



CSA Member Handbook, updated 12/24/23

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Introducing Our CSA Farm

Becoming a Part of Winterfell Acres

Community Supported Agriculture (CSA) is a relationship between our farm and you as our customer. Rather than simply purchasing food at a store or market, by becoming members of Winterfell Acres, you receive a portion of the farm's harvest, invest in your local agricultural economy, begin to know the land where your food is grown, and have the opportunity to come visit the farm.

Our CSA has several share types and runs May through December (depending on share type/length). Members are responsible for showing up at their pick-up site on Tuesdays each week to pick up their share of freshly harvested produce.

By signing up for our CSA in the spring, you will receive weekly boxes of organic vegetables, herbs and occasionally fruit throughout the growing season of whatever is ready to harvest from our fields, high tunnel and greenhouse.

Our organic produce is harvested and washed by hand every Monday.

CSA boxes are delivered to local pick-up sites on Tuesday afternoons (May through December depending on which share types you choose).

In general, we try to fit in at least 4 staples each week plus extra items (6-12 total each week depending on share type):

- **leafy crop** (salad mix, head lettuce, spinach, arugula, kale, etc.)
- **allium crop** (scallions, onions, leeks, garlic, etc.)
- **root crop** (beets, potatoes, carrots, etc.)
- **quick snack crop** (peas, carrots, radishes, peppers, etc.).
- The rest of the weekly items are dependent on our wonderful, Wisconsin weather!

Benefits of Joining Our Farm

- Organic, nutrient-dense vegetable, herbs and occasionally fruit grown with love!
- Fantastic and farm-y weekly newsletters and CSA-tailored recipes by Farmer Beth ([see an example here](#))
- Free annual access to our [Member's Area](#) that included over a decade of CSA recipes, access to our monthly live chats and you-pick fruit scheduling
- Access to our [Online Farmer's Market](#) with CSA member retail pricing all year, delivered right to your community CSA pick up site.
- [On-farm events](#) exclusively for CSA members. Some examples from previous years include work days, tomato tasting, farm tours and a harvest party!
- 10% discount on our [on-farm workshops](#)

Our Growing Practices

Winterfell Acres has been USDA Certified Organic since 2015, endorsed by FairShare CSA Coalition since 2015 and has been Real Organic Project certified since 2021. We take great care in stewarding our land and in building our soil. Organic produce is grown without chemical pesticides, fertilizers or herbicides; GMO or bioengineered seeds and plants are also prohibited. Each year, our Midwest Organic Services Association (MOSA) and Real Organic Project inspectors visits our farm to ensure that we are complying with the National Organic Program regulations. For more information about our growing practices, please contact us as we are strong believers in transparency and are happy to talk with you.

Products We Expect Every Year

Month Harvested	Partial List of Expected Crops
May-July	Asparagus, beets, broccoli, cabbage, bok choy, chard, green garlic, herbs, mesclun lettuce mix, kale, kohlrabi, green onions, radishes, spinach, scallions, salad turnips and more
August-September	Beets, beans, carrots, chard, celery, herbs, garlic, sweet corn, cucumbers, fennel, lettuce, kale, kohlrabi, melons, fresh onions, peppers, potatoes, summer squash, tomatoes and more
October-December	Beets, broccoli, Brussels sprouts, cabbage, carrots, cauliflower, celery, chard, garlic, herbs, lettuce, leeks, storage onions, shallots, parsnips, peppers, potatoes, radishes, rutabaga, spinach, sweet potatoes, salad turnips, winter squash and more
Specialty Crops from our Greenhouse (year-round)	Chard, cucumbers, celery, herbs, edible flowers, ginger, figs, kiwi, lemon grass, lemons, limes, mesclun lettuce mix, passionfruit, scallions, seedless grapes, tomatoes, turmeric (and more tropicals that have yet to fruit like avocados, bananas, papaya, dragonfruit and clementines)
Fruit (June-September; occasionally added to CSA shares but mostly offered as an add-on through our Online Farmer's Market)	Apples, quince, pears, cherries, peaches, plums, persimmons, apricots, strawberries, blackberries, hazelnuts, raspberries, blueberries, gooseberries, honeyberries, black and red currants. rhubarb

Our Shared Commitments

Sharing in the Reward of Crop Surplus

In addition to our CSA, our farm sells to restaurants, institutions, food pantries and local delivery companies. Although production of our wholesale crops is not separate, our CSA receives priority. After filling our CSA shares with the week's harvest first, the remainder is sold to our other markets. When production of our CSA-only 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 feel that members have received enough of certain crops, we handle the surplus by offering it on our weekly availability to our wholesale buyers. This allows us to select a consistently full and diverse share for our CSA members while avoiding over-delivering any one product.

