

EST 2008

# SYNCHRONICITY — FARM —

FRESH  LOCAL

## Community Supported Agriculture Member Agreement

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## Member Agreement

Synchronicity Farm wish to provide you with fresh, local, seasonal food and you, the Member, wish to receive a portion of our harvest. This agreement outlines our shared commitments to that relationship.

### Farm Contact Information

**Farm Name:** Synchronicity Farm

**Address:** 632 Orara Way, Nana Glen NSW 2450

**Phone:** (02) 6654 3554

**Mobiles:** Josh 0411 846 000 Tomoko 0403 464 410

**Email:** [rawfood@synchronicityfarm.com](mailto:rawfood@synchronicityfarm.com)

### Member Contact Information

<b>Full Name:</b>	
Mobile:	Home Phone:
Email:	
<b>Home Address:</b>	
Street:	
Suburb:	Postcode:
<b>Mailing Address Same?:</b> Y    N    (If No, please add Mailing Address)	
<b>Mailing Address</b>	
Street or PO Box:	
Suburb:	Postcode:

## **Section 1. Introducing Our CSA Farm**

### **A. Becoming a Part of Our Farm**

Community Supported Agriculture (CSA) is a relationship between our farm and you as our customer. Rather than simply purchasing food, our customers become “members” of our CSA farm. The farm harvests a wide variety of organic food at its peak of readiness and divides the food into member shares which is a weekly portion of the farm’s harvest. Memberships are sold in advance of the growing season which helps to cover the cost of the seed, equipment and labour required.

The Synchronicity Farm CSA runs for 52 weeks, from 1st September each year. Members are responsible for showing up at the farm or at the designated pick up locations each week to collect your share of freshly harvested produce. You will receive your box which will be a seasonal combination of fruit, vegetables, herbs, honey and eggs. Detailed information regarding pick-up is discussed below in Section 3. Variety and quantity may vary as described below in Section 2.

### **B. Our Growing Practices**

The farm operates using exclusively organic farming practices. Organic produce is grown without using specific conventional pesticides, herbicides, fertilisers made with synthetic ingredients or sewage sludge, bioengineering, or ionising radiation.

Our plants are strong and resilient which increases their nutritional value. We brew compost teas, farm worms en masse, use compost, apply companion planting, cover crops, solarisation and mulching gardens to retain moisture in our soils and encourage the evolution of micro life to feed healthy root systems.

For more information about organic production please ask. We’d be happy to tell you more.

## **Section 2. Our Shared Commitments**

### **A. Sharing in the Reward of Crop Surplus**

Our farm is operating exclusively as a CSA farm and all our production is planned for the 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. When we observe that members have received enough of certain crops, we will handle the surplus by supporting members of our community in other ways.

We may experiment with new varieties of vegetables, fruits and herbs so that we can increase diversity. These crops will be distributed as equitably as possible and all CSA members will receive a sample of these new varieties.

### **B. Sharing in the Risk of Crop Failure**

We promise to do our best to provide you with a bountiful share each week. The quantity of produce however, may vary from season-to-season 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 crop failure, our procedure is as follows:

If only a small portion of crops fail, we compensate for the failed crops by filling your share with other crops grown on the farm that are ready for harvest at that time. We may cover for a crop loss by buying produce in from other local farmers with the same farming practice as our farm. This may not be a feasible option for all crops because of cost or widespread failure, however we are determined to please our customers and we will maintain our strong connections with the farming community locally.

### Section 3. Designated Pick Up Locations, Times & Operating Procedure

You are responsible for picking up your share each week from your selected drop site and time or we do deliveries every Saturday. Place a check mark next to the drop time or delivery option you would like to use from the list below. We will advise you of expanded options as we progress.

