

RIVERSTONE ORGANIC FARM

2022 CSA FARM SHARE POLICY

HOW IT WORKS:

The Riverstone Organic Farm CSA runs from early May to late November. 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. We fill your virtual CSA webstore cart each week with a diverse selection of fresh vegetables, thereby reserving what we think are the best items that week. You then have the option to login to the webstore to customize the contents of your cart, with a minimum order of \$20. 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.

Sign Up

New members can join our CSA at any time until slots are filled.

<https://csa.farmigo.com/join/riverstoneorganicfarm/2022>

One Share Size

Since we offer fully customizable shares, we are only offering one share size in 2022. We will fill the online shopping cart of each CSA member with ~\$30 of produce weekly. You have the option to go online and add, delete, or swap out items to build a share that meets your needs for that week. Minimum orders are set at \$20.

Cost

We believe that if you make a pre-paid commitment to our farm, you should get a discount. We offer three pre-paid payment plans (Veggie Lover, Veggie Friend and Veggie Fling) at sign-up with bonus values. Bonus values are only offered once at sign-up. If you use up your balance, you may continue to order and will be charged weekly (if your card is on file) or you may continue to add funds to your account if you choose to pay by check.

Although we would prefer you to use up your entire pre-paid balance in the 2022 season, we will honor any remaining balances at the end of the year to roll-forward into the 2023 season. However, no refunds will be issued if funds still remain and you do not wish to remain a member.

Payment plan	Price you pay	Bonus value	Value in your account
CSA Veggie Lover	\$1000	\$150	\$1150
CSA Veggie Friend	\$750	\$100	\$850
CSA Veggie Fling	\$400	\$40	\$440

VEGGIE LOVER

Pay \$1000 at sign-up and receive a \$150 bonus (\$1150 in your account). If you order ~\$40 each week, this amount should last the entire main season. Our best value with a 15% bonus. We also expect to offer pre-ordering prior to May and beyond November and will allow you to use your pre-paid account balances during this time.

VEGGIE FRIEND

Pay \$750 at sign-up and receive a \$100 bonus (\$850 to spend in your account).

VEGGIE FLING

Pay \$400 at sign-up and receive a \$40 bonus (\$440 to spend in your account).

STORE YOUR CREDIT CARD INFORMATION

Pay nothing at sign-up. Your card will be charged on the evening after your delivery has been made.

Payment types and adding money to your account

IF YOU PAY WITH CREDIT CARD: At sign-up, I've set the payment type to be 'automatically recurring' when you pay by card. This will allow us to store your credit card information for a seamless transition to pay as you go after your initial balance is depleted. This will mean no extra work is required of you when your balance runs out and you can continue to order and receive veggies and your card is only charged for what you receive.

IF YOU PAY WITH CHECK: If you choose to pay by check at sign-up, you can add more money to your account at any time via your member dashboard and either pay a custom amount by card or send a check or switch to automatic weekly payments by storing your credit card information later in the season. We are always available for questions or assistance if you need help.

CSA Discount

All our CSA members receive a 10% discount on any additional items purchased on-site 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. The discount is NOT applied when you ask us to "charge your CSA member account" at market because the bonus value (discount) is already included in your Farmigo online account balance (see below).

Using your Account Balance at our Farm Store or Farmer's Market Stand

Unfortunately we are still using more than one digital system to sell our products (the CSA software "Farmigo" that allows for customization of pre-orders and the POS software "Square" for our retail locations). These two systems do not integrate easily. However, we are committed to allowing members to use their member account balances to purchase veggies at our Farmer's Market booths and when we install a digital checkout system, at our Farm Store also. Simply say 'charge this to my CSA member account' and we will make a note to do it at a later time. This is a manual process in which we transfer purchases as 'fees' onto your Farmigo-based member accounts. We ask that ONLY VEGETABLE purchases are used on CSA account balances (not bread, jams, soups, eggs or anything else from our Farm Store).

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 may include, but is not limited to, the following:

arugula, asparagus, beets, broccoli, sprouting broccoli, Brussels sprouts, carrots, cabbage, cauliflower, celery, chicory, cucumbers, eggplant, fennel, garlic, bok choy, sweet corn, green beans, peas, chard, collards, kale, culinary herbs, kohlrabi, lettuce heads, mesclun mix, lettuce mix, fresh bunching onions, bulb onions, parsnips, bell peppers, romanesco, sweet peppers, hot peppers, potatoes, sweet potatoes, summer squash, spinach, scallions, zucchini, radishes, slicing tomatoes, cherry tomatoes, turnips, watermelon, winter squash, ginger, microgreens 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 at any given time.

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. 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 \$20.

Customizing your share is completely optional; you are welcome to simply receive the share that we have pre-filled 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 delivery hold on your account*. You may place delivery holds at any point for as many weeks as you choose.

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 member account dashboard and select the dates they will be away under the tab "Delivery Holds". A confirmation of your next scheduled delivery date will be located in the 'Green Summary Box' to the right of the screen in your dashboard. Delivery holds must be placed no later than midnight two days prior to the next scheduled delivery. Simply deleting items in your webstore cart WILL NOT put your delivery on hold. 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 redistributed. No refunds are issued for farm shares not picked up.

Locations and Picking Up Your CSA Share

Members should pick up their share during the listed hours for your selected pick-up location.

We are offering FOUR pick-up locations this year.

Blacksburg Farmer's Market: Wednesday 2-6pm

On-Farm: starting at 4pm on Fridays, self-serve until Sunday evening.

Floyd Farmer's Market: Saturday 9-1pm

Blacksburg Farmer's Market: Saturday 8am-2pm

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

Direct credit card payments 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 or offer a refund 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. 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. For urgent needs, call or text Tiffany's cell at 859-421-2255.

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 canceling 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.).

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 4-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. We are joined by a passionate and hard-working team of people many of whom 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 ensures 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. In past years, we have undergone 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). However, with a shift towards direct-to-consumer

sales, we have dropped the expense of HGAP certification, although we have not dropped our food safety protocols.

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-site 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.