

Important Pickup Information

The Alstede Farms CSA Team and Staff work hard to make sure that you get the most out of your CSA shares, and receive the best quality produce and customer service that we have to offer. We want your experience to be a positive one, and would like to provide you with as much information as possible prior to your first pickup.

Here are some of the things that you can expect when picking up your shares for the first time:

Picking Up Your Share at Our Farm Store in Chester:

When is my share available for pickup? CSA distribution begins at 2 PM on Tuesday, Wednesday, or Thursday each week, and runs until 7 PM.

Where should I go to pick up my share? Tuesday and Thursday, The CSA distribution will take place right at the front of our Farm Store, in our new and improved CSA distribution area! **(See website for updated photos, prior to the first week of CSA)**
Wednesday CSA Distribution will take place inside the Farm Store.

Is there parking available for CSA members? You are welcome to park in any of the spaces located all around our Farm Store, as well as anywhere in our secondary parking lots. Our staff will gladly help you bring your share to your car, as well! You will also find reserved “CSA Members Only Parking” on CSA distribution days!

What should I bring with me on distribution days?

Your CSA Membership Card – This will help our staff to become familiar with your name and speed up the pickup process.

Recycled boxes and containers – We welcome you to return your empty CSA boxes and plastic containers to us each week. Please feel free to drop them off when you pick up your share on distribution days, or if you remember on a different day of the week as well.

Corporate Chapter Members: Since the details at each of our corporate locations vary so greatly, you will receive the full details on pickup procedures for your chapter via email the week before the start of the CSA season.



What to Expect When Picking Up at a Local Chapter

Each chapter pickup location is unique, since they are hosted by local residents, but many of the pickup details are the same throughout all of our locations. Here you will find a helpful list of details and procedures for picking up at your chapter location.

How do I know when to pick up my share? Prior to the start of the CSA season, you will receive an email containing the contact information for your chapter host, as well as the confirmed delivery and pickup times. These emails will be sent to you by Sunday, April 22nd.

What if I accidentally delete my reminder email? Feel free to check our website for the up-to-date pickup times for your chapter location.

Visit: <http://alstedefarms.com/highlands-harvest-csa/csa-pickup-times-and-locations/> and choose your day of the week in the tabs on that page.

What do I need to bring with me? Once the season starts, feel free to bring your CSA boxes from the previous weeks. Help us keep New Jersey green by reusing your CSA share boxes!

What do I do when I arrive? At your pickup location, there will be a list with your name and share size* on it. Locate your name on this list, confirm your share size, and cross your name off the list. Then grab your share and take it home and enjoy. It's that simple! J *Please see our "Which CSA Box is Mine?" section in this book to confirm that you will be taking the correct box.

A Quick Note Regarding Chapter Pickup Etiquette:

Please be considerate of your chapter hosts and fellow chapter members when picking up your share each week.

Please park only in the driveway or on the street. Be careful not to block traffic or park on anyone else's lawn or driveway.

Please pickup your share during the designated pickup time listed on our website, unless you have made previous arrangements with your chapter host personally.

Please refrain from going through other members' shares and their contents before taking your share home. If you are not satisfied with an item in your share, please do not take one from a different box. Please contact maggie@alstedefarms.com or call Maggie at (908) 879-7189 and she will be happy to help. **Please see the "Our Quality and Satisfaction Guarantee" section for more information.



Which CSA Box Is Mine?

This guide will help you to correctly identify which share is yours on the first pickup day. If you plan on sending a friend or relative to pick up your share throughout the season, please make sure that they have reviewed the differences in our CSA boxes.

Full Share Boxes



(SIDE VIEW)

(FRONT VIEW)



Full share boxes are our largest share boxes, easily identified by the “1 1/9 BUSHEL” written on the side of the box.

Half Share Boxes



(FRONT VIEW)

The appearance of the box is subject to change, the size will remain the same

(SIDE VIEW)



Please note that the side of the half share box has "CSA 1/2 Share" OR "1/2 Bushel By Volume" written on one side. The Half and Personal Share designs can appear very similar, so please double check that you are picking up the correct size share. Thank you!

