

Greensboro Farmers Market 2022 Vendor Guidelines

1. Introduction.

Greensboro Farmers Market (GFM) is a 501(c) (3) non-profit corporation under contract with the City of Greensboro to manage and operate the Greensboro Farmers Curb Market (Market). GFM is committed to managing and operating the Market with integrity and transparency, promoting the success of our vendors, and ensuring an optimal shopping experience for customers. GFM also is committed to complying with applicable legal requirements, including food safety regulations, nondiscrimination, and accessibility requirements. These Vendor Guidelines facilitate GFM meeting its commitments by defining Market eligibility and the responsibilities of vendors approved to sell with GFM.

2. Definitions.

- 2.1. **Application Packet:** Materials required for an interested vendor to be considered by GFM, including (1) completed application form, (2) signed Vendor Agreement, and (3) payment of the non-refundable application rate. All application materials are available by navigating to the Vendor Info section of the GSOFarmersMarket.org website.
- 2.2. **Annual Vendor:** Renewal Vendors that have been approved by Management to sell from reserved tables for a one-year period. Vendors may apply for annual-vendor status upon completion of at least one year as a Daily Vendor.
- 2.3. **Board of Directors:** The all-volunteer board that governs GFM by setting Market policy and strategy in accordance with federal, state, and local laws and GFM's by-laws. The Board of Directors is composed of Vendor and community representatives.
- 2.4. **Craft Artisans:** Producers of arts and crafts, not including items made from kits. No purchased items may be sold separately from a Vendor's handcrafted work.
- 2.5. **Daily Vendor:** Vendors who have been approved by Management to sell for one day at a time, contingent on table availability.
- 2.6. **Drive-Through Market:** Distribution model that requires customers to prepay Vendors and to retrieve their purchases from a drive-through location. Purchases are distributed to customers by Vendors or Market staff.
- 2.7. **Farmers:** Growers/producers who grow/produce any of the following: vegetables, fruits, mushrooms, herbs, grains, nuts, dairy products, eggs, meat and meat products, flowers, plants, honey, firewood, compost, worm castings, and foraged items. All plants must be germinated, propagated or grown for a minimum of six weeks by the grower/producer to be eligible for sale with GFM. Livestock producers (including but not limited to sheep, goat, pigs, cattle, chicken, turkey, duck, quail) must raise the animals at least 75% of the animal's life to be eligible for sale with GFM.
- 2.8. **Food Artisans:** Producers of baked goods, ground grain products, jams, jellies, pickles, preserves, sauces, spices, fermented foods, ice cream, and beverages.
- 2.9. **Guest Vendors:** Community organizations, non-profits, and other entities whose missions align with GFM's mission and who have been approved by Management to use tables, one day at a time and contingent on table availability. Such entities must agree in writing to comply with these Vendor Guidelines and submit a Guest Vendor Application.
- 2.10. **Local:** Grown or produced within 100 geographic miles of the Market and seafood whose point of origin is North Carolina, South Carolina, or Virginia.
- 2.11. **Management:** Includes GFM's executive director and the Market's operations manager.
- 2.12. **Market:** Greensboro Farmers Curb Market, which is managed and operated by GFM. The Market typically operates from 501 Yanceyville Street in Greensboro, North Carolina, in a building owned by the City of Greensboro. GFM leases the building from the City. As needed, the Market may operate from other locations within Greensboro.

