

URBANA'S



★ ★ ★ ★ ★ ★ ★ ★

MARKET

AT THE

SQUARE

DOWNTOWN ★ URBANA ★ ILLINOIS

2016

COMMUNITY GROUPS HANDBOOK

CONTACT INFORMATION

Director: Natalie Kenny Marquez
City of Urbana, Community Development Services
400 South Vine Street
Urbana, IL 61801

Phone: 217/384-2319

Email: nmkennymarquez@urbanaininoisus

Web: www.urbanaininois.us/market

Facebook: /urbanamarket

Twitter: @urbanamarket

Table of Contents

Statement of Purpose_____	3
Community Groups_____	3
Community Group Regulations_____	3
Application Procedures_____	4
Market Operations_____	4
Emergency Protocol_____	7
Dogs/Animals_____	8
Smoking_____	8
Conduct_____	8
Hold Harmless and Indemnification_____	9
Payments_____	9
2014 Community Group Fee Schedule_____	10

Statement of Purpose

Urbana's Market at the Square has been operated by the City of Urbana since the late 1990s, and has grown into a significant economic, social, and educational opportunity for its patrons, vendors, community groups, and performing artists. It's a tremendous asset to central Illinois and its vitality is very important to the City.

The Market's mission:

Urbana's farmers market is a vibrant market that connects the community with local food growers and producers, strengthens our local food economy, provides access to local artisans, and serves as a community gathering place.

To that end, the Market does its best to:

- **Provide** a venue for local and regional growers, producers, and artisans to sell their products to the public;
- **Showcase** the variety and diversity of locally-grown produce, locally-produced food items, and art available in and around Urbana-Champaign;
- **Promote** the sale of Illinois-grown/Illinois-made products;
- **Encourage** direct interaction and conversation between producers and consumers, fostering mutual appreciating and understanding;
- **Serve** as an incubator for small, local enterprise;
- **Furnish** an educational forum for consumers of all ages and economic backgrounds to learn about the uses for and benefits of quality, locally-grown or –prepared food products; and
- **Enhance** the quality of life in the Urbana-Champaign area by providing a venue for area residents and visitors to socialize, network, and connect.

Community Groups

While the mission of Market at the Square involves the promotion of supporting local Illinois growers and artisans, the Market also allows tables for non-profit community groups during Market hours as a service to the community. Groups are encouraged to read the Vendor Regulations packet as well, in order to gain insight into the primary concentration of the Market. Homegrown and hand-crafted/created items from vendors all across Illinois are sold at the Market.

Community Group Regulations

- Community Groups must be non-profit, charitable, educational, or government organizations.
- Community Groups MAY NOT sell products or offer services while at Market (however, please see below).
- Groups wishing to sell items for a fundraiser may do so ONLY at the discretion of the Market Director. Approval is required before bringing these items to Market.
 - Except in special situations, fundraiser items for sale must be created/produced by, directly linked to, and representative of the organization. *Groups are not allowed to purchase products from a store and resell the items at the Market.*
 - Approval of all items will be determined by the Market Director.

- If the fundraiser includes the sale of food items, food preparation must comply with appropriate local, state, and federal health regulations. For local regulations, contact the Champaign-Urbana Public Health District at 217/352-7961.
- If allowing groups to sell items for a fundraiser becomes competitive with the vendors sales, the Market Director retains the right, at any time, to prohibit all fundraising in the Community Group row.

Application Procedures

Applications are available beginning February 1, 2016 at www.urbanaininois.us/application. Applications are shared between Vendors and Communities Groups. *Please note that some questions may not apply to community groups.* Please skip any questions that do not pertain to communities groups. Paper applications are reserved only for those community groups that do not have internet access. If you require a paper application, please contact the Market Director at 217/384-2319 for a paper application. **There is a one-time \$15 per application fee charged for all applications.** No exceptions.

Once an application is approved, the Community Group will be contacted by the Market Director with further instructions as well as make your “vendor account” accessible for you to view invoices and to make payments.

