



OLD TOWN CLOVIS



FARMERS MARKET

VENDOR HANDBOOK



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WELCOME TO OLD TOWN CLOVIS

THE ORGANIZATION

The Business Organization of Old Town (B.O.O.T.) is a non-profit organization comprised of businesses within the Parking and Business Improvement Area (PBIA). B.O.O.T. administers the Farmers Market, and also produces other events and programs, and also develops other marketing strategies for the area known as Old Town Clovis.

THE MISSION

The Old Town Clovis Farmers Market is a certified farmers market along with food, beverages and family oriented activities, operated by the Business Organization of Old Town Clovis (B.O.O.T.), for the purpose of promoting the area known as Old Town Clovis.

THE MARKETS

Friday Night Farmers Market

May 5 to October 27

5:30pm - 8:30pm

Located on Pollasky Avenue between 3rd Street and Bullard Avenue

Saturday Morning Farmers Market

Year Round

9:00am - 11:30pm

Located on Pollasky Avenue between 5th Street and Bullard Avenue

Markets are coordinated by the Business Organization of Old Town (B.O.O.T.). After reviewing the handbook, if you have any additional questions or concerns please contact us!

Email: info@oldtownclovis.org

Office Phone: 559-298-5774

Website: www.oldtownclovis.org

APPLICATION PROCEDURES

B.O.O.T. reserves the right to modify any of these rules and regulations, or any policies or procedures adopted by B.O.O.T. from time to time, without prior notice.

APPLICATION INFORMATION

All Farmers Market applications are located online at oldtownclovis.org. A completed application must be submitted in order to be considered by the review committee. A completed application means the vendor has created a profile and application on managemymarket.com, a detailed description of their product/business, reviewed the definitions and selected an accurate vendor category. All vendors must agree to the terms and conditions of the Old Town Clovis Farmers Markets upon submitting an application.

VENDOR CATEGORY DEFINITIONS

Certified Producer

Certified Producer who is authorized by the County Agricultural Commissioner to sell agricultural products (fruits, vegetables, honey, eggs, flowers, nursery products and nuts) directly to consumers at a Certified Farmers Market. Such products must be produced upon land controlled by the Certified Producer.

Entree Food Vendor

Food Vendors who sell items for the main course of a meal (e.g., pizza, tacos), together with appropriate side dishes and non- alcoholic beverages.

Specialty Food Vendor

Food Vendors who sell non-main course items such as "finger foods" (e.g., popcorn, shaved ice, desserts, appetizers) together with non-alcoholic beverages. They may also sell non-certifiable agricultural products and/or packaged foods (e.g., bread, sauces, and coffee beans, jerky). According to the Department of Food and Agriculture and the Fresno County Health Department, Specialty Food Vendors may also be subject to the rules and regulations applicable to Certified Producers.

For Profit Sales Vendor

For Profit Sales Vendors who sell items for the purpose of making a profit. They may sell merchandise including but not limited to: clothing, artisan goods, all-natural products, handmade creations, etc. (does not include anything edible)

Non Profit Community Organization Vendor

Non Profit Community Organization Vendors who seek an opportunity to grow awareness for their organization and meaningful purpose. A Non Profit is defined as an organization which is recognized by the Internal Revenue Service as being organized and operated in accordance with Internal Revenue Code Section 501(c)(3). Proof of 501(c)(3) is required upon approval. Only a few organizations are accepted per season, and they must have an engaging or activity-based booth set up. If any sales are performed at the booth, the organization will fall under a For Profit Sales vendor.

Business Promotion Vendor

Business Promotion Vendors who seek an opportunity to advertise their business through an informational and educational set up.

Junior Creative Vendor

Junior Creative Vendors who must make or design their items themselves and are under the age of 18. Please note that there are a limited number of Junior Creative booths available, therefore depending on the number of applicants, all Junior Creatives may not be approved. Junior Creatives are subject to a one-time complimentary booth and if they decide to continue with participation, standard fees will apply.

