

# THE ERRINGTON FARMERS MARKET SOCIETY

## **REFUND POLICY**

Refunds **may** be available to Drop-in vendors, Half-season and Full-season vendors. The criteria for requesting and receiving a refund is as follows;

- Reasons for requesting a refund may include illness, change of plans, unforeseeable obstacles (such as road closures), lack of product, personal considerations (such as special events like weddings, family events).
- Drop-in vendors must make their request for a one-day refund to the Market Manager by the Wednesday prior to the Market when they will be absent. Half-season and Full-season vendors are not eligible for one-day refunds.
- Half-season and Full-season vendors who are in the position of being unable to complete their time at the market due to uncontrollable circumstances (for example due to lack of product such as vegetables, flowers, honey, etc.) may request a refund for the remainder of the portion of the season (half or full) for which they are registered. This option does not apply to artisans and crafters as production/creation of their product is controllable.
- Half-season and Full-season vendors will inform the Market Manager of all dates when they will be absent by the Wednesday prior to first market day they will no longer be attending.
- When granted, one-day refunds will be at the discretion of the Market Manager, who will submit this to the Board for reimbursement to the vendor (as a reimbursement requires two Board member signatures). Half-season and Full-season requests may be presented to the Board for consideration.
- When granted, refunds will be at 50% of the vendors payrate (daily rates are different for Drop-in, Half-season and Full-season vendors)
- \*\*\* If the vendor does not inform the Market Manager of their absenteeism by the Wednesday prior to the Market when they will be absent, no refund will be given. There may be extenuating circumstances when a vendor is unable to give advance notice (such as sudden illness or family emergency on the morning of the market), in which case a request for refund may be considered (based on exceptional reasons) by the Board.