

118 Chlalan Duenas
Yigo, GU 96929
Tel: (671) 647-0100 Fax: (671) 647-1010
farmtotableguam.org
Funded by ANA Grant # 90NE0007-01-00



CSA SUBSCRIPTION FAQs

What does CSA mean?

- Community Supported Agriculture (CSA) is a partnership between farms and consumers.
- CSAs support healthy, *farm to table* eating by owning a share of the participating farm(s) harvest.
- The harvest is then distributed into boxes and made available for pickup weekly for a four week subscription.

What is in a box?

It's a surprise! You never know what you're going to get, as it depends on season and availability. For the large boxes, you will typically receive at least one variety of each of the following: greens, vegetables, fruit, herbs, citrus and occasionally local eggs. For the smaller box, you can expect to see mostly greens and sometimes fruit. This box is best for salads, juicing and smoothies.

Given an average harvest, our boxes provide enough produce to feed 2-4 people. The value of the produce is often times more than if you were to purchase it at farmers' market price. Contents depend on season and availability.

Please Note: Harvest depends on weather conditions.

Will I know ahead of time what will be in the box for that week?

No. You will receive a list of contents with your box.

Where is the produce coming from?

In our efforts to support local agriculture, we ensure the produce is grown on local farms and sometimes from farms located on our sister islands such as Saipan or Rota. We try to conduct site visits to ensure our farmers are using ethical practices to grow their crops. A list of our farmers is located on our website.

Is everything organic?

No. However, we have included farmers we deem are reliably applying sustainable and natural farming practices. We are working to ensure that all of our farmer partners have been, or are in the process of being, certified by the Department of Agriculture as Bona Fide farmers.

How far in advance do I need to fill out an application before the first box delivery?

The application and payment must be submitted by Friday at 5:00 p.m. in order to pick up the following week.

Since we no longer operate by subscription periods, you may sign up at any time. Example: If you sign up on Friday the 1st, you will pick up your first box on Tuesday the 5th.

Do I pay when I place the order or at pick-up?

Full payment must be submitted with the application. We accept credit/debit card on our website or cash/check at our office. You must pay by Friday at 5:00 p.m. before your first pick-up Tuesday.

What is the membership fee?

The "Small Share" is \$140 and the "Large Share" is \$200. This covers four weeks. Delivery is an additional charge.

Are there any additional fees?

Just delivery.

Do we need a Paypal account to sign up?

No. You can sign up as a guest.

How does the auto-renewal work via PayPal?

- All who subscribed using PayPal via our website also agree to our auto-renew service. After 30 days of your first payment, PayPal will automatically deduct another payment to continue your subscription for another 4 weeks.
- This will continue until you choose to cancel the subscription or PayPal is unable to receive the funds.

What is the cancellation policy?

Once you have submitted payment, there are no cancellations. If you wish not to renew, you can cancel your membership at any time.

How do I cancel auto-renew?

You can cancel your membership via PayPal or on our website. [To unsubscribe, click here.](#)

After you have submitted payment, you are covered for four weeks. You can cancel your membership at any time after that before 30 days of your first payment. Otherwise, you will automatically be charged the same amount.

I'm going off island for a couple weeks. Can I put a hold on my membership?

You cannot put your recurring payments on hold via PayPal, however you can place a hold by contacting our office to coordinate.

What is the refund policy?

There are no refunds.

Are there different size boxes?

Yes. We offer a small share and a large share.

Can I choose what produce I receive?

No. Every box will include the same produce, due to what's in season.

How often do I pick up my box?

You have the option of choosing weekly or bi-weekly (every other week) subscriptions.

Where can I pick up my box?

1. Agana – across post office next to Plaza de Espana
2. Yigo - The office of Farm to Table-Guam, off of Marine Dr. next to Hills Market

When can I pick up my box?

Tuesday evenings between 4:30 p.m. and 7:00 p.m.

What if I can't pick up my box at that time or I forget?

You forfeit your share. The produce will most likely be donated to a family in need.

If I can't pick up my box, can I send someone else?

Yes. On the member application, you can designate other people authorized to pick-up your share.

What if I will be off island during the scheduled pickup time?

You can designate authorized individuals to pick up your share or you can place a hold by contacting our office.

Do we receive reusable boxes or bags?

Yes, we use reusable crates. We ask that you return your crate at next pick-up/delivery.

If some of the produce is wilted or bad, will it be replaced at no fee?

All produce is inspected prior to pick up, ensuring the highest quality. If you feel the produce is lacking quality, please call 647-0100 or email info@farmtotableguam.org. We will replace the item.

What if I don't know how to use (or recognize) an item?

On our website, we have a produce database with preparation, storage, cooking, and nutritional information for many items. Included are links to recipes on Pinterest. We also provide printed recipes during your first week and then a recipe each month.

What is a bonus item?

Occasionally we have a minimal amount of a certain item and we share it amongst our members. It's not always enough to create a whole meal, however we want our members to at least receive a sample size.

Do I have to wash the produce?

All of the produce has been washed. However, giving it an additional wash at home is recommended. Because the harvest is going straight from the farm to the kitchen, there may be a few 'friends' of the farm that have tagged along.

If I want more of a particular item, can I buy more?

Depends on the farmer. First, visit the Farmer Profile on our website to see if their contact information is listed. If not, send us your request at info@farmtotableguam.org. We also occasionally have extra produce for sale at our pick up sites. We often sell extra produce at the Mangilao Night Market on Thursday's.

Do you accept credit/debit cards?

Yes – via PayPal on farmtotableguam.org or at our office upon request.

Do you accept checks?

Yes. Please make all checks out to Farm to Table Guam Corp. Please note: there will be a \$25 fee for checks returned for any reason.

Do you accept WIC vouchers, Quest Card, or SNAP?

Not at this time. We are currently in the process of acquiring the proper mechanisms in order to do so.

If I am a farmer and want to sell my produce to the CSA, how do I get involved?

Contact 647-0100 or email info@farmtotableguam.org