

River and Sea Flowers CSA Policy 2021

Payment Options

CSA shares are payable through our online store, by e-transfer or cheque.

E-transfers can be sent to riverandseaflowers@gmail.com.

Cheques can be made out to River and Sea Flowers and mailed to: 4362 Tamboline Road, Delta BC, V4K 3N2

Shareholder Responsibilities

As a CSA member, you are responsible for:

- Picking up your flower share at the designated time and place or designating someone else to pick it up on your behalf
- Notifying the farm of any problems with your share within 24 hours of pickup

Our Responsibilities

- Providing members with fresh, quality cut flowers
- Having the shares ready at the designated time and location
- Dealing with issues and concerns in a timely manner

Since farming involves many risks, ranging from weather to pest pressure, consistent quantities of harvest cannot always be guaranteed. While we strive to provide full shares every week, there is the possibility of unforeseen weather related issues causing us not to be able to fulfill our weekly shares. This is part of the risk members take in being a CSA program member, although since we grow such a large array of flowers we do not predict we will be unable to provide members their shares. To date we have never been unable to fulfill any shares.

Missed Pick Ups

We do not have the capacity to store missed CSA pickups or the time in the busy summer season to make arrangements with members to pick up their CSAs outside of set pickup days. If you know that you will be unable to pick up your flowers we suggest having a friend pick them up for you or for themselves.

Location Change Policy

We're not set up to manage missed pick ups, but you can change your pickup location if we receive notice three days before your regular pickup day. If at some point in the season you find you need to change your pickup location permanently, please contact us and we will work with you to fit you in to another pickup location if possible.

Communication

We communicate with members via email. It is the responsibility of members to read emails in a timely fashion as they pertain to the CSA program. We will send out an email with your CSA share's official start date so keep a look out for it in the week or two before your share is planned to start.

We also have Facebook (www.facebook.com/riverandseaflowers) and Instagram (www.instagram.com/riverandseaflowers) pages, where we add photos and share what is going on at the farm if you'd like to keep up to date.

Refund and Cancellation Policy

Once the season has begun we cannot provide refunds for a member's share unless there is someone on the waitlist who is willing to take it over.

We will provide full refunds minus a \$25 administrative charge to members up to 2 weeks before season has started.

Please contact us if unforeseen circumstances arise and you are unable to fulfill your commitment. We will happily work with you to provide the best outcome for both parties, but ultimately it is at the discretion of River and Sea Flowers to provide refunds once the season has started. A \$25 administrative fee would be charged.