



Bittersweet Farms Community Supported Agriculture (CSA) Policy and Member Responsibilities

In order for you to have the best experience possible, please read the following document carefully as it outlines policies that keep our CSA working smoothly for all members.

The Spirit of Bittersweet's CSA – Community Supported Agriculture (CSA) is a mutual respect and partnership between farmers and customers. Under the CSA model, members pay in advance for the fresh, wholesome food they will receive. This helps the farmer to manage the risks of planting, tending, and harvesting crops for the season. When you purchase a membership (share) of Bittersweet's CSA program, you are partnering with Bittersweet Farms. This partnership is more than just fresh, wholesome, local produce; it is joint support of our greater mission - to serve adults with autism.

Payments – By agreeing to join our CSA, you are agreeing to pay a \$50 deposit fee upon sign-up. Payments must be received in full two weeks prior to the start of your selected season(s). All invoices will be emailed to you prior to the start of your season(s).

You are welcome to split a share with someone; however, share-splitting is the responsibility of the member who signed up for the share. We do not manage the splitting of shares. The primary member listed on the account is responsible for all payments.

Pick-up Protocol – It is your responsibility as a CSA member to pick-up your share during the listed pick-up hours at your selected location. We will be offering two pick-up days at two separate locations:

Tuesday Farm Pick-Up – 1:00 p.m. to 3:00 p.m.

Tuesday Walt Churchill's Pick-Up – 3:00 p.m. to 7:00 p.m.

Thursday Farm Pick-Up – 1:00 p.m. to 3:00 p.m.

Thursday Walt Churchill's Pick-Up – 3:00 p.m. to 7:00 p.m.

It's very important to understand and observe the pick-up times carefully in order to make sure your CSA experience is a positive one. Walt Churchill's Market is donating their space during these hours and picking up your boxes during the designated hours are integral to the successful operation of the program. Any shares not picked-up after 7:00 p.m. on your designated pick-up day will be donated to residents at Bittersweet Farms, Hope United Methodist Church, or the Toledo Seagate Food Bank. Please note that late pick-ups are not eligible for credits and reimbursements due to natural deterioration of fresh produce.

If you cannot pick-up your box, you must notify us at least 24 hours in advance and let us know who you would like to donate your share to for that week. We understand that emergencies come up, so please notify us as soon as possible if you are unable to pick up your box at your designated time.

Communications – By agreeing to join our CSA, you are also agreeing to open and read all email communications from us including: payment due emails; all billing regarding your membership; pick-up location and times, etc. We communicate primarily through email and the weekly newsletters. The weekly newsletters will include important information about Bittersweet Gardens, crop and field notes, recipes, tips, and techniques for preserving your produce.

Please add the email address, ssolt@bittersweetfarms.org, to your address book to make sure our emails do not go to your spam box. You are required to notify of us of any changes in your email.

Please know that your support and involvement in Bittersweet Gardens helps to employ individuals with autism.

The mission of Bittersweet, Inc. is to positively impact the lives of individuals with autism and those whose lives they touch.