



## Rivenwood Gardens 2024 Farm Share Membership Handbook and Contract

### **What are we offering in our farmshare box?**

A fully customizable farm share box offering a diverse selection of seasonal vegetables, fruits, herbs, pasture raised lamb, pasture raised beef, and preserved goods.

### **Schedule of Season**

The season begins in the third week of May and goes to the last week of September. This totals to 19 farmshare box deliveries over a 20 week period that includes 1 farmer vacation week.

**Farm Share size:** Small share (suitable for 1-2 people); ~5-7 items; \$20/ week

Medium share ( suitable for 2-4 people); ~7-10 items; \$30/week

Large share ( suitable 3-5 people); ~9-12 items; \$40/ week

We allow you to change your farm share size once during the farmshare season after your prepaid weeks ( 6 week or 12 weeks). If you paid for a full season, we will also allow you to change your box size once; you will be credited any difference in box value that can be used over the season.

### **Pickup Locations:**

Grandin Village Farmers' Market (Roanoke, VA): 8-12pm on Saturdays

\*Floyd Ecovillage Farm Store (Floyd, VA): Saturday morning

LEAP Hub (Roanoke,VA): Tuesdays 3-6pm

\* This pickup locations will have an extended pickup window, meaning you have a couple days after drop off to pick up your share (at the farm). We do encourage members to pick up as soon as possible, after delivery, to ensure freshness.

## Payment Plans:

Payment type	Small Share (\$460)	Medium Share (\$690)	Large Share (\$920)
<b>6 week deposit, then week to week billing</b>	\$120 upfront, \$20 recurring weekly billing	\$180 upfront, \$30 recurring weekly billing	\$240 upfront, \$40 recurring weekly billing
<b>Half Season (12 weeks upfront), then week to week billing</b>	\$240 upfront, \$20 each following week. + Bonus \$10 in Veggie Credit	\$360 upfront, \$30 each week following. + Bonus \$15 in Veggie Credit	\$480 upfront, \$20 each week following. + Bonus \$20 in Veggie Credit
<b>Whole Season</b>	\$440 upfront, +Bonus \$20 in Veggie Credit	\$690 upfront, +Bonus \$30 in Veggie Credit	\$920 upfront, +Bonus \$40 in Veggie Credit

We accept credit card or check payments. Please make checks out to Rivenwood Gardens and send to 236 Garden Way SE, Floyd, VA 24091

We ask that anyone who pays by check also puts a credit card on file in order to account for recurring billings of week to week payments and/or cover any additional charges associated with purchase of add-ons or extra produce.

We do not deliver boxes that have not been paid for.

\*Prices do not include VA State sales tax (1%) or 2.5% surcharge for credit card payments

## SNAP/EBT

We are now accepting SNAP/EBT Benefits for our CSA along with the Virginia Fresh Match Program ( this means you get 50% off your CSA)! We are currently in the process for qualifying to accept EBT payments online through the software and will have it up and running by our first delivery.

Because, we cannot charge or ask for payments in advance, we ask those who are paying for their farmshare this way to let us know as soon as possible whether they wish to continue receiving a box ( as we will otherwise prepare and package your box).

## Vacation and holds policy

Whole Season Members- you are welcome to take as many holds as you like and will receive veggie credit for those weeks. Veggie credit does carry over season to season but cannot be used to purchase a CSA membership.

Recurring Billing ( excluding SNAP/EBT)- you may take up to two vacation holds ( in addition to the farmer's vacation) without being charged. After that, you will be charged for any additional weeks.. However, you can choose to receive credit, which you can use over the remainder of the season. In addition, you can donate your box and we will give it to a local food charity. You are also welcome to have a friend or family member pick up your box.

How to take a vacation hold: You must notify us when you are putting a box on hold.

For Saturday pickups- no later than Wednesday evening of that week

For Tuesday pickups-no later than Saturday evening ( 3 days before pickup)

Due to the way the software works, **only we can put your box on hold for you.**

## Veggie Credit

Veggie credit may be used at any time, in any amount to cover any extra produce that is over the value of your box. Credit cannot cover the cost of a farm share box. Credit can only be used for produce.

\*If you choose to go under the value of your box, you will be credited the remainder. We allow members to go under up to \$3 under their box value. For instance, if you have a medium box (\$30 value) and choose a box for the week valued at 27\$ then you will be credited \$3 to use later on subsequent boxes.