CHECK YOUR SELECTION ✓	Suburb	Drop Site	Address	Day	Time
	Nana Glen	PICKUP AT Synchronicity Farm	632 Orara Way, Nana Glen NSW 2450	Saturday	10.00am - 2.00pm
		DELIVERY TO YOUR HOUSE @ \$8.80 per week		Saturday	We will deliver (approx) between 12pm and 5pm

#### You are responsible for observing our drop site rules, which are as follows:

1. Return last week's empty box every week and help us be as sustainable as possible.
2. Pick up your share within the timeframe stated. Although we harvest and deliver high-quality produce to the site, it will decline quickly if not picked up in time.
3. Be respectful of any drop site host's property.
4. Follow any additional guidelines posted at your drop site.
5. If you cannot pick-up your share, you must arrange for someone else to pick it up for you. You are responsible for explaining the pick-up location and procedures to your substitute. Please notify us in advance if there will be someone else to collect your produce so we know to expect them.
6. If you wish to change your usual drop site and collection day or time, you must send an email to [rawfood@synchronicityfarm.com](mailto:rawfood@synchronicityfarm.com) or send a text message **at least 48 hours in advance** to 0411 846 000 or 0403 464 410.
7. Shares that are not retrieved within the pick-up time will be distributed to other families that require extra support. This is a charitable decision and also in line with our policy of minimising waste wherever possible.

We take the safety of your food seriously. For your added protection, wash all produce again before eating and put any cold products in the fridge and frozen products in the freezer as soon as possible.

## Section 4. Membership Options and Commencement Date

By selling Membership shares in advance of the growing season, this CSA provides the confidence and motivation for us as your farmer to prepare and grow the best and freshest food available. Your membership fees provide money to purchase seed and equipment before and during the season, and we appreciate your commitment and support. Place a check mark next to the share type and payment preference that suits you from the list below.

CHECK YOUR SELECTION ✓	Share Type	Share Size	Weekly Value
	Seasonal Fruit, Vegetable, Salad, Herbs and Eggs	Family Box - Delivered	\$84
	Seasonal Fruit, Vegetable, Salad, Herbs and Eggs	Family Box - Pickup	\$75
	Seasonal Fruit, Vegetable, Salad, Herbs and Eggs	Single Box - Delivered	\$54
	Seasonal Fruit, Vegetable, Salad, Herbs and Eggs	Single Box - Pickup	\$45

CHECK YOUR SELECTION ✓	Membership Preference	Share Size	OPTION 1 PICKUP Payment Amount	OPTION 2 DELIVERY Payment Amount	Payment Frequency	Box Collection
	Pay for my Annual Membership up front to receive a <b>20% discount.</b>	Family	\$3,120 <b>Save \$780</b>	\$3,494 <b>Save \$874</b>	Annual	52 Weeks
	Pay for my Annual Membership up front to receive a <b>20% discount.</b>	Single	\$1,872 <b>Save \$468</b>	\$2,246 <b>Save \$562</b>	Annual	52 Weeks
	Pay for my Seasonal (Quarterly) Membership up front	Family	\$900	\$1008	Quarterly	12 Weeks
	Pay for my Seasonal (Quarterly) Membership up front	Single	\$540	\$648	Quarterly	12 Weeks
	Pay for my Annual Membership in 12 instalments via Direct Debit	Family	\$325	\$364	Monthly	52 Weeks
	Pay for my Annual Membership in 12 instalments via Direct Debit	Single	\$195	\$234	Monthly	52 Weeks
	Pay for my Annual <b>half share</b> option in 12 instalments via Direct Debit	Half Family	\$162	\$182	Monthly	26 Weeks (Fortnightly)
	Pay for my Annual <b>half share</b> option in 12 instalments via Direct Debit	Half Single	\$97	\$117	Monthly	26 Weeks (Fortnightly)

## Section 5. Payment Methods

If you chose to pay the membership fee upfront for the year or for the season, please utilise one of the following payment options when you return your form;

- **Cash;** Must be provided in person and receipted at time of payment
- **Cheque;** Enclose a check for the total amount due, payable to Intellectual Vision Pty Ltd
- **Credit Card;** Call 0411846000 and we can process your payment over the phone
- **Electronic Funds Transfer** to:
  - Account Name: Intellectual Vision Pty Ltd
  - BSB: 082-551
  - Acct No: 16-785-0816
  - Payment Reference: Your Full Name
- **Direct Debit;** If you chose to pay the membership fee in instalments, we will send you the Direct Debit Service Agreement and the Direct Debit Authority Form prior to your commencement date.