- 2.13. **Market Store:** Distribution model in which Vendors consign goods to GFM for resale to customers.
- 2.14. **Mobile Food Unit:** Vendors approved to prepare and sell artisan foods at the Market.
- 2.15. **NCDA&CS:** North Carolina Department of Agriculture and Consumer Services.
- 2.16. **Preorder Market:** Distribution model in which customers prepay Vendors and retrieve their purchases from the Market. Vendors deliver the purchases to the Market and Market staff distribute the purchases to customers.
- 2.17. **Representatives:** Vendor's eligible employees or associates approved to sell on behalf of the Vendor pursuant to the Vendor's current, approved application. (See Eligibility Requirements, Section 3 below.)
- 2.18. **Renewal Application:** Application form submitted by a current Vendor for a subsequent year.
- 2.19. **Sponsors:** Companies and/or individuals who have contracted with GFM to provide sponsorship for programs or events.
- 2.20. **Vendors:** Independent businesses approved by GFM to sell specific products at the Market as defined in Section 3 below. The Market is comprised of three categories of Vendors: Farmers, Food Artisans, and Craft Artisans. GFM is committed to Farmers comprising at least seventy-five percent (75%) of its annual Vendors, and a combination of Food Artisans and Craft Artisans comprising no more than twenty-five percent (25%) of its annual Vendors.
- 2.21. **Vendor Advisory Committee (VAC):** Vendors elected by their peers at the annual Vendor meeting to advise Management and the Board of Directors. The VAC reviews new Vendor applications and makes recommendations to the Board of Directors for approval to sell with GFM. Vendors elected to the VAC serve a three-year term.

3. Vendor Eligibility.

- 3.1. To be eligible to sell with GFM, Vendors must:
 - 3.1.1. Submit a complete Application Packet including (1) an application form that accurately and fully describes the food and/or craft products the Vendor seeks to sell as well as all production locations and certifications, (2) a signed Vendor Agreement, and (3) payment of the non-refundable application submission rate.
 - 3.1.2. Provide Management, and GFM-affiliated personnel as needed, access for inspection of their farm(s), leased lands, and/or processing location(s).
 - 3.1.3. Submit a copy of certifications related to the Vendor's products for sale with GFM, including pictures of craft products, if applicable. (See Certifications, Section 4 below.)
 - 3.1.4. Comply with all applicable laws and regulations governing the production and sale of Vendor's food and/or craft products.
- 3.2. Vendors seeking to sell for a subsequent year must submit a Renewal Application Packet for review and approval.
- 3.3. Representatives may sell for Vendors only if all of the following conditions are met:
 - 3.3.1. The primary Representative is at least 18 years old or under designated adult supervision.
 - 3.3.2. The Representatives are listed on the Vendor's current, approved application or their names have been submitted by the Vendor in writing to Management.
 - 3.3.3. The Representatives have read the Vendor Guidelines and have read and signed GFM 2022 Vendor Agreement.
- 3.4. A Vendor may sell goods for another Vendor who is not present at Market if all of the following conditions have been met:
 - 3.4.1. Both Vendors have met all of the Eligibility Requirements in this Section 3, including approval as a Vendor for the applicable Market in their current, approved application, and are paid in full regarding any associated rates and fees.

- 3.4.2. Vendor who is selling the absent Vendor's products is listed in the absent Vendor's current, approved application as a Representative or the absent Vendor has submitted the selling Vendor's name in writing to Management as a Representative.
- 3.4.3. Vendor who is selling absent Vendor's products clearly displays a sign and/or indicates that the products are grown or produced by the absent Vendor, including the name, location, and contact information of the absent Vendor.
- 3.5. GFM may, in its sole discretion, sell and/or distribute items on behalf of Vendors—onsite or via an online store—on a Vendor's written request if the Vendor has a current, approved application on file and is paid in full regarding any associated rates and fees.

