



This information is in your confirmation email:

Pickup Day:

Pickup Hours:

Pickup Address:

Welcome to our Summer CSA Program

We hope you enjoy your fresh, local produce this season!

Bookmark the *Current Members Area* on our website to make payments, view weekly newsletters, log in to your account, change contact or payment information, and view account details and past payments. Contact me at the number below anytime if you need assistance.

We're so glad to have you join our farm family, thank you for subscribing to our Community Supported Agriculture program. Your support of local, sustainable farming is what makes this work and we couldn't do it without you!

Member Agreement – please read this!

We will bring you the best local, organic CSA farm boxes possible, in almost all weather (we haven't missed a week yet!). Thanksgiving delivery is on Wednesday and we are closed for 2 weeks over Christmas & New Year's. We will send you a pickup reminder and newsletter with recipes and farm news every week. If there's a problem, we will help you sort it out.

We are counting on you to:

- Come to the pickup site during the day and times listed in your confirmation email **ONLY**. We suggest you set an alarm reminder on your phone because **if you miss your pickup hours, the boxes are donated**.
- Check off your name and order on the delivery list every week, and only take what is listed there (call us if there's a problem, we've only delivered what's on the list). *Please double check the size of veggie boxes.*
- Read our emails because it's our primary form of communication about your account.
- Pay immediately (or arrange payments) upon receipt of your invoice email. We deliver one week without payment yet received, to allow for postal delivery, but your confirmation email is notice of the contract you've made and you are responsible for payment even if you do not pickup.
- If you share your subscription, ***you must check in every week about who will pick up*** so one of you do not accidentally take someone else's order.
- Our volunteer hosts generously share their space with our CSA community and we must honor their privacy and space. Do not disturb them with CSA questions, and do not make them clean up after you. Flatten your returned boxes carefully, stack them neatly, remove trash, etc.
- If you send someone to pickup for you, make sure they know exactly what and how to pickup so they do not create mistakes. Remind them not to disturb the residents.
- Cancellations must be in writing or email, at least one week prior to the date of delivery.

www.MountainBountyFarm.com

(530)292-3776 • info@mountainbountyfarm.com
14579 Blind Shady Road, Nevada City, CA 95959

Important Dates

We deliver as usual for all holidays this season.

Payment Deadline for first summer delivery: Tuesday, May 15, 2018.

Earlybird renewals for Winter 2018-19 season begin October 1, 2018.

Summer Veggie Deliveries

Western Nevada County: Tuesdays, May 22 through November 6, 2018.

Truckee, Tahoe, and Reno: Thursdays, May 24 through November 8, 2018.

Summer Fruit Deliveries

Western Nevada County: Tuesdays, June 5 through October 2, 2018.

Truckee, Tahoe, and Reno: Thursdays, June 7 through October 4, 2018.

Summer Flower Deliveries

Western Nevada County: Tuesdays, July 10 through September 25, 2018.

Truckee, Tahoe, and Reno: Thursdays, July 12 through September 27, 2018.

Problem?

Contact us anytime with questions or issues that arise. If you arrive to your pickup site during open hours and your share is not there or your name is not on the list, contact us right away.

Cancellation Policy

We appreciate the opportunity to address concerns that may arise and help clarify how our program works, so please contact us immediately if you are dissatisfied.

Cancellations must be in writing or email, at least one week prior to the date of delivery. In the CSA (Community Supported Agriculture) model of farming, your subscription is an investment in our costs to grow your food for the season, and we are relying on your support to get through the harvest. That said, we know things come up and we will accommodate unforeseen needs to cancel your subscription and issue a refund for the remainder of the season. We can also accommodate up to 2 vacation holds per season, credited toward the next renewal.

Share The Love!

If you're enjoying your CSA, please tell your friends and neighbors about our farm box program. If you refer a friend to our veggie CSA, we'll reward you both with a \$10 coupon! Thanks for all your support for our small-farm CSA program.

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