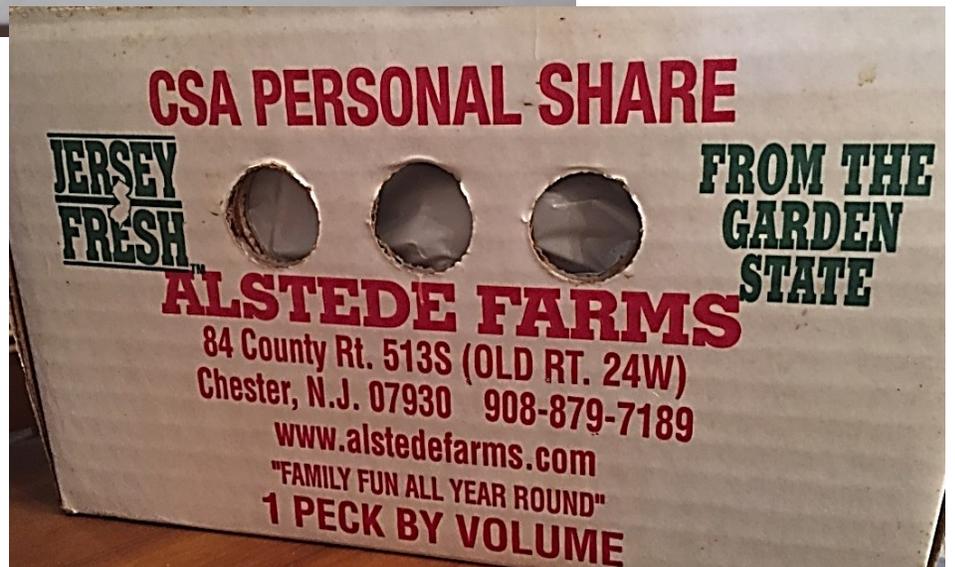
Essential Harvest Boxes



(FRONT VIEW)

(SIDE VIEW)

The appearance of the box is subject to change, the size will remain the same



Please note that the personal share box has our Freshly Inspired logo on the front, and says the words "CSA Personal Share" OR "1 PECK BY VOLUME" on the side. The Half and Personal Share designs can appear very similar, so please double check that you are picking up the correct size share.

Thank you!

Our Vacation & Rescheduling Policy

Going Out of Town? Running Late After Work? Don't Sweat it!

The Alstede Farms CSA Program offers a great deal of flexibility regarding vacations and schedule changes. Please review the list below of the many scheduling options that we have to offer to our members throughout the season.

****Please Note:** ALL scheduling changes MUST be communicated directly to our CSA staff by phone or in person at our farm store 48 hours prior to your delivery/pickup day. Requests submitted via email cannot be guaranteed.

Free Options:

Have a friend, neighbor, coworker, or family member pick up your share for you. This does not require advance notice or an admin fee. All they need to do is provide your last name at the pickup location, and they will be able to receive your share that week. (Please be sure to clarify which share size is the correct one, to help avoid confusion at the time of pickup.)

Donate your share to the food pantry. We work directly with a local food pantry to donate left over shares each week. If you would like to add your share to their donation while you are away, please call us and let us know. (Any leftover shares that are not picked up each day are automatically donated by noon the following day, unless you make arrangements with our staff prior to that time.)

Other Options (Require a \$7 Administrative Fee)

Change your market pickup day from one day of the week to another. (Tuesday to Thursday, for example.) This can be done for one week, or for multiple weeks, depending on what is convenient for you.

Change your pickup location for one or more weeks. (Pick up at one of our convenient chapter locations near your home, instead of at your office, for instance.)

While you are away, you can skip your share delivery and double up the follow week or weeks. If you skip Week 5, for example, you would then pick up TWO of your normal size share when you return for Week 6 pickup.

All changes to your pickup day, time, or location MUST be communicated 48 hours in advance, by phone. Please call (908) 879-7189 to speak with a member of our team.

Our Quality and Satisfaction Guarantee

The Alstede Farms CSA Team is committed to making sure that you get the most out of your membership, all season long. We work hard to insure that you receive the highest quality produce possible. To that end, if there is ever anything wrong with an item in your share, or if anything is ever missing from the box, please let us know. We will gladly send you replacement items the following week, or have them available at our farm store or one of our local Farmer's Markets for pickup.



If you have a problem, question or concern, please don't hesitate to let us know so that we can make it right! Your Satisfaction Is Our Priority!

Email: maggie@alstedefarms.com Phone: (908) 879-7189



Have a question about how to use an item in this week's share? Our website has a complete index of all of our recipes; you can even search by keyword! Still not sure how to prepare an item, or looking for a special recipe? Email jenn@alstedefarms.com and our resident culinary expert, Jennifer Borealo, will help you find the information you need.

Looking for a new and exciting recipe? Want to talk to other CSA members about your share? Join our Freshly Inspired CSA Members Only Group on Facebook! We'd love to hear from you!

Important Resources:

Contact Information-

Maggie Callahan – CSA Manager

maggie@alstedefarms.com

(908) 879-7189

P.O. Box 278

Chester, NJ 07930

Links to Remember:

Our CSA Members-Only Facebook

Group:

Search for “Freshly Inspired CSA Members Only” to join.

Our Website:

www.alstedefarms.com

Pickup Locations and Times:

<http://alstedefarms.com/highlands-harvest-csa/csa-pickup-times-and-locations/>

Recipe Index:

<http://alstedefarms.com/all-recipes/>

Weekly Contents and Recipes:

<http://alstedefarms.com/weekly-content-letters-and-recipes-2017/>

Important CSA Updates and Reminders:

<http://alstedefarms.com/highlands-harvest-csa/important-csa-reminders/>

Our e-Store:

www.alstedefarmsstore.com

