



CSA Membership Agreement

A Philosophy of CSA at Featherstone - Farming is a seasonal and unpredictable business. CSA members join with Jack and the crew in both the possible risks of farming (drought, pests, etc) but also the benefits (a bountiful season, complete transparency on the farm, relationship and community). At Featherstone we are as proactive as possible. By investing in irrigation systems, using good growing techniques that protect and nurture the harvest, and working in a variety of fields throughout a five mile radius of the farm, we lay the foundation for strong biodiversity and an "insurance" policy with our crops. As a CSA member, you will receive 21 weeks worth of produce, generally containing 7-10 different crops a week. In 17 years of CSA production, Featherstone has only missed one box delivery, when devastating floods hit our fields.

Payments - We use a web-based software program called Small Farm Central to help manage the financial interactions between our customers and our farm. Featherstone CSA members have [online access](#) to their own accounts from which members can view/edit their contact information, current subscription options, put their box on a vacation hold, view their current account balance and history, and view directions and instructions for their pick-up location. We accept standard checks and electronic payments via Dwolla. There is a 3% service fee for credit card payments. If you would like to pay in 4 installments (payment due once a month at the beginning of the month) you may do so free of interest. **Checks can be sent to our address: 43090 City Park Rd., Rushford, MN 55971**

Farm Administration Fee (Cancellation Policy) - Cancellations will be subject to a cancellation fee equal to 2 CSA boxes worth of produce (value based on your selected share). Cancellations made during the last month of the season will not be refunded. CSA customers are always welcome to find someone to assume their share.

Subscription Benefits - Summer and Winter shareholders have access to our website's recipes, as well as weekly or bi-weekly videos and articles by Jack and others keeping you up to date with what's going on at the farm. Each box will contain a crops listing with ideas on preparation and preservation of each crop. You will also receive a complimentary seasonal membership with our partner [Local Thyme](#) - a CSA menu planning service - which gives you three recipes each week using all the produce in your box (plus access to loads of recipes on their website). There are 2 CSA member-only events per year, which we encourage you and your family to attend. Plan on coming down for our Open House & Plant Sale in May or our Strawberry Social in June, or both! You can also follow us on Facebook, Twitter, and Pinterest.

Communication - By agreeing to join our CSA, you are also agreeing to open and read email communications from us including: E-newsletters with crops and general communications, payment due emails; all billing issues regarding your account will be emailed to you, including start ups and account suspension. You may also receive specific emails announcing important changes regarding a change in a crop we have packed or something similar. Please read our emails as soon as you see them. *Please add csa@featherstonefarm.com to your address book to protect our communications from spam filters.*

Box Pick Up Etiquette and Information - The Featherstone CSA program relies heavily on public and private pick-up sites throughout the Metro area, Rochester and Winona. Our hosts are doing us all a big favor by housing our boxes and we appreciate the healthy partnership with them. In order to cultivate and maintain this branch of our three legged stool (farmer/member/host) we ask everyone to please observe the following rules:

- Please observe the pick-up times carefully. Do not arrange or coordinate pick-up outside the hours of your pick-up site. Doors may be locked or hosts gone during other times.
- Do not take a box if your name is not on the distribution list. Instead, contact the office at 507.864.2400 to find a solution and understand why you do not see your name.
- Please leave your empty box in the provided container at the pick-up site. Do not leave it elsewhere to be unintentionally thrown away.
- We are not responsible for anything that happens to your box after hours of pickup.
- Please understand that if your box is not claimed by the end of the time window for your pick-up site, your box will be used or donated by the drop site hosts. If the pick-up site is attended, we will do our best to donate any leftover boxes to a local food shelf or other charitable organization.

If you are on vacation or cannot pick up your box:

*Have a friend pick up your box for you - Make sure they know the basics of pickup at your location (where to find the box, how to identify the correct box size, how to check your name off the list, and to bring back empty boxes, if possible). You don't need to let us know if a friend will be picking up your box for you.

*Donate your box to a food shelf - If you would like to donate your box, please sign in to your account and make the changes from there. You must make any changes no later than 11:00 am, 2 business days prior to your delivery day. The system will not allow you to change drop sites after this time, nor can our office team accommodate these changes.

Please note that you will not be able to switch to pick-up sites that are shown as waitlisted, as they are at capacity and cannot receive more boxes.



FAQs for:

[Becoming a CSA member](#)

[Current CSA members](#)

[Visiting the farm](#)

[Box delivery and pick-up sites](#)

*Reschedule your box delivery for the week - If there is another scheduled delivery that would work for you in lieu of your regular one, you can pick up at that location (assuming it is not waitlisted). You can do this by signing in to [your account](#) and changing your drop site before 11:00am two business days before your delivery day. If you're not able to pick up your box, but don't know it until less than 48 hours ahead of time, the best option is to have a friend, family member or co-worker pick up your box for you.