4. Product Eligibility.

- 4.1. Products for sale must be grown or processed by the Vendor within 100 miles of the Yanceyville Street building and seafood must originate from NC, SC, or VA. Products beyond 100 miles of the Yanceyville Street building shall not be sold absent recommendation by the VAC and approval of GFM's Board.
- 4.2. Vendors are prohibited from selling or distributing samples of any goods not listed on their current, approved application unless otherwise approved by Management.
 - 4.2.1. To obtain approval for additional products after a Vendor's application has been approved, depends on the category of the product (i.e, Farm, Food Artisan, Craft Artisan).
 - 4.2.2. If the additional products are in the same category as the products listed on Vendor's current, approved application, the Vendor shall submit an Additional Products Request Form, which is available by navigating to the Vendor Info section of the GSOFarmersMarket.org website.
 - 4.2.3. If the additional products are in a different category as the products listed on Vendor's current, approved application, the Vendor must submit a new application and pay the application fee for the relevant categories.
 - 4.2.4. .In addition to the requirements in subsection (1) and (2) above, Vendor must submit all required certifications for the additional products and must allow inspection of the additional products.
- 4.3. Vendors may sell logoed items (t-shirts, stickers, etc.) specific to the Vendor's business so long as such logoed items are listed on Vendor's current, approved application.
- 4.4. GFM encourages Community Supported Agriculture (CSA) distribution at Market. Products in CSA bags shall be consistent with those listed on Vendor's current, approved application.
- 4.5. Vendors selling via an online store shall not include unapproved goods or goods from other Vendors in orders picked up at Market.
- 4.6. Solicitation for unapproved products or services is prohibited.

5. Product Certifications.

- 5.1. Vendors must know, understand, and comply with all state and local certification requirements related to their products.
- 5.2. Vendors who sell organic products must submit their current USDA organic certification.
- 5.3. Vendors who sell meat must submit a copy of their NCDA&CS Meat and Poultry Inspection Division Handlers Form with their Vendor application. If a Vendor is applying under the NCDA poultry exemption, the Vendor must submit a certified exemption form with their Vendor application.
- 5.4. Vendors who sell dairy products for human consumption must submit a dairy license from NCDA&CS.
- 5.5. Vendors who sell raw milk and raw milk products must meet state regulations and must clearly label the products "Not for Human Consumption."
- 5.6. Vendors who sell prepared food items, meat, cheese, and/or fish must meet state and local health inspection and certification requirements.

- 5.7. Vendors who sell acidified foods such as pickles or sauces must have completed NCDA&CS requirements, including training, and must prepare the acidified foods at NCDA&CS-approved sites. Vendors must submit results of NCDA&CS testing with their Vendor application.
- 5.8. Food Artisans producing in a home kitchen must submit home kitchen certifications from NCDA&CS.
- 5.9. Vendors preparing food at a certified shared-use kitchen must submit signed lease or kitchen use/production receipts, NCDA kitchen certification, and processing certification from a NCDA&CS Home Division inspector with their Vendor application. Production schedule and receipts must be available for inspection by Management. Vendor must notify Management in writing if Vendor moves to a different kitchen than the kitchen listed on their application.
- 5.10. Vendors who sell products classified as “Cannabidiol (CBD)” must adhere to the US Food and Drug Administration regulations and submit a copy of the grower’s license, a certificate of analysis, a copy of the processor’s license, photographs of products and labels, and a signed copy of “GFM Hemp & Cannabidiol (CBD) Vendor Agreement Form” with their Vendor application.
- 5.11. Products that fall within any of the US Food and Drug Administration’s “prohibited acts” regarding CBD are prohibited, including (1) the sale of food products to which CBD has been added; (2) the sale of CBD products as a dietary supplement; and (3) the sale of CBD products that have been marketed with health claims. Tinctures, salves, and other products that do not fall within any of these categories may be sold on the premises if the products meet all other state and federal regulations and otherwise comply with these Guidelines.

6. Prohibited Items. The following items are prohibited at the Market: firearms or weapons (operational or not), including knives or blades except as necessary for selling products, ammunition, explosives, flammables and/or chemicals; live animals; trademark or counterfeit merchandise; pornographic or sexually explicit material; homemade baked goods not produced in a certified home or rental kitchen; beverage sales of any kind except as approved by Management; political, religious, or other materials unrelated to Market products; any other items not previously approved by Management.