## Section 6. Communicating with Us

The best way to communicate with us is via the following channels;

**Email:** [rawfood@synchronicityfarm.com](mailto:rawfood@synchronicityfarm.com)  
**Farm Phone:** (02) 6654 3554  
**Josh Mobile:** 0411 846 000  
**Tomoko Mobile:** 0403 464 410  
**Facebook Group:** <https://www.facebook.com/groups/SynchronicityFarmCSA/>

The best times to reach us are:

**Monday to Friday** 7.00am - 9.00am or 5.00pm - 7.00pm  
**Saturday** 7.00am - 5.00pm  
**Sunday** 5.00pm - 7.00pm

If you leave a message or email us we will seek to respond as soon as possible, but please understand that we spend most of our time in the field growing your food and not at our desk.

Please contact us regarding;

- Any questions you have
- Compliments and positive feedback about your food
- Photos and recipe's of the food you create using our organic produce
- Changes to your postal or email address
- Changes to your drop-site location
- Problems with your drop-site
- Dissatisfaction with your share.

We will communicate with you through the Facebook Group (above) and via email, phone or SMS. When you join as a member, you will be added to our distribution list. Please read your email from us. We depend on being able to communicate important information such as necessary changes to your distribution schedule, the harvest or to our farm events.

## Section 7. The Fine Print

### Indemnification and Hold Harmless

By signing this Agreement, the Member hereby releases, indemnifies and agrees to hold harmless Synchronicity Farm, its owners, agents and employees from any and all claims, damage and/or liability he or she might suffer from being on the Farm property, being at any of the CSA pick-up locations or from the purchase of a CSA membership, including but not limited to, the use or consumption of any food provided by the Farm.

### Farm Visit Release

With safety in mind, all members will be required to sign the Release upon your first visit to the farm. We regard your wellbeing to be of paramount importance and we will brief you regarding the operating guidelines when visiting the farm.

### Mediation

All claims and disputes arising under or relating to this Agreement are to be first submitted for mediation. Both parties shall equally share the mediator's fees. This provision may be enforced by any court of competent jurisdiction and the party seeking enforcement may seek all costs, fees, and expenses associated with enforcing this provision.

### Termination

If the Member violates any of the provisions of this Agreement, he or she will be considered to be in breach of contract and the Farm may terminate this Agreement.

If the Farm violates any of the provisions of this Agreement, the Farm will be considered in breach of contract, the Member may terminate the agreement.

### Acknowledgement

By signing below, I agree to purchase the membership share indicated in Section 4.

I understand that, although unlikely, the farm may change parts of this agreement related to production and distribution from time to time. I understand that the farm will notify me in writing via email in advance of any changes to this agreement.

I acknowledge that I have read, understand and agree to all the terms contained herein.

**Member Name (print):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Witnessed By - Name (print):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Witness Signature:** \_\_\_\_\_

## Section 8. Frequently Asked Questions

### How many families can Synchronicity Farm CSA support with a weekly organic food box?

As we expand the current size of our farming operation we are looking to grow and source food for 100 members who are as passionate about eating organic food as we are. To ensure our work in growing great food is truly sustainable, those people will become the core foundation members that make it all possible.

### Is there a Facebook Group for news and communication?

Yes, you can search for the name [Synchronicity Farm CSA](#) and then select 'JOIN' to be added to the group. We will continue to share information, images, details and opportunities related to CSA Members. We welcome collaboration, comments, feedback and your involvement in what we do.