FARMERS MARKET REVIEW COMMITTEE

All applications will be reviewed by the Farmers Market Review Committee. Approval, space assignment and other factors relating to the assignment of selling space within a Market shall be the sole discretion of B.O.O.T. The Committee works hard to limit duplication in our thriving market and protect all current and potential vendors from direct completion. In making any determination in this regard, B.O.O.T may consider any one or more of the following:

- An Old Town Clovis business
- A Clovis business
- Quality of product or service
- Seniority
- Product or service desirability
- Product or service diversity
- Electrical needs
- Attendance
- Display and presentation
- Customer service
- Past performance with B.O.O.T., Department of Health, Fire Department, and any other applicable agencies
- Space availability
- Vehicle size

DECISION NOTIFICATIONS

Participants are encouraged to apply as soon as possible, as there are limited booth spaces available. Applications are open on a rolling basis to provide the most accessibility to all. Please allow for 5 business days to process your application. If that time frame has passed and an update has not been received, please send an email to info@oldtownclovis.org for an application status update.

WAITLISTS

If a vendor category reaches capacity, the applicant can apply for its waitlist by completing the online application. After a waiting list applicant is approved by the committee, they will be placed on the waiting list on a first come first serve basis. If a booth becomes available, we will email the applicant for confirmation. A spot on the waitlist does not guarantee a space in the market.

COMPLETE YOUR APPLICATION

Upon approval of an application, vendors will be required to submit the following paperwork:

- **Certificate of Insurance (COI):** A certificate of insurance issued to B.O.O.T. by an insurance company licensed in California, stating that the Participant has a current policy of public liability, property damage, and product liability insurance then in effect, naming the B.O.O.T. as additional insured, with limits of liability in the amount of at least one million dollars (\$1,000,000) combined single limit, and stating that B.O.O.T. shall be given at least 30 days' notice of any change or termination of such coverage. The term of the policy, as indicated on the certificate, shall be for a period that does not end until after the last Market of the applicable year
- **Certified Producer Certificate:** Please submit an up to date copy of your Certified Producer Certificate. If a vendor doesn't have one, click on the link below for the application: https://www.cdfa.ca.gov/egov/farmersmarket/producers_app_step1.asp
- **Community Event Vendor Form:** The Health Department requires that all vendors selling food items (including pre-packaged food) must submit an up to date copy of the Community Event Food Vendor Form. Follow the link below for the application. Click on the link below for the application:
<https://www.fresnocountyca.gov/files/assets/county/public-health/environmental-health/food-safety/community-event-food-vendor-application-10-2019.pdf>

VENDOR EXIT PROCESS

If a vendor is no longer interested in participating in an Old Town Clovis Farmers Market, they must take the appropriate steps to notify the Market Manager.

*****Application procedures will remain the same for both Friday Night Farmers Market and Saturday Morning Farmers Market*****

MARKET RULES & POLICIES

B.O.O.T. reserves the right to modify any of these rules and regulations, or any policies or procedures adopted by B.O.O.T. from time to time, without prior notice.

PARTICIPATION

All participation is by application-only, and you must be accepted through the application process.

ATTENDANCE

Each Participant is required to participate in their approved dates during the Market season. Special circumstances may excuse the Participant from participating at an individual Market if written notice showing good cause, in the sole determination of the Market Manager, is given to the Market Manager at least 2 working days prior to the absence.

Two unexcused absences without notification will result in the loss of your assigned space. We understand unexpected things happen, and want to work with you as best as we can. Please notify us within two business days of the market. Repeated absences may result in fines and/or other disciplinary action in the discretion of B.O.O.T.

Food Vendors in all categories are committed to the full schedule of Market dates.

DESCRIPTION OF SELLING SPACE & REQUIREMENTS

All vendors will abide by the space size list below:

- 13 ft. wide X 18 ft. from the curb to the center of the street
- Vehicle height may not restrict the front of businesses.
- Vehicle length may not exceed the space allowance of 18 feet.
- Space size for Farmers Market Sponsors shall be as determined by the Market Manager.

Your booth fee includes a space for you to set-up. B.O.O.T. does not provide any tents, tables, chairs, electricity or any other set-up items. We also don't rent additional equipment. All displays, awnings, umbrellas, tables, etc., must stay within the space boundaries and may not encroach into any walkway, curb, sidewalk, fire lane, alley, or neighboring space. Participants are responsible for providing signs and displays including, but not limited to, tables, awnings, chairs, etc. All equipment, products, display tables, awnings, etc., must be maintained in a safe manner.

Electricity and water are not generally available at Market sites and will not be guaranteed. Consumption may be restricted by the Market Manager. All wiring and electrical connections must conform to all applicable codes and regulations. Participants using electrical power must have and use a UL approved power strip with a GFI breaker.