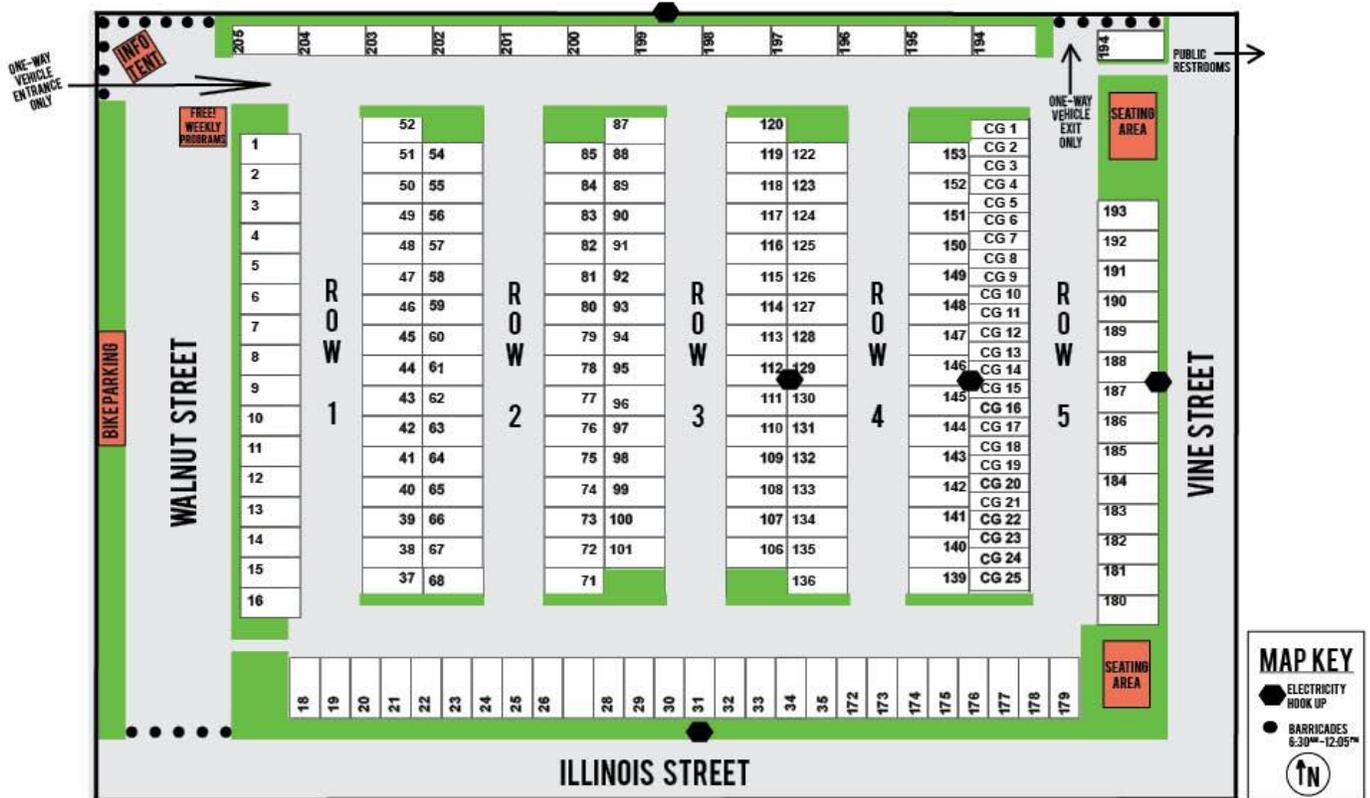
Market Operations

The 2016 season of Urbana’s Market at the Square runs for 27 weeks, beginning May 7 and ending November 5. The Market takes place every Saturday from 7:00 a.m. until 12:00 p.m., **RAIN OR SHINE**. The Market is located in downtown Urbana, at the corner of Illinois and Vine Streets, in the southeast parking lot outside of Lincoln Square Village (Lot 10X). Urbana’s Market at the Square Market Director is responsible for administering and enforcing all rules and procedures as well as public safety, space assignments, market data collection, and public education programming. The Market Director has final authority in resolving issues in a civil and efficient manner.