Sharing in the Risk of Crop Failure

We promise to do our best to provide you with a bountiful share each week. However, the quantity of produce may vary from week to week and season to season due to weather variability, insects, disease or other production factors despite our best efforts. Weekly shares will vary somewhat in size and value, but we always strive to average it out to be above market value at the end of each season. 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 will 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 in from other local organic farmers, although this may not be a feasible option for all crops because of cost or widespread failure. This would all be communicated about via email and text. (This has never happened in the 10 years we have been in operation).
- If a large portion of crops fail, we may not be able to deliver any product for a week or two and will communicate this to members as soon as possible via email and text (again, this has never happened in the 10 years we have been in operation). In the case that we need to cancel a weekly share, we will do our best to make up for that missed box at the end of the season (likely by adding on an extra week to the season). We will try our best to communicate openly and clearly with our membership during challenging times. Every year varies considerably and your box will reflect the growing conditions of the season. We take proactive steps (pest control, irrigation measures, risk management) to ensure that we deliver a quality share each week, but we want to lay out clear expectations in regards to the uncertainties of farming.

Refund/Cancellation Policy

In the CSA model, members are seen as active farm partners and integral to the success of the farm. Members may cancel their subscription at any time; however, we cannot offer refunds for shares after **2 weeks prior to the first delivery day**. Once you join our CSA, you are committing to the entire CSA season type that you signed up for. We can offer a gift certificate for the amount of your remaining shares, which you are welcome to give as a gift (or the farm can help by gifting your share to a family in need).

Fall Share addendum:

Fall share refunds cannot be obtained within 8 weeks prior to the first delivery date. Inside of 8 weeks, we can donate your share to a family in need in the Madison area, or you can redeem the value of the share in credit towards future shares, or in other goods and services from Winterfell Acres (workshops, whole chickens, etc.).

Vacation Rescheduling

We know summer can be a time for vacationing, so in order to accommodate this we allow up to two rescheduled pick-ups during the 18-week summer CSA season. For other shoulder season share types (spring or fall CSAs, for example), we expect you to pick up every share unless you communicated with us via email prior to signing up about missing a share or needing to pick up at a later date. You can cancel your box and receive an equal amount of produce on a following delivery date of your choosing (this means you will receive two boxes the week you choose). Email the farm to schedule any expected vacations or missed pick ups so we can coordinate appropriately. Also, please consider asking a friend or family member to pick up your CSA share instead- they might love it!

Picking Up Your CSA Share

You are responsible for picking up your share each week from your pickup site. If you cannot pick up your share, you must arrange for someone else to pick it up for you and you are responsible for explaining the pickup location and procedures to your substitute. If you wish to change your pickup site, please contact us and we will handle it on a case-by-case basis, as some of our pickup sites may not have space for additional shares. Shares that are not retrieved within **24 hours after the normal pick up times** will be donated to the pickup site host, a neighbor or a local food pantry. If you will be running late or forgot to pick up, please contact the farm so we can let the site host know to hold your share for longer than the usual 24 hour hold period.

You are responsible for observing our pickup site rules:

- Initial by your name on the member list before you leave with your produce.
- The plastic boxes nest into one another to save space, please nest the empty boxes in a neat stack.
- Pick up your share within the time frame stated. Although we deliver high-quality, chilled produce to the site, it will decline in the summer heat if not picked up the same day as delivery.
- Be respectful of our pickup site hosts property.
- Read the pre-season email outlining the pick-up procedure for your particular site.
- Follow additional rules posted at your pickup site.

We take the safety of your food seriously. We do our best to provide washed and clean produce and store it in a cooler to keep it fresh to ensure a long shelf life. Wash your

produce before eating.

Communicating with Us

The best way to communicate with Farmer Beth is via email (winterfellacres@gmail.com) or phone (text or call), if needed (608-628-7504). We will do our best to respond as soon as possible but please understand that we spend most of our work time in the field growing your food and not at our desk. Please contact us with any news of the following: changes to your mailing or email address, changes to your pickup site location, problems with your pickup site or issues with your share.

We will communicate with you primarily by email. When you sign up, you will be added to our email list. Please read your email from us as we depend on being able to communicate important information such as necessary changes to our pick up schedule, special notices or for our farm events. Every week we will email a newsletter giving you information about the crops available that week, along with recipe ideas and other farm-related news. Please contact us if you have not been receiving the weekly email newsletter.