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Cancellation Policy

Vendor Schedule Management

Vendors are responsible for keeping track of their own dates. Vendors can access their assigned dates at any time via their [Manage My Market](#) account. Vendors who were approved for a date, assigned a space, and then don’t show up because they didn’t check their schedule are **not** eligible for a refund for the missed Market.

Weather-Related Cancellations

Nourish Knoxville’s Markets are held **rain or shine**. Vendors canceling due to weather, such as rain, will not be eligible for a refund.

If the weather at Market or the Market site itself is too dangerous to host the Market, Nourish Knoxville Staff will cancel the Market, notify Vendors, and issue necessary refunds for the date.

Similarly, if conditions at your home/property and/or conditions on the way to Market from their home/property are too dangerous to attend the Market, the Vendor should notify Nourish Knoxville via text at (865) 805-8687 or email at markets@nourishknoxville.org that they are unable to attend Market due to unsafe conditions. **Refunds for these types of cancellations are at the discretion of Nourish Knoxville, must be requested, and are not guaranteed.**

**** Important note: Agriculture Vendors suffering from weather-related season delays or from a season that ends prematurely due to external causes will be allowed 2 (two) buffer credits in which the Agriculture Vendor can cancel less than a week in advance and be credited/refunded the booth fees for up to 2 (two) scheduled Markets. ****

Schedule-Change Cancellations

Cancellations for an assigned Market date must be made **in writing** at least **one week** in advance of the Market date being canceled to request a refund. Example: You are scheduled for a Market on Saturday, May 9th, but can no longer attend. You must email us no later than 11:59 pm ET on Saturday, May 2nd, to be able to request and be eligible for a refund/credit.

**** Important note: Vendors who cancel a large number of their originally approved and scheduled dates or who rearrange/swap a large number of their originally approved and scheduled dates may lose their permanent booth space (if they have one) or be removed from the Market entirely and added back on a date-by-date basis (booth space not guaranteed) until the Vendor's schedule stabilizes. ****

Family Emergencies/Health/Business-Failure Cancellations

Vendor cancellations of Market dates due to health, vehicle/equipment failure, business failure, or other extraordinary circumstances will be taken into consideration regarding any fees due.

Please specify the nature of the emergency when making this type of cancellation, and whether you are requesting a refund.

All cancellations must be made in writing via email to markets@nourishknoxville.org or by text to (865) 805-8687.

Verbal cancellations are not accepted as official cancellations.

No-Shows

A Vendor who is assigned for a date, does not cancel the date in writing (via text or email), and then does not show up is considered a no-show. Any Vendor who is a no-show will receive an infraction (please see the [Infraction Policy](#) section of this Vendor Handbook for more details), will be responsible for the booth fee, and will receive an email regarding the missed Market. The no-show Vendor must respond to the email within 48 hours expressing their interest in remaining at the Market and take care of any/all outstanding fees resulting from their no-show to return to Market for their next scheduled date or risk having their application withdrawn from the Market and removed from all future booth assignments.

Nourish Knoxville's Vendor Handbook (2026-2027): Cancellation Policy

Vendor cancellations of Market dates due to health, vehicle/equipment failure, business failure, or other extraordinary circumstances will be taken into consideration regarding any fees due.

Refund Policy

Refunds for booths fees are at the discretion of Nourish Knoxville, must be requested, and are not guaranteed.

Refunds must be requested in writing by email (markets@nourishknoxville.org) or by text (865-805-8687) for all eligible cancellations.

Nourish Knoxville reserves the right to amend the cancellation policy at any time.