- **ARRIVAL:** Community Groups are required to be present in their pre-assigned space by 8 a.m. It’s suggested that a member of the Community Group check in with Market Staff prior to setting up at their pre-assigned space. Any space that does not have its assigned group present by 8 a.m. may be reallocated or reassigned by the Market Manager. Please note that after 6:30 a.m. vehicular traffic will not be permitted to enter the Market. Community Groups arriving after 6:30 a.m. may park and walk their booth materials into the Market. Vehicular traffic through the Market between 6:30 a.m. and noon is strictly prohibited. Community Groups may drive their vehicles into the Market after noon only after the safety barricades at the Market entrances/exits have been removed by staff. Any Community Group wishing to leave the Market early must walk their items out of the Market. Community Groups must load in/out of their spaces as quickly as possible, leaving clearance for other vehicles. Please do not unload vehicles and set up at the same time. The City of Urbana prohibits Community Groups from driving over sidewalks and medians.
- **CANCELLATIONS:** Community Groups who cancel providing 48 hours advance notice to the Market Manager are eligible to receive a refund in the form of a payment transfer to the following attended Market day. Community Groups who cancel their space without appropriate notice (at least 48 hours) or by not showing up at the Market on their assigned day, will be charged in full and are not eligible to receive a refund. Cancellations may be made by phone at 217/384-2319 or by email at nmkennymarquez@urbanaininois.us.

- **SPACE ASSIGNMENTS:** All Community Group space assignments are issued by the Market Director upon application approval. Spaces are located in Row 5, facing east. The highest priorities for assignment of space is given to Community Groups who have committed to long-term participation in the market season, who have pre-paid for the season, have established a positive attendance record in past years (meaning no unexcused absences). Space changes adhere to the same priorities, based on available space.
- **COMMUNITY GROUP SPACE DIMENSIONS:** Most Community Group space dimensions are approximately 6 feet wide by 16.5 feet deep. This size of space will fit a 6 ft table but not a tent. Community Groups wishing to use a tent (for example, a 10 x 10 tent) will need to reserve two spaces. Space will be assigned at the discretion of the Market Director. Some spaces at the Market may be purposely left vacant to allow for overlap of tents and to potential ease crowding within the rows.
- **TENT AND SPACE SET-UP:** Community Groups must set up their booths/tents/etc. perpendicular to the curb and spaced according to the tick marks painted on the asphalt. Please ask Market Staff for assistance if you're unsure how to set-up your booth. Booth space frontage should be consistently lined up with neighboring Community Groups along the row. Clearance in the aisle must be kept for crowds and accessibility. All tents/canopies must be weighted down with at least 25 pounds per leg, regardless of forecast weather conditions.
- **BOOTH MATERIALS:** Products and goods may be sold from tables, carts, or other similar structures. All tables, chairs, tents, and other booth infrastructure will be supplied by the vendor. Urbana's Market at the Square does not provide and is not responsible for the set-up of any tables, tents, chairs or other booth materials to vendors.
- **ELECTRICITY:** Community Groups who would like to use electricity must obtain approval from the Market Director in advance. City-provided electricity is available on a limited basis. Electricity is only available for use upon approval by the Market Director. All Community Groups wishing to use electricity will be charged \$5 per plug per week of use. Community Groups using electricity must secure cords tightly and safely to the ground using 4" wide tunnel tape or plastic cord covers provided by the Community Group. Duct tape and/or rubber matting will be allowed ONLY with the Director or Manager's approval.
- **PARKING:** Market participant parking has been established in Lot 24, which is across Illinois Street just to the south of the Market site. Please use this lot for parking. Vehicles parked in "patron" spaces are discouraged and will receive a reminder on their windshield about preferred parking locations.
- **ABSENCES:** Any Community Group who is absent for two or more committed Market days without giving advance notice by 12 p.m. Friday afternoon forfeits the right to his/her current space assignments for the season and loses those days' pre-paid fees. Community Groups who cancel providing 48 hours advance notice to the Market Manager are eligible to receive a refund in the form of a payment transfer to the following attended Market day. Cancellations may be made by phone at 217/384-2319 or by email at nmkennymarquez@urbanaininois.us.
- **LIABILITY:** The Community Group is liable for any incidents, accidents, or injuries resulting during setup, teardown, and during the hours of operation at the Market.
- **GENERATORS:** Community Groups using generators must be keep them noise at a minimal level, with deflectors/enclosures used as needed.

- **SIGNAGE:** Signs prominently displaying the Community Group name are required. We suggest signage be at least 11"x17" in size. Signage is important not only for promotional purposes but for tracking Community Group attendance and location/placement.
- **TRAFFIC CONTROL:** Please see the map below which indicates how vehicles may enter and exit the Market site, both at arrival and departure of the Market. This route will be strictly enforced by the Market Director and Market Staff. The route is important to follow to ensure the safety not only of yourself and your vehicle, but for vendors already setting up at the Market site. As a reminder, vehicular traffic through the Market between 6:30 a.m. and noon is strictly prohibited.



