



Community Supported Agriculture Member Agreement

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Member Agreement

Raw Food Hub will provide you with fresh, local, seasonal food and you, the Member, wish to receive a portion of our harvest each week. 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

Member Contact Information

Full Name:	
Mobile:	Home Phone:
Email:	
Home Address:	
Street:	
Suburb:	Postcode:
Mailing Address Same?: Y N (If No, please add Mailing Address)	
<u>Mailing Address</u>	
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 generous weekly portion of the farm’s harvest. Memberships are sold in advance.

The Raw Food Hub CSA runs for 52 weeks, throughout the year. Members can select delivery or collect their weekly box from the farm or at designated pick up locations each week.

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 operates primarily as a CSA farm and the majority of our production is planned for the CSA Members. When crops are especially abundant, we pack even more into your weekly box. 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 and for over 2 years we haven't experienced a crop failure. 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 below:

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
	Home Delivery	DELIVERY TO YOUR HOUSE for \$10		Thursday	We will deliver (approx) between 10am and 5pm
	Coffs Harbour	Pickup from Thursday Growers Markets	Harbour Drive, Coffs Harbour	Thursday	7am - 2pm

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 box within the timeframe stated. Although we harvest and deliver high-quality produce to the site, it can decline quickly due to heat if not picked up on time. (ideally please come early)
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 delivery time, you must send an email to 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. Although we do not use any chemicals in our farming practice, 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

ANNUAL COMMUNITY SUPPORTED AGRICULTURE MEMBERSHIP					
Share Size	Weekly Package Value	Food Box Frequency	Payment Options	Fee for Delivery Members	Fee for Pickup Members
Family Premium Large	\$150 / Week	52 Weeks	Annual Payment	\$8,320	\$7,800
			Monthly Payment	\$693	\$650
			Weekly Payment	\$160	\$150
Family Special	\$100 / Week	52 Weeks	Annual Payment	\$5,720	\$5,200
			Monthly Payment	\$477	\$433
			Weekly Payment	\$110	\$100
Single Premium	\$75 / Week	52 Weeks	Annual Payment	\$4,420	\$3,900
			Monthly Payment	\$368	\$325
			Weekly Payment	\$85	\$75
Single Special	\$50 / Week	52 Weeks	Annual Payment	\$3,120	\$2,600
			Monthly Payment	\$260	\$217
			Weekly Payment	\$60	\$50
Tasty Organic Sampler	\$25 / Week	52 Weeks	Annual Payment	\$1,820	\$1,300
			Monthly Payment	\$152	\$108
			Weekly Payment	\$35	\$25



Section 5. Payment Options

If you choose to pay the membership fee upfront for the year or for a 12 week season, please utilise one of the following payment options when you return your form;

1. **Credit Card**; For security and privacy, we will set you up in our online system. Once we receive your form, we will call you to make these arrangements.
2. **Electronic Funds Transfer** to:
Account Name: Raw Food Hub Pty Ltd
BSB: 082-551
Acct No: 90-434-5458
Payment Reference: Your Full Name

Section 6. Communicating with Us

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

Email: rawfood@synchronicityfarm.com
Farm Phone: (02) 6654 3554
Josh Mobile: 0411 846 000
Tomoko Mobile: 0403 464 410

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 7.00am - 5.00pm

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 Social Media 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, Raw Food Hub Pty Ltd and Synchronicity Farming Pty Ltd, 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 the Raw Food Hub CSA support with a weekly organic food box?

As we expand the current size of our farming operation we grow and source food for around 200 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 are the core foundation members that we will service.

Can I change the contents of the box?

Our system allows for you to add extra items to your Seasonal Box however the contents of the box cannot be removed. If you have special needs or can only eat certain items, you are welcome to talk to us about a customised order.

Every member receives a share of what we source and harvest that week. The good news is that as the seasons change and even on a weekly basis, 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 our 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?

Our CSA runs 52 weeks per year. You can join at any time.

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;

- a) Pause your membership. 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

Holiday Start Date:		Holiday End Date:	
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- b) Keep my membership running and I will opt to give my seasonal box to a friend while I am away. 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.

My Holiday Start Date:		My Holiday End Date:	
Nominated Person Full Name:	Email:	Mobile:	Home Phone:

Do you offer home delivery or alternate delivery locations?

Yes. We do offer delivery to many suburbs for \$10. 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 wish to transfer your remaining membership to another person, please notify us in writing with the following details to 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)*

Nominated Person Full Name:	Email:	Mobile:	Home Phone:
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Can I cancel my membership?

Yes. Simply provide 4 weeks notice in writing by email explaining your situation to rawfood@synchronicityfarm.com and we will cancel your membership. Outgoing Members will receive a refund for the remaining weeks.

During that last 4 weeks you will still receive your box up until the end of the 4 week notice period.

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 and email to rawfood@synchronicityfarm.com We will come back to you as quickly as possible.

