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Infraction Policy

The goal of Nourish Knoxville's Vendor Handbook is to set clear expectations for the conduct of Vendors (employees, agents, and/or other persons working for, or with, the Vendor to operate their booth) and Markets Staff, so we can cooperate to achieve safe, consistent, and enjoyable Markets.

***** Important note:** *Vendors are responsible for the actions of all employees, agents, and/or other persons working for, or with, the Vendor. ****

Any Vendor, their employees, agents, and/or other persons working for, or with, the Vendor who is found in violation of the policies outlined in Nourish Knoxville's Vendor Handbook, **as judged by Nourish Knoxville Staff**, will be subject to the following disciplinary process:

At Nourish Knoxville's discretion, an **Infraction Warning Email** may be issued prior to the 1st violation for minor or first-time issues, or when Staff determines that a warning is appropriate based on the severity and circumstances of the violation.

- Infraction Warning (if applicable) - Email notification outlining the concern and expectations for correction.
- 1st violation - Email notification.
- 2nd violation - Email notification.
- 3rd violation - Email notification and a \$25.00 fine. **The Vendor cannot participate in Market until the fine is paid.**
- 4th violation - Email notification and a \$25.00 fine. **The Vendor cannot participate in Market until the fine is paid.**
- 5th violation - Email notification and a \$25.00 fine. **Vendor will be removed from all future Market dates and will not be permitted to return until their fine(s) are paid and their performance is reviewed by Nourish Knoxville.** Nourish Knoxville has the right to terminate the Vendor's attendance at the Market for the remainder of the season if deemed necessary

All fines must be paid before the Vendor's next scheduled Market. If the fines are not paid or arrangements haven't been made with Nourish Knoxville Staff before the Vendor's next scheduled Market, the Vendor may be removed from all future booth assignments.

Nourish Knoxville reserves the right remove a Vendor from Market at any time, regardless of the number of infractions received if the Vendor is blatantly and knowingly violating Nourish Knoxville's policies or abusing the infraction system – example: a Vendor who is intentionally running up infractions late in the calendar year knowing there aren't enough dates left to accrue a 3rd, 4th, or 5th infraction, may be removed before reaching their 5th infraction.

Nourish Knoxville maintains a single infraction ledger, spanning **all** our Markets, from April 1 – March 31 of the following year. The infraction ledger is reset each year on April 1.

Appealing an Infraction

If a Vendor believes an infraction was issued in error or unfairly, they may submit an appeal within **one week** of receiving the infraction notice.

To appeal:

1. Forward your infraction notice to markets@nourishknoxville.org, copying zoe@nourishknoxville.org.
2. Include a brief explanation outlining why you believe the infraction was unjustified.
3. Include any relevant documentation or context that supports your appeal, if applicable.

Appeals will be reviewed by Nourish Knoxville Staff, and a decision will be communicated within one week of receipt.