- **COMMUNITY GROUP EMPLOYEES/STAFF/VOLUNTEERS:** Community Groups are responsible for the actions of their employees at the Market. Community Groups should be sure to remind staff/volunteers about preferred parking locations and to not park in spaces typically reserved for Market patrons.
- **INTERFERENCE:** Community Groups shall not interfere with pedestrian traffic to or from or within the Market, nor shall a Community Group interfere with the business of vendors or other Community Groups.
- **HAWKING AND OTHER DISTRUPTIVE BEHAVIOR:** Community Groups shall refrain from disorderly, impolite, or disruptive activities. Hawking from inside or outside the assigned booth space is prohibited. Use of sound-amplifying or –producing equipment within Community Group space is prohibited without prior approval by the Market Director.
- **RELATIONSHIP WITH PERFORMERS:** Community Groups may request a performer to relocate if needed, but must notify the Market Director or Manager before doing so.

- **WASTE DISPOSAL:** Prior to leaving the Market area, each Community Group must take any and all leftovers or waste with them. Discarded boxes must be taken with the Community Group or deposited into the City of Urbana recycling dumpsters behind the City building. Any large trash that is unable to be transported by the Community Group must be taken to the City of Urbana dumpster behind the City building. These items are NOT to be left in the Market area, in Lincoln Square dumpsters, or at the Market trash barrels, which are provided for patron use. A written warning will be issued the first time debris is left. A fine of \$50 will be levied if the infraction is repeated a second time. A vendor's lease will be revoked if the infraction is repeated a third time.
- **SANITATION:** Community Groups must maintain their stands and spaces in a clean and sanitary condition. Each Community Group is responsible for bringing a broom and trash bags and keeping the Market area free of any debris.
- **WEATHER:** Urbana's Market at the Square is an outdoor market that takes place rain or shine.

Emergency Protocol

As with any large public event, it is necessary to establish an emergency/crisis management plan and ensure that all vendors and community groups are aware of this plan. Here are some examples of an emergency situation:

- There is an explosion or an accident involving multiple victims and there is potential danger to the public
- Firearm(s) being discharged
- A suspicious package
- A fire that is not under control or a chemical spill with fire or fumes
- Severe weather (i.e. tornado)

The Market does not have a speaker system, therefore, it is necessary that there is open communication with Market staff in regards to a potential emergency situation. **As always, please call 9-1-1 if an emergency situation is taking place.**

Our evacuation plan:

- Remain calm.
- Vendors, community groups, and patrons must immediately evacuate the Market site through the nearest exit/gateway.
- In the event of severe weather, please immediately evacuate the Market and go inside the nearest entrance of Lincoln Square Village. Market staff will assist in directing individuals indoors. *This is not to set-up booths for sale during inclement weather. This is only to act as an indoor location for physical protection from severe weather/emergency situation.*
- Do not return to the Market site until directed by public safety officials.

If you have concerns during a Market, please reach out to the Market Director or any Market staff.

Dogs/Animals

For the safety of our patrons, dogs and other animals **are not permitted** within Lot 10X at the Market. There are two exceptions to this rule. Guide Dogs are allowed and, subject to Market Director approval, animal rescue community groups are permitted to bring animals to their assigned community group space located in row #5 of the Market space.

Smoking

The City of Urbana is committed to making Market at the Square an environment that is safe, healthy, and pleasant for everyone, the emitting or exhaling the fumes of, or the carrying or holding of, a lighted pipe, cigar, cigarette, or any other lighted smoking product or equipment used to burn any tobacco products, weed, plant, or any other combustible substance is **prohibited** inside the perimeter of the Market. Any violation of this policy may result in eviction from the Market at the discretion of the Market Director or his/her designee. It is the vendor's full responsibility to comply with all of the rules and to conduct business at the Market accordingly. Any vendor who fails to comply with Market at the Square regulations may lose their privilege to participate. The Market Director has the final decision on conflicts and/or loss of privileges.

Conduct

Market at the Square is a public market, and as such is a special event. A Community Group may be prohibited from participating in the Market when the Market Director determines that a Community Group does not fit any of the criterion of the Market as set forth in this handbook. However, in no event shall the approval or disapproval of an application be based upon the applicant's race, sex, color, religion, creed, national origin, physical or mental disability, age, sexual orientation, marital status, or any other protected class. Any behavior deemed by the Market Director to be disruptive in any way shall be cause for eviction of the vendor and possible legal action. Common courtesy and mutual respect are essential for a successful Market. No Community Group shall use any action or language to insult another Community Group, vendor, shopper, Market staff, or to intimidate a shopper. Any complaints regarding a Community Group should be directed to the Market Director, who will investigate the complaint.