7. Labeling.

- 7.1. Vendors must comply with all regulatory requirements governing the labeling of their products.
- 7.2. Vendors must ensure products are labeled clearly, including the price of the products and the location(s) from which the products originate.
- 7.3. Meat products processed by someone other than the Vendor must be labeled according to USDA and NCDA&CS labeling requirements.
- 7.4. Vendors must list product ingredients and follow FDA labeling requirements for major food allergens. Major allergens should be listed on the Vendor’s table signage as well as on the product labels.
- 7.5. Vendors are prohibited from making any false or misleading claims about their products including about origination, farming methods, or processing.

8. Restrictions on Selling Locations at Market.

- 8.1. Vendors must sell in the location determined and assigned by Management.
 - 8.1.1. Management will assign table locations for Annual Vendors once the Vendor’s application is approved.
 - 8.1.2. Management will assign table locations for Daily Vendors based on availability for the applicable Market.
 - 8.1.3. Management will attempt to honor Vendor requests for specific locations, but reserves the right to assign locations in its sole discretion.
- 8.2. Vendors may sell from the tabletop, which is 3ft x 5ft, and the shelves below. If outdoor locations are permitted or upon a change of the Market’s location, table size may vary.

- 8.3. Vendors shall sell from their assigned table space(s) without extending to unassigned tables for display, storage, or sales.
- 8.4. Vendors shall not extend into the aisles. Aisles must be maintained with clear ingress and egress for Market safety.
- 8.5. Vendors may not sell within one-half mile of the Market for a period of two hours before and after Market hours.
- 8.6. Additional tables may be available for vendors to rent at Management's sole discretion.
- 8.7. Tables are non-transferrable between Vendors, and tables shall not be modified, without Management's prior, written approval.
- 8.8. For outdoor Markets, Management will allot locations according to demand. Farmers will receive priority for available outdoor spaces. Vendors shall bring their own tables and/or tents. Upon request, GFM may provide portable tables for a nominal fee. Vendors shall set-up and take-down their outdoor tables.

9. Signs & Displays.

- 9.1. Vendors must post signs identifying, at a minimum, the name and location of their business(es), products offered for sale, and the prices of those products.
 - 9.1.1. The majority of Vendor space must be for products being sold. Use of displays and signage should support the sale of products.
 - 9.1.2. Information on signs and displays must be accurate and complete. Vendors are prohibited from making any false or misleading claims about their products, including claims about product origination, methods of farming, or processing.
 - 9.1.3. Vendor signs and displaces shall not (1) impede the Vendor's ability to sell from behind the Vendor's table(s), (2) impede customers' ability to safely navigate aisles, including hanging baskets or shelving from front of tables, or (3) obstruct customers', Vendors', or Management's sightlines at Market.
 - 9.1.4. Any significant construction or installation of a sign or display must be pre-approved by Management. For additional information, please see GFM's Display Style Guide available by navigating to the Vendor Info section of the GSOFarmersMarket.org website.
- 9.2. Vendors who sell from multiple tables must have descriptive signs above each table.
- 9.3. Vendors who sell pre-approved products from multiple farms must have signs or labels clearly indicating the farm location from which the products originate.
- 9.4. Food Artisan Vendors must display a sign stating that their food was produced in a kitchen certified by NCDA&CS or USDA as applicable.
- 9.5. Under modified and/or outdoor markets, Vendor displays are limited to the following items to support enhanced safety and sanitation practices: approved products for sale on day of Market, business identification and price signage, and containers for maintaining product and food safety.

10. Equipment: Scales, Freezers, Refrigerators, Etc.

- 10.1. Vendors shall not use any electrical appliances not listed on their current, approved application.
 - 10.1.1. Management shall approve or deny requests in a Vendor's application for electrical appliances based on priority and availability.
 - 10.1.2. Any request to add an electrical appliance to the Vendor's current, approved application must be in writing to Management. Vendors may not use the applicable electrical appliance without Management's prior, written approval.
- 10.2. Vendors must provide their own scales and measures. Prior to the first sale, Vendors' scales must be certified by NCDA&CS Division of Weights and Measures. Vendors must display their current NCDA&CS certification, and must annually renew/update their NCDA&CS certificate.