All Participants shall accept the space assigned by the Market Manager. No vendor may assign or sublet their space. Unoccupied space may not be used without permission from the Market

Manager. All vendor space and displays must be clean and attractive. All promotions and sales shall occur within the designated space assigned.

In the event an unauthorized vehicle is parked in Participant's designated space during the set-up period the Market Manager/staff will follow the procedure set forth by the Clovis Police Department. The Market Manager/staff may exercise the right to reassign the Participant's designated space.

ACCEPTABLE PRODUCTS

Only products or services listed on the application and approved by B.O.O.T. and any applicable governmental agency, may be sold. The sale of alcoholic beverages is prohibited. Beverages are described as brewed coffee (non-flavored), sodas, iced tea, and lemonade.

Items are subject to inspection at any time by the Market Manager, Department of Agriculture, Fresno County Department of Health Services, or any other applicable governmental agency.

Any items not meeting minimum standards may not be sold and must be removed immediately when detected.

Prepackaged products sold in closed or sealed containers must be labeled as to content, quantity or weight, the grade (if applicable) and the name and address of the Producer.

All product pricing should fall within the Market average.

MUSIC

Live bands or otherwise amplified musical entertainment is not allowed outside of business establishments and vendor spaces within the designated boundaries of the Farmers' Market events in 2023 without express permission in writing in advance from B.O.O.T. Any violation of this provision will be subject to disciplinary action by the B.O.O.T. Board of Directors in a manner consistent with the bylaws of the organization or the City of Clovis Municipal Code, including potential monetary penalties or fines.

CLEAN UP

Each Participant shall maintain the space assigned to them in a clean, attractive, and sanitary condition.

Each Participant shall leave the space in a "broom clean" condition.

Each Participant is individually responsible for cleaning their stalls and the aisle area in front of their stall. Trash may not be dumped in any Clovis trash receptacles. Disposal of cardboard boxes and product is the Participant's responsibility. Storm drains, flowerbeds, planters, or streets may not be used for disposal of trash or any other materials.

FRIDAY NIGHT MARKET PROCEDURES

B.O.O.T. reserves the right to modify any of these rules and regulations, or any policies or procedures adopted by B.O.O.T. from time to time, without prior notice.

MARKET DATES

B.O.O.T. determines the opening and closing dates of the Market each year. Until otherwise determined by B.O.O.T. the Old Town Clovis Farmers Market will run on consecutive Friday evenings from May 5 - October 27, 2023.

MARKET HOURS

B.O.O.T. determines the hours the Market shall operate. Until otherwise determined by B.O.O.T., the Market hours of operation are as follows:

- The Market is open for operation from 5:30pm until 8:30pm.
- Sales may not begin until the official announcement of the Market opening.
- No products or services may be presold. Pre-selling includes (but not limited to) bagging, setting aside, preparing, or reserving in any fashion for a customer before the official opening of the Market.
- Food preparation may begin before the opening of the Market, but food sales to customers may not take place until the official Market opening has been announced.

FRIDAY NIGHT FARMERS MARKET FEES & FEE STRUCTURE

A one hundred- and fifty-dollar (\$150.00) Market Reservation Fee reserves the vendor space. The Market Manager and/or B.O.O.T. Board of Directors reserve the right to terminate a Participant's membership. Membership fees must be paid before the opening date of the market in accordance with the approved application process deadlines.

Any Participant selling or distributing samples of any foods (including fruit) shall pay a fee for County of Fresno Health Services inspections.

Each Participant will be charged a space fee according to their approved category:

- **Certified Producers** shall pay a fee of fifteen percent (15%) of the gross sales per market, but not less than thirty-five dollars (\$35.00) per space.
- **Entrée Food Vendors** shall pay fifteen percent (15%) of the gross sales per market, but not less than one-hundred-fifty dollars (\$150.00) per space.
- **Specialty Food Vendors** shall pay fifteen percent (15%) of gross sales per Market, but not less than thirty-five dollars (\$35.00) per space.
- **For Profit Sales Vendors** shall pay fifteen percent (15%) of gross sales per Market, but not less than thirty-five dollars (\$35.00) per space.
- **Non Profit Community Organization Vendors** shall receive a complimentary booth space at the discretion of the predetermined schedule by the Market Manager.
- **Business Promotion Vendors** shall pay a flat fee of \$35.00 per space.

