



## **Gardner Family Farm Meat CSA – Details, Terms and Conditions**

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Welcome to the Gardner Family Farm Meat CSA, The Gardner's Table. By purchasing a CSA Membership, your shares are reserved for you for the entire duration of your membership. Each membership lasts either 1, 6 or 12 months depending on which option you signed up for. With your membership you receive

- Guaranteed supply of high quality chicken each month for the duration of your membership
- A discounted price from our online retail prices
- An insulated cooler bag for your order (With first order, not applicable for test shares)
- Access to our private Facebook group where you can share ideas and recipes
- Early access to new items and products

### **Sign up**

After signing up for your CSA membership you will receive an email with welcome information and details about delivery/pickup, locations, times, and how to access your membership perks. Remember to add delivery dates, time and locations to your schedule and calendar so you remember them since missed pickups cannot be refunded. It is also important to add [ellen@gfamilyfarm.com](mailto:ellen@gfamilyfarm.com) to your email contact list so that CSA communications comes directly to your inbox and don't get lost.

### **Payment and Billing**

Your card will be charged for your first share immediately when you sign up for your membership. All subsequent billing will occur on the 25<sup>th</sup> day of the month for Uptown, Northeast and Bloomington deliveries and the 8<sup>th</sup> day of the month for On-Farm, Winona, and Rochester deliveries. We are not able to accept cash or check membership payments currently. If your card declines for any reason, we will attempt to charge your card again within 5 days. If the charge declines a second time, we will delay delivery of your order unless we hear from you and will attempt to bill again within 5 days. If a card declines 3 times your membership and all future orders will be cancelled. We do not store any of your financial information. All billing information is encrypted and securely stored by Squarespace.

### **Communications**

After joining, you are automatically signed up to receive our bi-weekly CSA email. These will include delivery information, notification of upcoming deliveries and other important details month to month along with resources, farm stories, pictures and useful tips. It is VERY



IMPORTANT that you add [ellen@gfamilyfarm.com](mailto:ellen@gfamilyfarm.com) to your contacts so you don't miss any updates pertaining to your membership.

## **Delivery and Pickup**

Shares will be delivered at the pickup time and location you selected when you signed up. Remember to bring your cooler bag (received at the first delivery) to keep your order frozen on your way home. Members must arrive during their selected pickup time unless prior arrangements have been made with Ellen or Jim. Delivery time and location can be switched, if necessary, with advance notice. If you need to change your pickup time or location, please call 507-822-7035 or email [ellen@gfamilyfarm.com](mailto:ellen@gfamilyfarm.com) at least 24 hours before delivery so we can make the necessary changes. Delivery times and locations are as listed below. We reserve the right to change the pickup location if necessary, however, all changes to delivery times or locations will be communicated in advance via email or physical mailing. In the event that a delivery location is changed, every effort will be made to ensure that it stays within the same general location and neighborhood.

### **Bloomington, MN**

1st Saturday of the month - 8am-12pm

10517 Upton Circle S.

Bloomington, MN, 55431

### **Northeast Minneapolis, MN**

1st Saturday of the month,

#### **Winter: 11:30am-1pm**

University Ave. NE and 7<sup>th</sup> Ave. NE

(We will be parked on 7<sup>th</sup> Ave., not in the parking lot, look for the beige delivery van)

Minneapolis, MN, 55413

#### **Summer: 9am-1pm**

Northeast Farmers Market

University Ave NE and 7th Ave. NE

Minneapolis, MN



### **Rochester, MN**

3rd Saturday of the month - 2-2:45pm

Costco Parking Lot

2020 Commerce Dr. NW

Rochester, MN, 55901

### **Spring Grove**

3rd Saturday of the month - 8am-12pm

On Farm

22018 Durham Dr.

Spring Grove, MN, 55974

### **Uptown, Minneapolis, MN**

1st Saturday of the month – 2:00-2:45pm

Lunds and Byerlys Parking Lot

1450 W. Lake St.

Minneapolis, MN, 55408

### **Winona, MN**

3rd Saturday of the month - 9am-12pm (Winter) and 7:30am-12pm (Summer)

Winona Farmers Market

Levee Park (Summer)

Main St. and Second St.

Winona, MN

East End Rec Center (Winter)

210 Zumbro St.

Winona, MN, 55987



### **Vacations, Holds, Delayed Pickup or Donating Your Share:**

If you will be unable to pick up your monthly share, there are options. You can either have a family member or friend pick up your share for you, let us know that you would like us to donate your share to our local food bank or you can delay pickup to the following month. Delaying pickup simply extends your subscription by an additional month so you still have the same number of deliveries. If you choose to delay pickup, you must notify us at least 14 days before your delivery day since billing occurs on a specific day and we cannot delay delivery once your order has billed.

### **Late or missed pickups:**

Members must arrive during their selected pickup time unless prior arrangements have been made with Ellen or Jim. Delivery time and location can be switched if necessary with advance notice. If you need to change your pickup time or location, please call 507-822-7035 or email [ellen@gfamilyfarm.com](mailto:ellen@gfamilyfarm.com) at least 24 hours before delivery so we can make the necessary changes. If a delivery is not picked up within the allotted timeframe and without prior arrangements being made, it will be brought back to the farm where it will be available for pickup within one week of your original delivery time. We are unable to refund missed pickups.