- 10.3. Use of GFM refrigeration is subject to availability. For additional information, please see GFM 2022 Vendor Rates and Fees by navigating to the Vendor Info section of the GSOFarmersMarket.org website. GFM is not responsible for any items left in GFM's refrigeration or at Market.

11. Attendance.

- 11.1. Annual Vendors must attend a minimum of 24 Saturday Markets each year to retain their status as an Annual Vendor unless emergency restrictions make doing so onerous or impossible. Annual Vendors impacted by emergency restrictions shall consult with Management regarding attendance requirements.
- 11.1.1.** Annual Vendors should inform Management by phone or email (336-373-2402 or MarketOpsGFM@gmail.com) of anticipated Saturday Market absences no later than noon on the Thursday before.
- 11.1.2.** If Annual Vendors are going to be absent from a Saturday Market, they must remove all approved signage and display risers from table(s) by the afternoon before Market begins.
- 11.2. Daily Vendors must contact Management via email or phone by Thursday at noon to request a space for the following Saturday Market.
- 11.3. Vendors must be set up to sell at their tables at least 15 minutes prior to Market opening, with all aisles around tables clear of all product, carts, and packing materials.
- 11.3.1.** If a Vendor will be late, the Vendor should notify Management by phone or email (336-373-2402 or MarketOpsGFM@gmail.com).
- 11.3.2.** If a Vendor arrives later than 30 minutes before Market opens without prior notification, the Vendor may be denied admittance and/or the Vendor's table may be reassigned to another Vendor.
- 11.4. Vendors or their Representative(s) shall be present at the Vendor's table(s) at all times during Market hours with the except of short breaks as needed.
- 11.5. Vendors or their Representative(s) shall stay until Market closes unless Vendor has notified Management in advance of a necessary early departure. Vendors are expected to bring enough product to sell for the entirety of Market; if Vendors sell out, Vendors shall notify Management of the same and place a "Sold Out" sign on their table.
- 11.6. Vendors must complete load-out and depart the Market no later than 60 minutes after the Saturday Market closes and 30 minutes after the Wednesday Market closes.
- 11.7. For modified and/or outdoor Markets, Vendors must arrive during the designated load-in time and be set up at least 15 minutes prior to Market opening, including products, displays, and signs.
- 11.8. Vendors are permitted one excused late arrival—failing to arrive at least 30 minutes prior to Market opens—per calendar year. A Vendor's status as an active vendor may be suspended or revoked with any additional late arrivals.
- 11.9. Vendors' tables, risers, displays, signs, and equipment may be left after Market closes except for rentals and special events occurring at the Yanceyville Street building as relayed by Management. All tables, risers, displays, signs, and equipment shall be removed for any outdoor or modified Market.
- 11.10. GFM is not responsible for any items—including personal items, products, tables, risers, signs, or equipment—left after Vendor load-out at Market concludes.

12. Loading and Parking.

- 12.1. The Vendor Loading Zone, which spans the parking spaces adjacent to the Yanceyville Street building, is intended for short term use before and after Market and is limited to 15 minutes per Vendor for loading and unloading.
- 12.2. If carts are provided to transport product and equipment into and out of the Market, Vendors must return carts to designated areas.

- 12.2.1. Carts may not be used during Market operating hours and may not be used for storage at any time without permission from Management. Once the Market opens to customer traffic, carts are prohibited from the Market floor.
- 12.2.2. Vendors may provide their own hand truck and/or carts to be stored under their table(s) or in their vehicles.
- 12.3. After unloading on Saturdays and/or Wednesdays, Vendors are required to move vehicles to the designated Vendor parking. For a visual, please see the map by navigating to the Vendor Info section of the [GSOFarmersMarket.org](https://www.gsofarmersmarket.org) website.
- 12.4. Vendors with special needs may submit a request for a reserved parking space by contacting Management.