*****In addition, all vendors are subject to a \$2.00 fee charged by the California Department of Food and Agriculture (CDFA) which is payable by all participants at a certified market. Please add \$2.00 to the fees listed above.*****

Fees shall be paid to the Market Manager/Market staff no later than **9:30pm** each Friday night.

Failure to pay may result in suspension or termination of privileges, with fines, as determined by the Market Manager and/or the B.O.O.T Board of Directors.

Participants are subject to sales auditing without prior notification. Consistent discrepancies of market sales will result in auditing and/or an investigation into calculation procedures.

SET UP

Set up of any kind may not begin earlier than **4:30pm**. You may not double park, park sideways or in any way disrupt parking that can be used by Old Town Customers prior to **4:30pm**. This is a standard we must abide by for the City to allow us to continue this event so please be sure to communicate this to your set up team!

Set up must be completed before **5:30pm**.

Market Manager shall direct the traffic flow, except that the Participant is solely responsible for the safe movement and operation of all vehicles, trailers, carts, and the like.

If an unauthorized vehicle is in the Participant's designated space, notify the Market Manager/staff. The Manager or staff member will follow the procedure set forth by the Clovis Police Department. The Market Manager may reserve the right to reassign or adjust the Participant's space assignment.

TEAR DOWN

Take down shall not begin earlier than **8:30pm**, including tables, awnings, etc., and must be completed by **10:00pm**.

All fees and required documents must be delivered to the Market Manager or staff no later than **9:30pm**.

No vehicle may enter, move, or leave the Market between **5:30pm** and **8:30pm**, or outside those hours unless it is safe to do so and you have been given permission by the Market Manager or Market staff.

The Market Manager shall determine the priority of entering, moving, and leaving the Market, except that the Participant is solely responsible for the safe movement and operation of all vehicles, trailers, carts and the like.

No vehicle may enter the market area until an official announcement has been made allowing access.

MARKET CANCELATION POLICY

The Market Manager will refer to weather.com for real time weather analysis. Any of the weather conditions listed below could result in a canceled market:

- High chance of rain
- Poor air quality
- Predicted heat of 107 degrees or higher

Upon cancellation of a Market, all vendors will be notified within 24 hours prior in order to allow for proper planning

SATURDAY MORNING MARKET PROCEDURES

B.O.O.T. reserves the right to modify any of these rules and regulations, or any policies or procedures adopted by B.O.O.T. from time to time, without prior notice.

MARKET DATES

B.O.O.T. determines the opening and closing dates of the Market each year. Until otherwise determined by B.O.O.T. the Old Town Clovis Farmers Market will run Year-Round every Saturday morning.

Due to conflicting Old Town Clovis events, the Saturday Morning Farmers Market will be closed on the following dates:

- April 1 (Big Hat Days)
- April 29 (Rodeo Parade)
- May 20 (Old Town Motorama)
- September 23 (Clovis Fest)
- December 2 (Christmas Parade)
- December 23 (Holiday Break)
- December 30 (Holiday Break)

MARKET HOURS

B.O.O.T. determines the hours the Market shall operate. Until otherwise determined by B.O.O.T., the Market hours of operation are as follows:

- The Market is open for operation from 9:00am until 11:30am.
- Sales may not begin until the official announcement of the Market opening.
- No products or services may be presold. Pre-selling includes (but not limited to) bagging, setting aside, preparing, or reserving in any fashion for a customer before the official opening of the Market.
- Food preparation may begin before the opening of the Market, but food sales to customers may not take place until the official Market opening has been announced.

SATURDAY MORNING FARMERS MARKET FEE STRUCTURE

Any Participant selling or distributing samples of any foods (including fruit) shall pay a fee for County of Fresno Health Services inspections.

Each Participant will be charged a space fee according to the market season:

- **Peak Pricing (April - September):** 15% of gross sales, \$15.00 minimum
- **Off-Peak Pricing (October - March):** 10% of gross sales, \$10.00 minimum

*****In addition, all vendors are subject to a \$2.00 fee charged by the California Department of Food and Agriculture (CDFA) which is payable by all participants at a certified market. Please add \$2.00 to the fees listed above.*****

Fees shall be paid to the Market Manager/Market staff no later than **12:30pm** each Saturday morning.

Failure to pay may result in suspension or termination of privileges, with fines, as determined by the Market Manager and/or the B.O.O.T Board of Directors.

Participants are subject to sales auditing without prior notification. Consistent discrepancies of market sales will result in auditing and/or an investigation into calculation procedures.

