



## 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, nutrient-dense 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 positively impact the lives of adults with autism.

**Payments** – By agreeing to join our CSA, you are agreeing to pay for the cost of your share upon sign-up. Should you wish to cancel your membership, you have until two-weeks prior to the start of the season to receive a full refund. If you need to cancel your membership during the two-week window before the season starts, we will donate your share on your behalf.

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 and pick-up coordination.

**Pick-up Protocol** – It is your responsibility as a CSA member to pick-up your share during the listed pick-up hours you selected. We will be offering two pick-up days on-site at our Whitehouse location:

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

Thursday Farm Pick-Up – 1:00 p.m. to 3:00 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.*** Any shares not picked-up after 4 p.m. on Thursday will be donated. 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, please 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. We communicate primarily through email and this is how you will receive our weekly CSA newsletters. The weekly newsletters include important information about Bittersweet Gardens, crop and field notes, recipes, tips, and techniques for preserving your produce.

Please add the email address, [lnagy@bittersweetfarms.org](mailto:lnagy@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.

Thank you for your support of our mission, and know that your participation in Bittersweet’s CSA program helps provide meaningful employment to individuals with autism.

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