### Can I change the contents of the box?

At this stage we are not set up to make individual changes to your box. Everyone receives a share of what we harvest that week. The good news is that as the seasons change, the variety and diversity in the box will also naturally change. Our objective is to provide a diverse range of products at all times. We would welcome any feedback related to quantities, things you particularly like or that you prefer less of which will inform future direction and box contents. That highlights the benefit of having a direct relationship with your farmer..... we really listen.

### What if I join the CSA late in the year?

For new members that want to join late in the year you can select one of the following options;

- Pay for an Annual Membership to receive the 20% discount, we will commence your year from the beginning of the closest season start date.
- Pay for a Seasonal (Quarterly) Membership which runs for 12 weeks per season and starts on the following dates each year;

July 1st	October 1st	January 1st	April 1st
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- Complete the Direct Debit Agreement and start at the beginning of any month you select.

### What happens to my share of the harvest when I go on holidays?

We understand that everyone needs a break sometimes. When you are going on holidays, you can choose one of the following options;

- Pause your membership (including both payments and box collection) Please notify us in writing with the Start and End Date of the period you want to pause your membership to the following email;  
[rawfood@synchronicityfarm.com](mailto:rawfood@synchronicityfarm.com)

<b>Holiday Start Date:</b>		<b>Holiday End Date:</b>	
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- Charge me as per normal and keep my membership running and I will opt to give a beautiful gift to a friend. Please notify us in writing of the Holiday Start and Holiday End Date of the period you are away and nominate another person who will collect your box while you are away or receive delivery to their house. We are sure they will appreciate your generous offer.

<b>My Holiday Start Date:</b>		<b>My Holiday End Date:</b>	
<b>Nominated Person</b> Full Name:	Email:	Mobile:	Home Phone:



**Do you offer home delivery or alternate delivery locations?**

Yes we do offer delivery to selected suburbs for \$5.00 each week. Please talk to us about this. Ideally, if you have a minimum group of 12 families that are all happy to collect their boxes from a central location in your area, please get in touch with us and we can see how we could coordinate a delivery on a weekly basis to suit your group.

**Is an annual membership (already paid up front) transferable to another person?**

Yes. If you chose to pay for your share up front and you wish to transfer your remaining membership to another person, please notify us in writing with the following details to [rawfood@synchronicityfarm.com](mailto:rawfood@synchronicityfarm.com) and we will make contact with them to make sure they know how it all works. We will simply transfer the membership into their name and then notify you that the transfer process is complete. *(It is your responsibility to arrange for the newly introduced Member to pay you directly for the remaining weeks in the year. We can send you an account statement outlining this information to make this easy to achieve)*

<b>Nominated Person</b> Full Name:	Email:	Mobile:	Home Phone:
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**Can I cancel my membership?**

If you have paid up front for the year or if you are paying your membership via monthly direct debit, simply provide 4 weeks notice in writing by email explaining your situation to [rawfood@synchronicityfarm.com](mailto:rawfood@synchronicityfarm.com) and we will cancel your membership. Members who paid up front will receive a refund for the remaining weeks. Direct Debited Members will expire 4 weeks from the notice period.

During that last 4 weeks you will still receive your box up until the end of the notice period. To help support the farm, if you can please introduce another member and share their details with us, we will be in touch to invite them.

<b>Cancelation Notification Date:</b> (Today)		<b>Final Box Delivery Date:</b> (4 weeks from Cancellation)	
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**What if I move regions altogether?**

We will be genuinely sorry to see you go however we hope that wherever you land, there will be another organic farmer to support you. Please see the answer above regarding options to Transfer Annual Memberships to another person and other alternatives for cancellation.

**If I have a question that is not answered here, who can I contact?**

For assistance with any questions, please call us on (02) 6654 3554 or send an email to [rawfood@synchronicityfarm.com](mailto:rawfood@synchronicityfarm.com) We will come back to you as quickly as possible.