

The Nitty-Gritty of Joining our CSA

Joining fee

Wairarapa Eco Farm CSA members contribute a joining fee of \$50. This is a one-off, non-refundable fee.

Shares

We are a year-round CSA with new 13-week seasons starting in the first week of September (spring season), December (summer season), March (autumn season) and June (winter season). Full seasonal payment (13 weeks at a time) is required in advance to secure seasonal shares. Payment and sign-up is available via our online store, with all payments made by internet banking.

We are a 200-membership CSA. Once this number is reached a limited quantity of memberships is available on a first come first served basis. You can start at any time during any season (assuming there is a place free) and your share price will be calculated proportionately.

After signing up, CSA subscriptions will continue to roll over to the next season until we are notified to discontinue the service.

WEF CSA endeavours to use as little packaging as possible. Presently food shares are delivered within plastic liners in crates. The crates are part of the WEF distribution system and need to stay at the drop-off location at all times. Members are responsible for bringing their own empty box or shopping bag to transfer the food share into.

Additional Shares/Items

Additional fruit and or veggie shares or individual items can be purchased through our online shop, and will be included with the next CSA delivery. We ask that you create your additional order by midnight on a Sunday, to have your order delivered that week.

Exchange or 'Trades Box'

If you have something in your share one week that you do not want, you may put it into the exchange box, and help yourself to anything else in there that someone else might not have wanted that looks good to you! If there is no obvious 'Exchange Box' set up at your location, feel free to start one (this is an informal system)! Any items left in the Exchange Box at the end of the day will be donated or composted.

If you cannot Pick Up your Basket

If you know ahead of time that you cannot pick up your share (holiday or else), you may either have someone else pick it up for you, or pause your order in Bucky Box (see "rollover shares").

Any share that is not paused on time and not picked up at the designated pick-up location by the designated time is considered a missed share, for which we are unable to offer refunds.

Holidays/Rollover Shares

Members of our CSA programme are eligible for up to three "rollover" shares per season, or twelve per year. This means that, as long as we receive notification before our cut-off time (midnight Sunday), by pausing your share in Bucky Box, the missed share will be moved to the end of the season, essentially "rolling over" into the next season.

When members have exceeded their three holiday holds or have forgotten to give us adequate notice for a vacation hold, we encourage them to gift their share to their family or friends. This is a great way for members to share the CSA experience. Please explain to your family or friends how to pick up your share, the place, day and time of pick-up. Members may also notify the farm if they would prefer to donate their week's share.

Refunds and Cancellations

A) **Member's Policy.** Members may cancel their full share upon written notice to WEF two weeks prior to the beginning of the member's term. If a member chooses to cancel their membership later in the season, their reasons will be examined on an individual basis to determine if a refund is applicable, at the sole discretion of Wairarapa Eco Farm CSA.

B) **Farmer's Policy.** At the discretion of WEF, we may cancel a membership if a member has failed to fulfil their responsibilities according to these rules and guidelines. In the event of such a cancellation, we reserve the right to decide whether to refund any pro rata share of the member's fees. Members would be notified in writing of the reasons for the cancellation.

Miscellaneous

It is your responsibility to remember to pick up your share on the correct day and during the correct time. If you forget, we cannot refund or replace your missed share. If you miss picking up your basket during scheduled delivery time, do not come by later or the next day and expect it still to be there. Contact the coordinator of your pick-up site to see if anything can still be arranged. We will donate any shares that have not been picked up (so they do not go to waste), and so we cannot give you a credit for your missed share.

Please be neat! When taking your produce, do not drop stray vegetables or fruit scraps on the ground or in the backyard.

Please be respectful! At all locations, but especially when your pick-up point is a private residence, please be considerate of the children, the lawn, and the environment in general.

Questions, Feedback and Contacts

If you need to contact us, the best way is via email (csa@wefs.co.nz). We check our emails frequently, so know that we'll be in touch. We greatly appreciate your feedback, so please don't wait until the end of the season to tell us how it's going.

Likewise, we will use our website more and more to communicate important updates throughout the season. Do check out www.wefs.co.nz for all the latest farm happenings.

Contact Details

I understand that my name and address may be given to other members so that they can contact me regarding pick-up issues.

I have read and understood these rules and guidelines.

Name _____

Date _____