13. Safety and Sanitation Requirements.

- 13.1. Management will act in accordance with federal, state, and local guidance to enforce safety and sanitation requirements, including, but not limited to, masking, distancing, and sanitation during pandemics. Vendors shall abide by such requirements; failure to do so shall be grounds for an infraction, suspension, or revocation of Vendor's privilege to sell with GFM.
- 13.2. Vendors shall keep their table(s) and surrounding space clean and aisles and walkways clear.
 - 13.2.1.** Vendors' and Representatives' clothes, coverings, coolers, fixtures, and displays must be clean and in good condition.
 - 13.2.2. Vendor displays and containers shall be portable and clean. Vendors must clean and disinfect frequently touched surfaces such as workstations, payment terminals, cash boxes, and tables on a routine basis. Follow the directions on the clearing product's label and clean hands afterward. Impermeable plastic materials such as tablecloths, baskets, and tubs are recommended for display.
- 13.3. Vendors must follow applicable food safety measures for sampling food products.
 - 13.3.1. Unless Vendor provides a barrier; e.g., sneeze guard, prepared food shall be prepackaged in closed containers or bags prior to Market opening.
 - 13.3.2. Management may suspend sampling of food products in Management's discretion for health and safety reasons (for example, during cold and flu season or a pandemic).
- 13.4. Vendors and Representatives must wash hands with soap and water after using the restrooms.
- 13.5. Vendors may use common amenities such as sinks and storage space. Vendors are required to clean sinks and storage units after every use.
- 13.6. Prior approval from Management is required before Vendors may use the Market Kitchen Café, including sinks and refrigeration.
- 13.7. No water or ice that has come into contact with dairy, meat, fish, or raw milk may be deposited or allowed to drain on Market premises including parking lots and the nearby creek.
- 13.8. Vendors must mop and clean any spilled liquids.
- 13.9. Vendors who bring children must ensure their supervision at all times.
- 13.10. Except for authorized service animals, animals are prohibited at Market.
- 13.11. At Market closing, Vendors must clean their tables and areas completely, including removing all products, discarded produce, food, plant material, and trash.
 - 13.11.1. Vendors must label any items left in the storage closet or GFM's refrigerator. GFM reserves the right to dispose of any unapproved storage or unidentified items. Any non-perishable products left in closet storage should be stored in clear plastic tubs with fitted lids. Cardboard boxes are prohibited.
 - 13.11.2. Vendors may not leave perishable goods at tables or in storage areas except GFM's refrigeration.

- 13.12. Neither GFM nor Vendors shall be liable for a late opening or arrival, an early closure or departure, or a cancellation or absence at/of/from Market, respectively, due to fire, flood, earthquake, natural disaster, or other acts of God, war, terrorism, riot, insurrection, acts or regulations of public authorities, power or water interruptions, cable cuts, labor difficulties, strike, civil tumult, epidemic, pandemic, interruption or delay of transportation service, inability to obtain raw materials, supplies, or power used in or for its facilities, or any other cause beyond their reasonable control.
- 13.13. For modified and/or outdoor Markets, Vendors shall provide their own trash receptacles, which are to be emptied in the dumpster onsite.

14. Professional and Courteous Conduct.

- 14.1. Vendors shall foster goodwill, respect, and cooperation in all dealings with Management, staff, each other, customers, and Market volunteers.
- 14.2. Vendors and their representatives are prohibited from engaging in disruptive, disrespectful, abusive, or offensive behavior or language; making inappropriate comments or behaving in a sexual nature; consuming or being under the influence of alcohol or illegal substances; possessing firearms or other weapons; and smoking and/or vaping within 100 feet of Market entrances.
- 14.3. Vendors must adhere to these Guidelines and follow GFM 2022 Campus Rules and Regulations posted at Market entrances and available by navigating to the Vendor Info section of the GSOFarmersMarket.org website.

