

## **SRJC Shone Farm CSA Policy**

We ask all new subscribers to carefully read the following document. These are the guidelines that keep our CSA running smoothly, and you will be responsible for knowing them.

The philosophy of CSA (Community Supported Agriculture) is a relationship between the farmer and the community. Under the CSA model, subscribers pay in advance for the food they will receive, reflecting the risk that the farm takes to plant, tend, and harvest crops. Shone Farm is not a delivery service; your subscription is a contract to receive a season's worth of produce.

**Signing Up** - When you sign up, a secure, online member profile is created for you with your share options, pick-up location, and your account activity. You can view and edit your account, change your pick up location, credit card info, or password just by signing into your account. Member account link - <https://csa.farmigo.com/account/srjcshonefarm>

**Payments** - We bill your Visa, MasterCard or debit card for the full amount at the beginning of the CSA season when you sign up. We use a web-based software program called Farmigo to help manage the financial interactions between our members and the farm.

**Missing Your Pick Up** – Log into your account to see if another pick up location date and time might work for you, or contact us for help. You do not need to contact us if a friend or neighbor will be picking up for you.

Boxes that are not picked up will be donated. Unfortunately we cannot give a credit for boxes that are not picked up, however don't worry, the produce will not go to waste. Please note that while picking up your box late may still be an option, the contents may be of lower quality due to natural deterioration of fresh produce.

Please see vacation and suspension holds for details regarding dates you know you'll miss in advance.

**Changing Your Pick Up Location** - If you want to change your pick up location, please change it in your account prior to 8 AM Monday the week of the pick up. When you change your pick up location, it will remain the new location unless you log in and change it back to the previous location.

**Communications** – Shone Farm communicates with you via email on a regular basis to inform you of a payment or to remind you of a scheduled pick up. Sometimes we will need to send out alerts about your order or inform you about happenings on our farm. By becoming a member of our CSA, you are agreeing to open and read all email communications as soon as you see them since much of the information is time sensitive.

**Vacation and Suspension Holds** – Everyone loves vacations and time away from the daily grind, and we don't want your CSA membership to be a hindrance if you leave home for a trip.

Here is our vacation policy:

Full Season CSA Member – receives 2 weeks of vacation hold

Summer or Fall Season CSA Member – receives 1 week of vacation hold per season

Weekly or Monthly CSA Member – does not receive any vacation holds

How it works:

You will receive credit (up to the above max amounts) for scheduled dates in which you will not be able to pick up your CSA box. You must place your delivery hold request through Farmigo at least 2 weeks in advance of the CSA pick up date you will miss. We will issue refunds before the end of the year, and you will either be credited on your credit card or mailed a refund check for the membership amount you pay weekly.

**Holiday Changes** - We will notify you of holiday or pick up date changes via e-mail and in the newsletter. Typical holiday date changes are the weeks of July 4 and Thanksgiving.

**Cancellations** – We understand that unexpected events can happen that can cause you to have to cancel your CSA. If you need to cancel your membership, please contact Lynn at 707-535-3712 or [shonefarm@santarosa.edu](mailto:shonefarm@santarosa.edu).

**Credit** - We realize that things can happen when picking and packing perishable items. If you think that an item in your box is of less quality than expected, please contact us. Your feedback will help us make changes to avoid this in the future. We strive to offer good weight and value to our boxes. When there is an abundance, we pass that on to you, however, there may also be leaner times when the CSA box may not be as volume filled. Questions and concerns will be handled on a case by case basis.

**Thank You!** – By joining the Shone Farm CSA, you are supporting future farmers and their educational experience as well as supporting a local farm. Thank you and enjoy being a part of Shone Farm.