behavioral Expectations:

1. When dealing with fellow Members and ESM staff, Members should always behave in the most respectful and courteous way.
2. Members are encouraged to attempt to work out issues privately, and with good intentions, directly with the person or persons they have the issue with.
3. Take a positive approach to problem-solving and avoid blaming others. Be willing to acknowledge your own mistakes, and work towards a compromise.
4. Listen to others and respond with empathy, being sensitive to the needs and feelings of others.
5. When discussing issues, refrain from entering a member's booth and be very careful not to disrupt a member's sales or business.
6. If resolution is not satisfactory, please fill out a "Notice of Concern" form.

Behavior or language that is physically or verbally abusive will not be tolerated and will be deemed dangerous and disruptive to Market activities and may result in immediate termination of membership rights.

Member Grievance Policy:

1. If any member of Saturday Market witnesses, regards, or perceives any action, occurrence, or attitude on the part of a Saturday Market employee, whether expressed or implied, as unfair or inequitable, a member is expected to submit a written Letter of Grievance to the Market's General Manager. In the case where the employee involved is the Market's General Manager, the member is expected to submit a written letter of grievance to the Board Chairperson. The member may not direct grievances directly to the staff, or the Market office in any form. If a satisfactory agreement for resolution cannot be made through regular channels, the member may appeal to the standing Personnel Committee in writing with a copy to the Market's General Manager (or in the case where the General Manager is the employee involved, the Board Chairperson.) The absence of this formal written grievance renders the complaint unactionable. Failure to adhere to the process could render the market membership invalid. If the Personnel Committee is inactive, it shall be reinstated by the Board of Directors in which a quorum shall be maintained consisting of a minimum of three members of the personnel committee for voting.
2. If a member files a written appeal with the Personnel Committee and no satisfactory resolution is reached within 15 calendar days after the appeal is received by the committee, the member may appeal to the Board of Directors in writing.
3. The Board of Directors will hear and review all evidence presented by the appealing member, the employee involved and the General Manager (or the Board Chairperson in the case where the employee involved is the General Manager) and issue a decision within 15 calendar days after the appeal is received. This decision is final.

Hawking:

Hawking is not allowed. Hawking is defined as offering goods for sale aggressively by calling out, or by making Market patrons feel personally confronted. Demos cannot happen outside of your selling space. This includes active creation processes as well as "playing with" and general interaction with your product to direct attention to your booth. This excludes a customer who is temporarily trying out your product. You may not spritz scented liquids into the air to attract customers.

Members may not hawk their wares. Market Members are responsible for keeping their business within the confines of their booth.

Sound:

The Market requires that Members whose product may have an impact beyond the confines of their booth be sensitive to the impact of their products on other Members and the public. It is recognized that the generation of sound may be integral to the successful sale of a product. However, as sound cannot be contained, if the respective parties cannot create a workable compromise between themselves, it will become the General Manager's responsibility to impose a compromise in consultation with the parties concerned. If mitigation is not successful, the Member may lose the right to sell at the Saturday Market. All final decisions by the General Manager may be appealed to the Board of Directors.

Scent:

Members should be aware that strong scents can trigger asthma and other health problems. It is recognized that scent may be integral to the sale of a product. However, as scent may be difficult to contain, the Market requires that Members whose product may have an impact beyond the confines of their booth be sensitive to the impact of their product on other Members and the public. Members whose products generate Member or public concern may be required to take mitigative actions. The General Manager is charged with developing a process with the Member which may include, but is not limited to, changes in display, on-site storage, ventilation of product prior to transport to Market or actions deemed reasonable by the General Manager. If mitigation cannot be successfully accomplished the Member may lose their right to sell the products in question. All final decisions by the General Manager may be appealed to the Board of Directors.

Selling Rights:

Violations of Saturday or Holiday Market rules and regulations are subject to disciplinary action. If a Market rule is blatantly disregarded by a Member, they will be issued one written warning from the Market Manager. **Subsequent violations of the same rule will result in loss of one point from the Member's record per violation.**

Members who violate Saturday Market rules may be subject to additional consequences, including suspension or termination of their selling privileges. Members whose selling privileges have been suspended are not considered eligible for space assignment.

Mediation Services:

If a Member has an unresolved problem with another Member, mediation services are available. Please contact the General Manager for more information.

Other Information

Children/Minors:

Vendors must maintain a constant level of supervision for the children/minors in their care. No child or minor under the age of 13 years may be left unsupervised.

Animals:

Animals are not allowed within the Market area. City and County regulations, contract terms, and general concerns for safety prohibit the presence of animals in the Market area. Service animals are welcome.

Lane County Farmer's Market:

Farmer's Market joins Saturday Market and is open every Saturday. It is also open at the LCFM Pavilion every Tuesday from May through October. The growers and producers sell fresh locally grown fruit, vegetables, flowers, and other local products. Since 1989, Farmer's Market has operated independently. On Tuesdays, Saturday Market Members may sell with the Farmer's Market. Contact the office for more information about participating in Tuesday Markets. For more information about the Lane County Farmers Market, please contact them at 541-431-4923, or via email at info@lanecountyfarmersmarket.org

Non-Profit Groups:

The Market has space available for Non-Profits groups for educational purposes. Call the office for more information. No commercial items or raffle tickets may be sold from Non-Profit booths. Contributions may be solicited.

Feedback/Comments:

Forms for written input concerning any aspect of the Market are available at the Information Booth. Comments concerning Member products are referred to the Standards Committee. Input regarding the management, staff, and Market policy is referred to the Board of Directors.