SET UP

Set up of any kind may not begin earlier than **8:00am**. You may not double park, park sideways or in any way disrupt parking that can be used by Old Town Customers prior to **8:00am**. This will be enforced in 2023. Violators will be asked to miss the next Market.

Set up must be completed before **9:00am**.

Market Manager shall direct the traffic flow, except that the Participant is solely responsible for the safe movement and operation of all vehicles, trailers, carts, and the like.

If an unauthorized vehicle is in the Participant's designated space, notify the Market Manager/staff. The Manager or staff member will follow the procedure set forth by the Clovis Police Department. The Market Manager may reserve the right to reassign or adjust the Participant's space assignment.

TEAR DOWN

Take down shall not begin earlier than **11:30am**, including tables, awnings, etc., and must be completed by **12:30pm**.

No vehicle may enter, move, or leave the Market between **9:00am** and **11:30am**, or outside those hours unless it is safe to do so and you have been given permission by the Market Manager or Market staff.

The Market Manager shall determine the priority of entering, moving, and leaving the Market, except that the Participant is solely responsible for the safe movement and operation of all vehicles, trailers, carts and the like.

No vehicle may enter the market area until an official announcement has been made allowing access.

MARKET CANCELTATION POLICY

The Market Manager will refer to weather.com for real time weather analysis. Any of the weather conditions listed below could result in a canceled market:

- High chance of rain
- Poor air quality
- Predicted heat of 107 degrees or higher

Upon cancellation of a Market, all vendors will be notified within 24 hours prior in order to allow for proper planning.

VENDOR NOTICES

B.O.O.T. reserves the right to modify any of these rules and regulations, or any policies or procedures adopted by B.O.O.T. from time to time, without prior notice.

GOVERNANCE

The market operated by B.O.O.T. is a certified farmers market, operating in accordance with these regulations and the laws and regulations set forth by state, county and local government. The B.O.O.T. Board of Directors and Market Manager may also develop additional policies and procedures to regulate Market operations in a fair and equitable manner. B.O.O.T. reserves the right at any time to change, delete or modify its policies, procedures and rules and regulations without notice.

DISPLAY ALL PERMITS AND LICENSES

All required permits and licenses shall be provided and must accompany all foods and during transportation and shall be displayed prominently during selling hours. This posting includes, but is not limited to; Food Industry Health Permits, Health Department Inspection Report, Certified Producers Certificates, City Business Licenses and all other required permits and licenses.

A Participant shall provide, upon request by an enforcing officer or Market Manager, certificate, documentation, information, or identification that may be reasonably required to show that the conditions of the regulations are being met.

Scales shall be approved commercial scales, and certified by the County Sealer, Office of Weights and Measures, for the current year.

VENDOR SPACE

The Market is conducted in accordance with state and federal laws and local ordinances. Participants are required to comply and cooperate with all agency representatives. Participants are required to be familiar and comply with all health and safety guidelines.

Participants will immediately comply with the Market Manager's directions in all matters, particularly relating to safety.

The Market Manager and the Fresno County Environmental Health Agency, Fire Department, Fresno County Agricultural Commissioner, California Department of Food and Agriculture, or any other applicable agency, have the right to remove products and/or restrict or terminate the operation of any Participant which, in their judgment, violates health or safety codes pertaining to the sale or distribution of products or services.

Participants shall comply with all applicable requirements of the California Uniform Retail Food Facilities Law, the County of Fresno Health Department Special Event Food Requirements, Fresno County Agricultural Commissioner, California Department of Food and Agriculture, and any other applicable agency.

When selling at the Market, the vendor and the vendor's agricultural products shall comply with all applicable laws and regulations, including but not limited to:

- Every stall shall have a container for trash.
- No display tables may be filled over carrying capacity; items on display must be stable.
- Table legs must be secure, and table must not cave in.
- All connecting rods of the shade set-ups must be secure in their fittings. Shade set-ups must be tied to seller's table or vehicle.
- Tarps must be securely fastened.
- All boxes or crates of produce and other food products must be kept 6" off the ground under Section 21831 of the California Health & Safety Code.

