

Our CSA is a very important and special part of our farm, and we want all CSA members to have the best experience possible. Good communication, including letting you know exactly what your rights and responsibilities as members are, is the best start. We pride ourselves on the quality of our products and our customer service.

Our commitments to CSA members include:

- All CSA members will receive the stated value of product that they have paid for, over the course of the whole season (total paid less delivery fees).
- You may receive more than the stated value of veggies if we have a particularly bountiful season.
- You will only receive less than the stated value in the case of catastrophic crop failures (i.e. weather system destroying a significant portion of our field) during the season or unanticipated farm closure due to extreme illness/family emergency. We will always do our best to make up the value to you if possible.
- Skip weeks can be made up by adding on during the season, replacing with preserves, receiving extra week(s) after the main season, or donating the box (either to another household or to the local food bank through us). Any member who doesn't take advantage of these options by the end of the calendar year will forfeit the value of the skipped week.
- We guarantee the value of 3 skipped weeks over the course of the season. If you skip more than 3 weeks, we will donate the value of the additional weeks.
- Members will receive weekly communication about box contents and farm news. Emails will be sent at least 24 hours before the sub-in request deadline, and in most cases will be sent on Saturday afternoon for Wednesday boxes.
- We will provide boxes on a set schedule (weekly) on a consistent day. Last minute changes may be made due to illness or farm/family emergency, and we will do everything possible to communicate changes in advance, as soon as they are known.
- Delivery to agreed-upon location: home delivery or depot. For those who choose to pick up at a depot, we will provide home delivery (with enough notice) if you are sick or otherwise unable to make it to the depot. Same-day notice must be made by text message or phone call (if you do not have text messaging) as we cannot guarantee checking email on CSA delivery days. If you request a change to your delivery location after signup (i.e. change from depot to home delivery) we will do our best to accommodate, but may be unable to make the change.
- We do not guarantee a set delivery time. Delivery time will vary throughout the season, with delivery being earlier in the beginning and end of the season and later during the middle of the season. This is due to our small team. We try to keep delivery times as stable as possible. If variable timing is a problem for you, we recommend home delivery over depot pickup. .
- We allow one sub-in per week. More sub-ins may be accommodated if time and product allows, but we can only guarantee one.
- Unlimited add-ons per week. You can add-on any items, and we will accommodate, unless requested items are scarce and/or become unavailable. Items added on will be

invoiced at the end of each month or, in the case of an add-on of less than \$5 per month, may be invoiced at a later date.

- We allow sub-ins for our preserves throughout the season (one preserve for two veggie items). Preserve stock will vary throughout the season, and we cannot guarantee availability of specific products (i.e. cucumber pickles, jams and specialty salsas are usually the first to sell out). Preserves may be restocked during the CSA season, and may or may not include full labels. Ingredient information is always available on request or on our website.

Members agree to:

- Pay CSA fees on time, or communicate and make other arrangements if deadlines can't be met. Fees will be due on an agreed schedule, i.e. all up front, in two or four installments, on a weekly basis. If more than 2 payments are missed without explanation, we reserve the right to pause or cancel the remaining CSA boxes. Members who pay on a weekly basis who miss more than 2 consecutive payments may be asked to pay in installments.
- Provide us with accurate contact information. For depots, members must provide a cell phone number if they would like to receive texts, and must let us know if messages are not being received (often due to sending MMS to multiple recipients, if you do not have cell phone data at the time). You must let us know if you are not receiving emails or other communication from us, if you would like to receive them.
- Provide us with any change-of-address/contact information as soon as it is known, so that we can plan delivery routes accordingly. If you move outside of our delivery area, we cannot guarantee delivery, but are happy to make arrangements for pickup.
- Submit selections, sub-ins, add-ons and skip weeks within the time frame (usually by 12pm on Tuesday). If you request to skip a week after this deadline, we reserve the right to not replace the value of the box. In most cases, we are flexible with accepting late requests, but we cannot guarantee them.
- In the case of same-day changes, (i.e. illness or emergency and unable to pick up at depot) the only guaranteed way to reach us is by text message (or phone call if you do not have text messaging) to Nica at 289-680-5407 or Adam at 647-772-7702.
- Let us know if there is a problem. At any time, if you are dissatisfied with something, we'd prefer to hear about it right away and be able to fix the problem if possible. We can't do anything if we don't know about it!

Terms of Refunds:

- If you cancel your share before the start of the CSA season, you are entitled to a full refund of all fees paid. You will receive your refund within 3 weeks of requesting it.
- Cancellations during the CSA season will be guaranteed for every 5 week block. If you cancel between weeks 1-5, you will receive a refund for all fees paid for weeks 6-20. If you cancel between weeks 6-10, you will receive a refund for all fees paid for weeks 11-20. If you cancel between weeks 11-15, you will receive a refund for all fees paid for weeks 16-20. Cancellations between weeks 16-20 are not guaranteed a refund.

- Depending on your reasons for canceling, we may offer you a full refund for all weeks that are canceled. This will be decided on a case-by-case basis.
- If you need to cancel during the season, consider asking a nearby friend or neighbour if they would like to “buy” your share from you. This has worked out well for members in the past. You must confirm a new delivery location with us.
- We cannot provide refunds for boxes that are not picked up from depots or not received because you are away and did not let us know in time.
- Replacement or credit will be provided for any preserves that are damaged or spoiled on delivery.
- Replacement or credit may be provided for produce items that are damaged, depending on the circumstances. (i.e. if your greens are wilted because you didn’t pick up from a depot until the following morning, we will not replace them, but if your tomatoes get crushed by your potatoes because of how we packed them, we will replace them.)
- Replacement or credit will be provided for any missed items that we accidentally omit from your box.

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