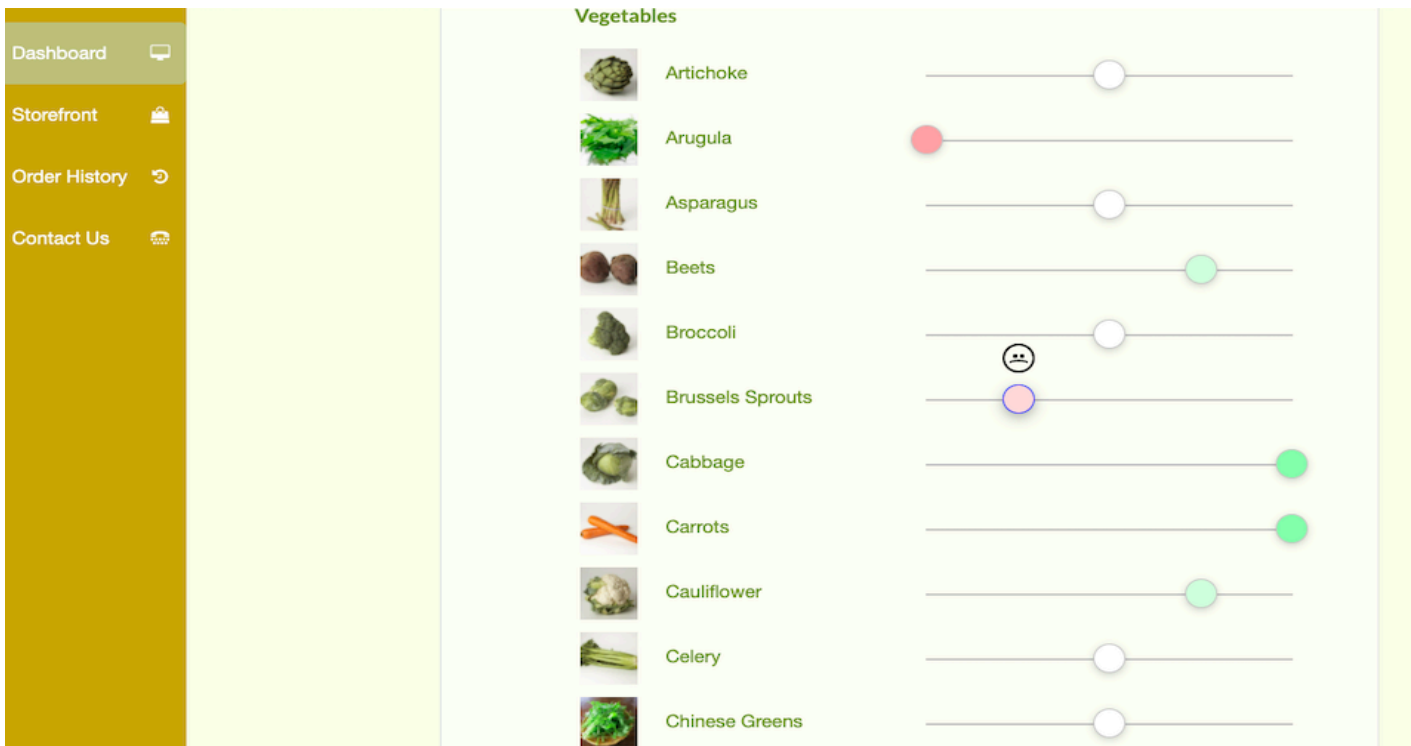
## Customizing your box

We offer the option to customize your box through the online subscription software CSAware. Once you sign up for your Farm Share Box, you will need to access your member dashboard to enter your preferences for produce we anticipate offering throughout the season. If one person in your household really loves something and another hates it, we recommend putting you like it otherwise it will never show up in the default box calculated by the algorithm. You can find item preferences under dashboard > item preferences. Here is an example :

The screenshot displays the 'My Subscriptions' section of a member dashboard. On the left is a navigation menu with 'Dashboard', 'Storefront', 'Order History', and 'Contact Us'. The main content area is titled 'My Subscriptions' and contains several options: 'Box schedule and contents', 'View/Modify subscription', 'Shop for add-ons now', 'Purchase or renew subscription', and 'Item Preferences' (highlighted in green). Below this is the 'Order History' section with options to 'View order history' and 'View details of past subscriptions'. On the right side, there is a calendar for March 2021. A legend below the calendar defines the colors used for different subscription statuses: selected date (red), scheduled box (green), on hold (grey), canceled (pink), farm vacation (purple), and delivered (yellow).

March 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

selected date	scheduled box
on hold	canceled
farm vacation	delivered



Each week, the algorithm will create individualized boxes based on the preferences you set in your member dashboard. An email will be sent to notify you that your box is available for you to view and modify if you wish. Boxes will be published on Monday morning for you to view and modify. Customization will close on Wednesday evening at midnight.

**Note: Produce Stock-** We do not always stock enough of each item for every box, as this often creates food waste. (Ex. If only half of our members like Kale, we might only have enough stock available for  $\frac{3}{4}$  of members. If everyone decided they want Kale that week, there would not be enough stock available.) However, this typically works out. Please fill out your preferences to help us accurately plan and help prevent food waste. Let us know if you were unable to get a product you wanted.

### **Cancellation and Refund Policy**

It is our goal to make your farm share membership as pleasurable and rewarding of an experience as possible. However, we understand that farm shares are a new experience for many people, and sometimes it is just not a good fit. If you wish to cancel, we ask that you reach out to us by email or talk to us at the farmers' market. If you do not wish to continue, we would appreciate feedback on what we could improve. We do not offer refunds for prepaid weeks.

#### **Rivenwood Gardens Contact info:**

If you have any questions about the contract or your subscription, please feel free to email us:

[rivenwoodgardens@gmail.com](mailto:rivenwoodgardens@gmail.com)

Please go here to sign the [farmshare contract!](#)