### **Changing or adding an order to a share:**

Because of the need for advance planning and stocking, we are not able to facilitate monthly item changes or substitutions to shares. If you would like to add additional items to your monthly share, you may place a standard order on our website, select your CSA delivery location and time and we will deliver it in addition to your normal share. While the CSA offers our chicken at a discount from our standard retail prices, orders placed in addition to monthly shares are not subject to the same discount and are purchased at our standard rate.

### **Pickup instructions:**

If you have questions about pickup at any of our locations, please give us a call at 507-822-7035

#### **Bloomington, MN**

10517 Upton Circle S.

Bloomington, MN, 55431

Delivery on the 1<sup>st</sup> Saturday of the month from 8am-12pm



Our Bloomington pickup location is located at a private address so we ask that you please be considerate when picking up your order. Orders can be picked up any time from 8am-12pm on the 1<sup>st</sup> Saturday of each month. When you arrive, please park on the street and retrieve your chicken from the freezer and eggs from the cooler on left side of the garage. Remember to check your name off of the clipboard to let us know that your order has been picked up before you leave.

### **Northeast Minneapolis, MN**

#### **Summer**

Northeast Farmers Market

University Ave NE and 7th Ave. NE

Minneapolis, MN

#### **Winter**

University Ave. NE and 7<sup>th</sup> Ave. NE

(we will be parked on 7<sup>th</sup> Ave.)

Minneapolis, MN, 55413

Delivery on the 1st Saturday of the month from 9am-1pm (summer) and 11:30am-1pm (winter)

Pickup in Northeast Minneapolis is located in the parking lot of St. Boniface Catholic Church during the Northeast Summer Farmers Market and on 7<sup>th</sup> Ave. during the winter (just outside the St. Boniface parking lot). Orders can be picked up any time from 9am-1pm during the summer and 11:30am-1pm during the winter on the first Saturday of the month. We will be at this pickup location handing out orders so simply find our stand in the market or our beige delivery van on 7<sup>th</sup> Ave. and we will get you your order.

### **Rochester, MN**

Costco Parking Lot

2020 Commerce Dr. NW

Rochester, MN, 55901

Delivery on the 3rd Saturday of the month - 2-2:45pm

Rochester pickup is located on the south side of the Costco parking lot. Orders can be picked up from 2-2:45pm on the 3<sup>rd</sup> Saturday of the month. Jim or Ellen will be at this location handing out orders so simply locate our beige Gardner Family Farm van on the south side of the parking lot and we will have your order for you.

### **Uptown, MN**

Lunds and Byerly's Parking Lot

1450 W. Lake St.



Minneapolis, MN, 55408

Delivery on the 1<sup>st</sup> Saturday of the month from 2:00-2:45pm

Pickup in Uptown Minneapolis is located in the parking lot of the Uptown Lunds and Byerlys. Orders can be picked up any time from 2:00-2:45pm on the 1<sup>st</sup> Saturday of the month. Jim or Ellen will be at this pickup location handing out orders so simply find our beige Gardner Family Farm van in the parking lot and we will get you your order.

## **Winona, MN**

Winona Farmers Market

### **Levee Park (Summer)**

Main St. and Second St.

Winona, MN

### **East End Rec Center (Winter)**

210 Zumbro St.

Winona, MN, 55987

3<sup>rd</sup> Saturday of the month - 9am-12pm (Winter) and 7:30am-12pm (Summer)

Our Winona pickup location is located at the Winona Farmers Market on the 3<sup>rd</sup> Saturday of the month from 9am-12pm during the winter and 7:30am-12pm during the summer. Please note the change of address between the summer and winter markets. Either Jim or Ellen will be at this location handing out orders so simply locate our market stand and we will have your order ready for you.

### **Mistakes and Screwups:**

If we made a mistake on your order let us know and we will bring up anything that is missing with your next delivery. There are times that chickens with quality concerns get past our processing checks. If any items arrive spoiled or with quality defects, please take a picture and send an email to [ellen@gfamilyfarm.com](mailto:ellen@gfamilyfarm.com) and we will happily replace any unusable items.

### **Cancellation:**

Due to the amount of pre-planning and work required for each share, we strive to keep cancellations at a minimum. If for any reason you do need to cancel your CSA membership, please give us a call at 507-822-7035 or send us an email at [ellen@gfamilyfarm.com](mailto:ellen@gfamilyfarm.com) and we can help.

### **Privacy Policy:**

We never sell or give your private information to any other entity or person. All financial information is encrypted and securely stored via Squarespace and Square.



**Farm Contact Information:**

Gardner Family Farm

22018 Durham Dr.

Spring Grove, MN, 55974

507-822-7035

[ellen@gfamilyfarm.com](mailto:ellen@gfamilyfarm.com)

[www.gfamilyfarm.com](http://www.gfamilyfarm.com)