

# RIVERSTONE ORGANIC FARM CSA FARM SHARE POLICY

## HOW IT WORKS:

The Riverstone Organic Farm CSA runs for 30 weeks, from May 2nd to the November 21st (the Saturday before Thanksgiving). Your CSA membership guarantees you access to fresh, abundant, and diverse organic produce for the entire growing season. Our goal is to provide you with the utmost flexibility in customizing your share to include the vegetables you love to cook and eat.

Your membership operates like a debit card loaded onto our online CSA webstore. Each week, we fill your virtual CSA webstore cart with a diverse selection of fresh vegetables. You then have the option to log in to the webstore to customize the contents of your cart. We will harvest the items you have selected and pack your unique box and bring it to your designated delivery location for you to pick up. Going on vacation? Put your share on hold until you get back!

## Sign Up

New members can join our CSA at any time. However, we recommend that those who choose our largest membership level (see **Cost** below) sign-up before the season begins to have adequate time to use up their balance before the season ends.

## Share Size

To join the CSA, first choose either a Full Share or Small Share, depending on your family size and cooking habits. Share size will determine how many items we fill your cart with each week. Full Shares contain 10 to 12 items each week worth approximately \$36. Small Shares contain 7 to 9 items each week worth approximately \$25. However, regardless of share size, you can customize both the contents and size each week to meet your needs. For example, if you are a Full Share member and we load \$36 into your cart but your spouse and kids are gone for the week, customize the contents to get less, you will only be charged for what you order. Similarly, if you are a Small Share member and we load \$25 into your cart but you have company coming, go ahead and add more and your total order value will be deducted from your account balance. Minimum orders are set at \$15 for everyone.

## Cost

We offer four pre-paid credit options at sign-up to suite the needs of all our members. We believe CSA members who commit to our farm for the season should get a good deal on local organic produce. That is why we offer bonus values that scale with your pre-paid credit level. If your account balance gets low, simply add more funds and a 10% bonus value will be added.

In addition, all our CSA members receive a 10% discount on any additional items purchased in person at any of our farmer's market booths or at our farm store. Just remind us at checkout and we will give you the CSA member discount.

				Approximate number of weeks	
Pre-Paid Credit Plan	PRICE you pay	BONUS	VALUE in your Account	Full Share	Small Share
Veggie Lover	\$900	\$200	\$1100	~30 weeks	
Veggie Friend	\$600	\$125	\$725	~20 weeks	~30 weeks
Veggie Fling	\$300	\$50	\$350	~10 weeks	~14 weeks
Veggie Crush	\$150	\$20	\$170	~5 weeks	~7 weeks

#### **VEGGIE LOVER**

Big commitment, big reward! Pay \$900 at sign-up and receive a \$200 bonus (\$1100 in your account). Only recommended for Full Share members. If you order \$36 each week, this amount should last the entire 30-week season. Our best value! Add more money to your account at any time and receive 10% more bonus value.

#### **VEGGIE FRIEND**

A good friend is priceless, just like your commitment to our farm. Pay \$600 at sign-up and receive a \$125 bonus (\$725 to spend in your account). If you order ~\$36 each week this credit amount should last you ~20 weeks, and if you order ~\$25 each week this credit amount should last you ~30 weeks. Add more money to your account at any time and receive 10% more bonus value.

#### **VEGGIE FLING**

Modern life is so busy. Pay \$300 at sign-up and receive a \$50 bonus (\$350 to spend in your account). Option to have this payment be automatically recurring. If you order ~\$36 each week, this amount should last 10 weeks. If you order ~\$25 each week, this amount should last 14 weeks. Add more money to your account at any time and receive 10% more bonus value.

#### **VEGGIE CRUSH**

Curious if a CSA is right for you? Give it a try with Veggie Crush. Pay \$150 at

sign-up and receive a \$20 bonus (\$170 to spend in your account). If you fall in love, you can add more money to your account (and we will add 10% more bonus value) or choose to make your payment be automatically recurring. If you order \$36 each week, this should last 5 weeks. If you order \$25 each week, this should last 7 weeks.

## Contents

We grow more than 40 different types of vegetables and herbs at our farm. Our goal is to offer the widest possible diversity of fresh vegetables during the year. What is available changes with the seasons and is always harvested at the peak of ripeness. Your share will include, but is not limited to, the following: A few new items we've added in **2020 in bold**.

arugula, asparagus, beets, broccoli, sprouting broccoli, Brussels sprouts, carrots, cabbage, cauliflower, **celery**, chicory, cucumbers, eggplant, **fennel**, **garlic**, bok choy, sweet corn, green beans, chard, collards, kale, mustard greens, culinary herbs, kohlrabi, lettuce heads, **mesclun mix**, salad mix, green onions, onions, shallots, **parsnips**, bell peppers, romanesco, sweet peppers, hot peppers, potatoes, sweet potatoes, summer squash, spinach, scallions, zucchini, radishes, rhubarb, slicing tomatoes, cherry tomatoes, turnips, watermelon, winter squash and more!

A core principle of the CSA model is building a relationship between a farm and its community of members. CSA members share in not only the abundance of the farm but also the potential risks that may come with each growing season. We will always strive to provide an exciting and diverse share, but we cannot guarantee certain quantities of specific items.

## Customizing your Farm Share

We want our members to LOVE their CSA farm share and are excited to offer the ability to customize share contents. Each week we will load your virtual webstore cart *based on your share size*. We will load ~\$36 for Full Share members and ~\$25 for Small Share members. All members can log on to add, swap, or remove items to create their ideal share. There is no obligation to order the same value of items we have preloaded into your cart, but there is a minimum order of \$15. Customize which and how many items you receive!

