



## COLLEGETOWN FARM CSA FAQ

### What does "CSA" mean?

CSA stands for Community Supported Agriculture. When you join as a member of our CSA program you're making a commitment to local agriculture by sharing the risks and rewards of the farming season with us. Each week we'll prepare a box of seasonal produce grown by farmers. By prepaying for your fresh food, you're helping us cover the cost of seeds and supplies we need to continue growing. Our CSA members are rewarded with the best we have to offer!

### Why should I join a CSA?

CSA's are partnerships that benefit both farmers and you. In return for your early-season commitment to the farm you'll have access to highly nutritious and delicious food that is grown without GMOs and chemicals. You'll have the benefit of eating what's in season and a variety that you may not find in grocery stores. Please chat with our farmers and market manager to learn more about your food and ways to store, eat and share our food.

### Is my food organic?

Truly Living Well food is [Certified Naturally Grown](#). We use only natural and organic growing processes that include maintenance of healthy soils and bio-diverse systems on our farm and no use of synthetic chemicals or GMO seeds, seedlings or plants. Please visit our farm to learn more about our growing practices.

## Is all of my food grown on your farm?

Most of your food will be grown on our farm. Occasionally, TLW will supplement your box with food grown from our network of natural and organic growers to make sure there is variety in your box.

## What should I expect in my box?

Your vegetables will already be harvested, washed, and packed into your box or bag when you pick up. Although we pre-wash everything, we encourage you to rinse again once you get home.

Don't be alarmed if every now and then an insect or speck of soil is missed.

## What if I can't pick up my box, do I get a refund

We offer two weekly pickup times to try to accommodate our members' busy schedules. We ask that you do your best to make it to the farm within the pick-up window on your given pickup day. We know life gets in the way, and although your CSA membership is the center of *our* life at the farm, we know it's not necessarily the center of *yours*! So, here's our policy that aims to work around our members, limit food waste as much as possible, and avoid a logistical nightmare for the farmers!:

**If you know you are going to miss a pickup day or need to change your pickup location:** you can email us in advance to change your pickup location (or if you'd like to change your day for the rest of the season). Please let us know two days in advance if you are making a change. You may always send a friend to pick up your box in your place without telling us ahead of time (many people give their box to a friend if they are out of town). If you know you won't be there to pick up on Friday or Saturday, you may request a "double box" for another week. **IF YOU SCHEDULE IN ADVANCE!** Also, TLW gives you a four month window. You may always pause your pickups and schedule for a later time in the season.

**If you miss a pickup and don't tell us ahead of time:** Please know that your vegetables were picked, washed, packed and sat out waiting for you. At the end of the market on Saturday, we will donate your box to a family or senior who can benefit from the food. We don't ever want our food to go to waste.

If you know you're going to miss your pickup, but don't necessarily want to reschedule or give it to a friend, please also let us know and we will donate the value of your share that week [Everybody Eats](#).

## What are some examples of a weekly CSA or box?

All year round we work to include a cooking green, salad green,, allium (onion, garlic, etc.) and herbs in each box. We also include seasonal items. For example, cucumbers or zucchinis, peppers,eggplant or tomatoes in the summer; root vegetables, sweet potatoes, turnip roots, beets in the fall and winter. Each week we select what goes in the box based on what looks the best in the field, what we have in abundance, what we think our members will be excited about!

For some people, eating seasonally can feel redundant; however, it is very beneficial for your health. Learn more about seasonal eating [HERE](#). And, talk with our market manager about different ways to prepare your food.

## What if I don't like something in my box?

We're not set up to do substitutions. However, our market manager will work with people who may have food allergies or medical reasons for not eating certain types of food. Talk to us. We're always working to provide you with the best possible experience and introduce you to new and healthy foods.

## How will you track my pickups?

We'll take your name at each CSA pickup. We'll record the pickup in our Point of Sale (POS) system and it will send a receipt to your email. If you renew before your 10th pickup, you'll receive a 10% discount on your next CSA. If you refer someone, we'll treat you to a \$5 off coupon for a specialty or add on item.

FOR MORE INFORMATION contact our Market Manager  
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