



Get this information from your confirmation email:

Pickup Day:

Pickup Hours:

Pickup Address:

Welcome to our Winter 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!

How to Pickup

Please also see your invoice email for additional instructions at the site you've selected.

1. Check the delivery list for what's been delivered.
2. Take what is listed there.
3. Initial the list next to your account's order to indicate you've taken what's listed.
4. Return empty boxes in a neat, unfolded stack.

If there's a problem, please take only what we've delivered and contact us ASAP by email or phone, we'll help you sort it out. **If you miss your pickup hours, you relinquish your order and leftovers are donated by the hosts.**

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.

If you send someone else to pickup for you, please make sure they know the pickup procedure so they do not accidentally take someone else's order.

Cancellations, changes, or requests for holds must be received by email at least one week prior to the date of delivery.

www.MountainBountyFarm.com

(530)292-3996 • info@mountainbountyfarm.com
14579 Blind Shady Road, Nevada City, CA 95959

Important Dates

Earlybird renewals for Summer 2019 season begin February 22, 2019.

Winter Veggie Deliveries

Western Nevada County: Wednesdays, November 14, 2018 through May 16, 2019.

Truckee, Tahoe, and Reno: Thursdays, November 15, 2018 through May 17, 2019.

Winter Fruit Deliveries

Western Nevada County: Wednesdays, November 14, 2018 through April 3, 2019.

Truckee, Tahoe, and Reno: Thursdays, November 15, 2018 through April 4, 2019.

Winter/Spring Flower Deliveries

Western Nevada County: Wednesdays, March 20 - May 8, 2019.

Truckee, Tahoe, and Reno: Thursdays, March 21 - May 9, 2019.

Holidays

Thanksgiving week deliveries: Wednesday, November 21, 2018.

We are closed December 22, 2018 through January 6, 2019 (NO DELIVERIES).

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!

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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 does 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.

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