

Roots to River Farm CSA Member Agreement, Refund and Fulfillment Policy

All members will be asked to agree to this before signing up for their share.

Before we get going we just want to make sure we're on the same page!

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. By purchasing a membership to the Roots to River CSA you are sharing the bounty of vegetables and fruits as well as the economic responsibilities of this farm. You understand that the Roots to River farmers are committed to growing produce using organic methods that nurture the soil and the natural ecology of the land and will maintain organic certification on their property.

Our CSA runs 22 weeks from June to November (specific dates dependent on the season). Members are responsible for showing up at the seasonal Pickup sites each week or every other week to pick up your share of freshly harvested produce. We endeavor to have the widest selection of the highest quality in-season produce available to our members. As a CSA member, you understand that this is a community-supported effort and there are risks of crop difficulties such as drought, too much rain, insect damage, and/or large mammal consumption. In the event of a crop failure due to the unpredictable nature of farming you will accept the consequences on your share without the expectation of refund or alternative compensation. We will keep you updated of crop statuses via the newsletter.

We will have your box ready for you to pick up at the pickup site in the agreed timeframe. You are responsible for picking up your share from the pick-up site and for observing our pick-up guidelines, which are as follows:

1. Pick up your share within the time frame stated.
2. Be respectful of our pick-up hosts' property.
3. Follow additional rules posted at your drop site regarding parking and use of certain entrances.

If you cannot pick up your share *and have not communicated with us via email prior to the pickup date*, you must arrange for someone else to pick it up for. You are responsible for explaining the pick-up location and procedures to your substitute. Shares that are not retrieved within the pick-up time will be donated to a food pantry.

As a member, you understand that if for whatever reason you cannot continue to receive your share, you will be responsible for the balance of the share for which you are registered.

If your box is missing from the pickup sight we will try our best to get your order to you at some point during the week. If your share is missing an item or you have not received the

correct add-on we will refund you in full for those items or add them to your next order – whichever you prefer. Occasionally we will need to substitute an item in your share due to quality or availability in the field – we will always note when we have done this on the box.

If you do not fill out the weekly order form we will pack a Farmer's Choice box for you.

The CSA farmers will comply with current food-safety regulations to the best of their abilities, however members acknowledge the risks that come with consuming raw produce. Members will hold harmless Roots to River Farm from any consequences, direct or indirect, from eating or otherwise consuming CSA produced food.

The best way to communicate with us is via email. Our email is malaika@rootstoriverfarm.com. We will do our best to respond as soon as possible, but please understand that we spend most of our time in the field growing food and not at our desk.

Please contact us with any news of the following: changes to your postal or email address, problems with the pick-up site, or dissatisfaction with your share (also feel free to just send us a nice note!).

We will communicate with you by email. When you sign up, you will be added to our distribution list. Please read your email from us. We depend on being able to communicate important information such as necessary changes to your distribution schedule or to our farm events. Every week, we will post a newsletter on our website giving you information about the crops available that week month, recipe ideas, and other farm related news. This newsletter will be available on our website at all times. Thanks so much for signing up with us and we look forward to feeding you this season!

Yay!