15. Solicitation, Campaigning, and Petition Policy.

- 15.1. No petitions may be displayed or offered for signature at the Market.
- 15.2. No soliciting, political campaigning, or proselytizing of any kind at Market. The Market designates public spaces for political campaigning. Contact Management for approved areas outside of the Market.

16. Discrimination Prohibited. Vendors shall not discriminate against any member of the public or GFM employees or volunteers in their use of the Market, or in their delivery of Market programs, services, or activities, on the basis of sex, race, gender, color, ethnicity, national origin, age, familial status, marital status, military status, political affiliation, religion, physical or mental disability, genetic information, sexual orientation, gender expression, or gender identity.

17. Compliance, Inspections, and Complaints.

- 17.1. Management addresses formal complaints and conducts inspections and compliance reviews. Vendors are required to cooperate with Management's instructions regarding compliance, including as relayed during the pre-Market table inspection process.
- 17.2. Vendors shall respond within 24 hours to Management's requests for additional information regarding Vendor's products or any other aspect of Vendor's compliance with these Guidelines.
- 17.3. Vendors who wish to lodge a written, formal complaint against another Vendor may submit a request to have a Vendor's products reviewed by contacting Management. A \$100 filing fee will apply for product-related complaints.

18. Rates and Fees; Denials, Suspensions, and Revocations.

- 18.1. Management may assess a fee on a Vendor, and/or otherwise suspend or revoke a Vendor's current, approved privileged to sell with GFM for failure to comply with these Vendor Guidelines.
- 18.1.1. Fees for infractions are outlined in the document GFM 2022 Vendor Rates and Fees available by navigating to the Vendor Info section of the GSOFarmersMarket.org website.
- 18.1.2. If a fee is assessed, the Vendor is prohibited from Market until the fee is paid in full.
- 18.2. Management takes progressive action rather than assessing maximum penalties for an infraction. Egregious or multiple infractions may involve immediate suspension from the Market or revocation

of Vendor's privilege of selling with GFM. Outstanding warnings carry over from the prior year or season as applicable.

19. Appeal Process.

- 19.1. Upon suspension or revocation, Vendors may appeal such decision to the Board of Directors. The appeal must (1) be made within five days of written notice of the suspension or revocation, (2) be in writing to the Board Chair, dated, and signed—electronically or wet-ink—by the Vendor lodging the appeal, and (3) accompany a \$100 fee for consideration.
 - 19.1.1. The appeal fee will be refunded if the Vendor's appeal is successful.
 - 19.1.2. If the Vendor wishes to make an oral presentation regarding the appeal, the Vendor must include such request in the Vendor's written appeal.
- 19.2. If the suspension or revocation involves the Vendor's products, such products are prohibited from being sold with GFM pending a decision on the appeal.
- 19.3. If Management requests a visit to the Vendor's location or requests additional information related to the appeal, the Vendor must respond to the request within 24 hours. The Vendor may request an extension of time to respond in writing. Approval of the extension is at the Board of Directors' discretion.
- 19.4. The appeal will be considered by the Board within seven days of receipt and a decision will be made within 24 hours of the Board of Directors' consideration. At least six members of the Board of Directors, consisting of at least two Vendors, will consider the appeal.
- 19.5. Any Board of Directors decision regarding an appeal are final.
- 19.6. If the Vendor disagrees with the Board of Directors' decision, the Vendor may initiate arbitration in accordance with the American Arbitration Association; such arbitration is the sole remedy available to the Vendor regarding its appeal.

20. Amendments.

- 20.1. These Vendor Guidelines are updated annually.
- 20.2. GFM may amend these Guidelines at any time as needed, giving 30 days' notice to the City of Greensboro and Vendors, to comply with federal, state, and/or local directives and GFM's by-laws.