



## Customer Guidelines and Information

The Country Gardens wish to provide you with fresh, local, seasonal food and you wish to receive a portion of our harvest. The following guidelines outline our shared commitments to that relationship.

### Picking Up Produce

You are responsible for picking up your produce from your selected pick up location.

1. Bring bags or boxes to take your produce home. Boxes are provided for CSA Members only.
2. Pick up within the time frame stated.
3. Be respectful of our property. At any time, kids, pets and equipment may be present at the garden locations.

If you cannot pick-up your produce, please make arrangements for someone to pick it up for you or discuss alternative times with Krista or Bonnie.

### Produce Safety

We take the safety of your food seriously. The Country Gardens is under FDA regulation. We are only allowed to “harvest” your produce, not “process”. This means that your produce has been trimmed and rinsed. While we take several steps to reduce the risk of microbial pathogens, there is always a risk associated with fresh produce. **PLEASE WASH ALL PRODUCE BEFORE EATING.**

### Communicating

The best way to communicate with us is via email or phone (call or text). We will respond as soon as possible, but please understand that we will most likely be in the garden or chasing kids.

We do maintain two email distribution lists: 1) current season CSA members, and 2) potential/past customers. You may opt to unsubscribe but these emails will contain information regarding schedule changes due to holidays, early sign-up discounts, special CSA member opportunities and availability of extra produce. To keep up to date with the garden activities, find recipes, get gardening advice, etc. read the newsletter and like us on Facebook.

### CSA Members

Community Supported Agriculture (CSA) is a relationship between our gardens and you as our customer. Rather than simply purchasing food, our customers become “members” of this CSA who receive a portion of the gardens’ harvest. Selling memberships in advance of the growing season reduces the burden of up-front costs for the gardens. Your membership fees provide us with money to purchase seed and equipment before the season starts, and we appreciate your commitment.

Our CSA runs for 18 weeks, from June through September. Members are responsible for showing up at the pick-up site of choice once a week to pick up your share. Depending on the time of the season, a share will typically include 7-12 items.

### Sharing in the Reward...

Our garden is primarily a CSA. When crops are especially abundant, we pack as much as possible into your share. However, we don’t want to overwhelm our members or deliver so much produce that it goes to waste. We will advertise any surplus for sale.

### Sharing in the Risk...

We promise to do our best to provide you with a bountiful share each week. The quantity of produce, however, may vary from week-to-week due to extreme weather, insects, or other production factors despite our best efforts. By joining our CSA, you are agreeing to share the risk of crop failure with us and other members. In the unlikely event of a total crop failure you will be reimbursed for the weeks that no produce is available.

Thank You!

Bonnie (208) 421-7309

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