If the local health authority approves, distribution of samples in a manner that will ensure safe, unadulterated samples for the public may be allowable, under the following guidelines:

- Keep samples in clean covered containers approved by the local health agency.
- Use toothpicks or disposable utensils to distribute the samples.
- Dispose of pits, peels, food waste and rubbish in leak proof garbage receptacles with close fitting lids.
- Use clean disposable plastic gloves when cutting produce for sampling.
- Produce intended for sampling must be washed and cleaned to be wholesome and safe for consumption.
- Utensils and cutting surfaces must be washed and sanitized (use a chlorine solution of one teaspoon or cap of liquid bleach per gallon of water).
- Cutting surfaces must be smooth, nonabsorbent, and easily cleaned.
- Potable water shall be available for hand washing and sanitizing as approved by the local enforcement agency.
- Smoking is not permitted in the event area and immediate sales area during market hours (State Health and Safety Code).
- Vendor vehicles may not exceed the space allowances either by length, width, or height. If the height of the vehicle in any way restricts store fronts, the Market Manager may determine the vehicle is not allowed.

CODE OF ETHICS

B.O.O.T. reserves the right to modify any of these rules and regulations, or any policies or procedures adopted by B.O.O.T. from time to time, without prior notice.

STANDARDS OF CONDUCT

Participants and employees, Immediate Family, and others representing Participants must be:

- Courteous, professional, and presentable.
- Knowledgeable about products and communicating clearly to customers.
- Honest.
- Be considerate to each other, the Market Manager and other market staff, agency representatives, customers, officials and must treat all of them with respect and cooperation.
- Alcohol free. No consumption of alcoholic beverages, or any one under the influence of alcohol, or in possession of alcohol, will be allowed to participate.
- Honorable. Yelling, swearing, name-calling, arguing, or physical aggression and any other inappropriate behavior will not be tolerated.
- Responsible for reporting any complaints about other Participants or the Market management, rules and policies to the Market Manager or B.O.O.T. Board of Directors.
- Respectful and must refrain from harmful remarks about vendors or the Market. Such remarks may be subject to legal liability for damages caused.
- Dressed appropriately. Shirt and shoes are required.
- Vendor's shall not smoke within their space.

NON-COMPLIANCE

Participants who do not comply with pertinent state, federal, county, local regulations, any other applicable regulations, or these Regulations, may be subject to fines, suspension, and/or termination as provided below.

DISCIPLINARY PROCEDURE

If possible and reasonable under the circumstances, the Market Manager will attempt to give adequate warning and notice of possible consequential action prior to the actual disciplinary action.

- Minor violations, determined at the sole discretion of the Market Manager, may be subject to a verbal warning by the Market Manager.
- Notice of major violations and repeated violation(s) will be given in writing and may specify the penalty imposed.
- Recurring violations may result in more stringent penalties including but not limited to suspension, and/or additional fines, and/or termination. A meeting of the B.O.O.T. Board of Directors will be convened within ten (10) working days of the offense to consider appropriate action.

Penalties for rule violation will be determined by the Market Manager and/or the B.O.O.T. Board of Directors. The Market Manager has the power to levy fines in an amount not exceeding \$150.00, per violation and/or to suspend a Participant from the remainder of a current Market

and up to one additional individual Market. The B.O.O.T. Board of Directors has the power to levy fines in an amount not exceeding \$500.00, per violation and/or impose any other penalties. Any fine or suspension imposed may be reviewed by the B.O.O.T. Board of Directors at the request of the Market Manager, any Board member, or an aggrieved Participant pursuant to the appeal procedures set forth below. On such review, the Board may affirm the fine or suspension imposed, or may increase or decrease any such penalty or impose a different or additional penalty or penalties. Penalties for rule violation may include all options listed below:

- Suspension for one or more individual Markets
- Monetary fines
- Termination from future participation in the Market.

In cases of extreme or disruptive misconduct or violation, the Market Manager and/or the B.O.O.T. Board of Directors have the authority to impose an immediate suspension.

Participants are responsible for and will be held accountable for the actions of their Employees, Immediate Family, agents, representatives, and invitees.

APPEAL PROCEDURE

Any person aggrieved by a decision of the Market Manager or the B.O.O.T. Board of Directors may request a hearing.

- The request must be in writing, addressed to the B.O.O.T. Board of Directors, and submitted at least two weeks in advance of the next scheduled Board meeting.
- The appealing party will be given at least 5 days' notice of the date, time, and place of the Board meeting, at which time the appealing party will have the right to be heard on the matter.
- The Board's decision will be given in writing to the appealing party within thirty (30) days of the receipt of the complaint.