Customizing your share is completely optional; you are welcome to simply receive the share that we fill for you. The value of your box will be deducted from your account balance each week. We will pre-fill your virtual CSA share for you every week of the season unless you have placed a vacation hold on your account. You may place vacation holds at any point for as many weeks as you choose.

## Weekly Schedule

Items will be posted into your virtual webstore cart no later than **5pm on**

**Mondays.** You will have until **Wednesday at midnight** to customize your share. Harvest typically takes place on Thursday and Friday, and pick-up will occur on Saturdays at the location of your choosing.

### **Picking Up Your CSA Share**

CSA pick-up takes place every Saturday. We offer three pick-up locations: The Blacksburg Farmers Market, The Floyd Farmers Market, and on-farm. Members should pick up their share during normal farmers market operating hours, or if you would like to pick-up at the farm, shares will be available starting Friday at 5pm through Sunday at 7pm. Shares picked up at the farm will be located **INSIDE** our main storage coolers near our Farm Store. Specific instructions will be sent for members who choose to pick-up on the farm. Members select their delivery location during sign-up, but may request to change locations at any time during the season; simply contact us or make the request through your online account.

### **Delivery Hold**

Members can put their delivery on hold at any time during the season for as many weeks as they choose. Members must log onto their account and place a hold on their delivery no later than midnight two days prior to the next scheduled delivery (no later than Wednesday at midnight). Delivery holds for future dates can be made at any time. Members can also have a friend or family member pick up a delivery.

Please note: if you do not place a hold on delivery and do not pick up a share, the value of the share will still be deducted from your account and the produce will be donated to a local food pantry. No refunds are issued for farm shares not picked up.

### **Bulk Items**

We offer our members exclusive access to bulk discounts for certain items through our CSA webstore. This is a great option for canning, pickling, stocking up, or using up any remaining account balance at the end of the season. Opportunities for bulk purchases include cucumbers, sweet peppers, sauce tomatoes, potatoes, winter squash, and others.

### **Payment Options**

Credit card via paypal and checks are accepted. (*Bounced checks will be incur a \$25 fee*)

### **Quality Guarantee**

We take great pride in providing our customers with some of the most beautiful, flavorful, and nutritious vegetables available in the New River Valley. If you are ever unsatisfied with something from our farm, please let us know. We will replace the item as soon as possible, and are grateful for the opportunity to improve.

### **Communication**

We are always happy to hear your questions, comments, or concerns. The best way to get in contact with us is by email at [info@riverstoneorganicfarm.com](mailto:info@riverstoneorganicfarm.com). We will do our best to respond as soon as possible. You may also call us at (540) 745-7700. We may be busy in the field, so please leave us a message.

### **Social Media**

We regularly post pictures of the farm on Instagram [@riverstoneorganicfarm](https://www.instagram.com/riverstoneorganicfarm) and on Facebook at Riverstone Organic Farm. We love for you to follow us and stay connected!

### **Refund and Cancellation**

By joining Riverstone as a CSA farm share member, you are making a commitment to our farm. Your payment funds the seeds, supplies, labor, and equipment needed to plant, grow, and harvest the produce we plan on growing for you. If after two deliveries after you sign-up you are completely unsatisfied, we will work with you on cancelling your membership and you will receive a refund for any unused funds. No other refunds will be considered except in extreme circumstances (moving, death, sickness, etc.).

It is expected that you use all of your account balance by the end of the season. Remaining balances do not carry over.

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### **OUR CSA VISION**

Community Supported Agriculture (CSA) is a model for farming built around the relationship between a farm and the surrounding community. It is a mutual commitment between farmers and eaters who share a vision for a more sustainable, just, and vibrant local food system. For the farmer, a CSA establishes a community of consumers dedicated to supporting their farm for the season, giving them the needed resources when the farmer's need it most in the beginning of the season. This relationship adds certainty to crop planning, helps minimize waste, and provides a sense of belonging and security for the consumer. We believe the CSA model can empower local farms to ensure communities have access to fresh, healthy, and sustainably-grown local food.

### **Who We Are**

The CSA at Riverstone Organic Farm is operated by Tiffany Thompson and Alex Hessler, along with their 2-year old son, Clay. We share a passion for sustainable agriculture and growing good food for our community. Farming is a profession that challenges and excites us to the core and we couldn't feel more at home farming here at Riverstone. We are joined by a passionate and hard-working team of people who live and work at the farm.

### **Our Farm's Growing Practices**

Riverstone Organic Farm has been certified organic since 2011. Every year we undergo an inspection from a certifying agency who insures all our produce growing practices meet the standards of the USDA National Organic Program. Our farming practices are designed to protect and improve the quality of the soil, water, air and biodiversity of the farm and surrounding environment. These include using compost, rotating crops, irrigating efficiently, and providing habitat for beneficial insects. We never use synthetic pesticides and fertilizers or GMO's. We are happy to answer any questions about our growing practices and invite anyone to come visit the farm.

In addition, we adhere to rigorous food safety practices and undergo an annual third-party audit from the USDA that certifies our field, harvest and post-harvest handling procedures follow the standards of the Harmonized Initiative of Good Agricultural Practices (HGAP).

### **Visiting the Farm**

Come see where your food comes from! Our farm is open to CSA members and the general public to spend an afternoon enjoying the outdoors. Walk on the two-mile hiking trail, sit by the river, and see the crops up close. Our on-farm store is open year round and is stocked with vegetables, pasture-raised meat, eggs, cheese, drinks, snacks, and local crafts. Stop in the town of Floyd to listen to live bluegrass music, eat lunch, or visit the local brewery.

In the fall, we host a catered farm-to-table dinner for our CSA members to celebrate the harvest season with us. This is a great opportunity to meet and connect with other members of the community who share a love for local agriculture and good food.