- **1st Offense/Complaint:** Verbal Warning issued by the Market Director
- **2nd Offense/Complaint:** Written Warning issued by the Market Director
- **3rd Offense/Complaint:** Suspension of Market vendor privileges/cancellation of lease with vendor

It is the policy of the City of Urbana's Market at the Square to afford a marketplace that is free from harassment of a sexual or provocative nature. All Community Groups and staff shall project the necessary attitudes and behaviors to ensure that sexual harassment does not occur. The following acts are deemed to constitute sexual harassment:

- Unwanted physical contact or conduct of any kind, including sexual flirtations, touches, advances or propositions
- Verbal harassment of a sexual nature such as lewd comments, sexual jokes or references, offensive personal references, and/or false and malicious statements
- Demeaning, insulting, intimidating or sexually suggestive comments to or about an individual
- The display in the Market or Community Group stall of demeaning, insulting, intimidating,

or sexually suggestive objects, pictures, or photographs

- Demeaning, insulting, intimidating, or sexually suggestive written, recorded, or electronically transmitted messages
- Any other conduct or words that are deemed to effectively create a hostile work or shopping environment for any employees or patrons.

If the Market Director believes that any violations of any criminal statute have occurred, the police shall be notified immediately. **Upon a determination by the Market Director that a Community Group has committed a violation of the sexual harassment policy articulated above, the Director shall have the authority to eject immediately said vendor from the Market for the remainder of the day, without refund for the day's Community Group fees.** If multiple incidents have occurred or in the event that the nature of the violation was either deemed egregious or one that could present a threat of safety to either other Community Groups or patrons of the Market, a suspension from the Market for the remainder of the season or a permanent ban, **with no refunding of Community Group fees**, from the Market may be imposed by the Market Director after consultation with the Legal Division of the City of Urbana. After such a determination, letters of appeal may be submitted to the Market Director for review in consultation with the Legal Division.

Hold Harmless and Indemnification

Market at the Square is an arrangement whereby space at the Market is leased by the City of Urbana to Community Groups and Vendors who are sole proprietors, partnerships, or independent entities not connected with the City of Urbana or Lincoln Square Village (or its owners, agents, employees, and management). All vendors and Community Groups agree to hold harmless and indemnify the City of Urbana, the owner of Lincoln Square Village, and agents, representatives and employees of those organizations, from any and all responsibilities, losses of income, claims, damages, lawsuits, reasonable attorney fees, costs, expenses or judgments incurred by, or resulting from, the enforcement of any rules or from the sale or consumption of goods sold by the vendors at the Market.

Payments

All payments must be made in advance. **THERE ARE NO REFUNDS. FEES ARE NON-TRANSFERABLE** (fees cannot be transferred to someone else, nor can they be transferred from one season to the next). If an application is denied, any payment made will be returned.

- **If paying by mail:** please remit payment the City of Urbana, ATTN: Market at the Square, 400 S. Vine St. Urbana, IL 61801.
- **If paying in person:** Please do so at the Community Development Services Office (main floor of City of Urbana Building, 400 S. Vine St. Urbana, IL 61801). Office hours are Monday-Friday, 7:30 a.m. to 5 p.m.
- **If paying by credit/debit card:** Payments may be made by credit/debit card using the PayPal function as part of our online application system. Please log in to your vendor profile at www.managemymarket.com and click on your ACCOUNTS tab. Please contact the Market Director if there are questions regarding this process.

2016 Community Group Fee Schedule

Community Group spaces are charged at \$10 per space per weekend.

Note: a 10% discount is only given to Community Groups that pay in advance for the entire 27-week season.

Number of Weeks	Cost
1	\$10
2	\$20
3	\$30
4	\$40
5	\$50
6	\$60
7	\$70
8	\$80
9	\$90
10	\$100
11	\$110
12	\$120
13	\$130
14	\$140
15	\$150
16	\$160
17	\$170
18	\$180
19	\$190
20	\$200
21	\$210
22	\$220
23	\$230
24	\$240
25	\$250
26	Free
27	Free