

FAQ

EVERYTHING YOU NEED TO KNOW ABOUT THE HARVEST HUB



WHAT IS THE HARVEST HUB?

The Harvest Hub is a secure, centralized, cold storage facility where food producers will be able to drop off pre-paid orders for their customers, reducing delivery time, mileage, and transportation costs. The Hub offers :

- Bookable storage zones in three different climates : pantry, cooler, freezer.
- Year-round storage for small and bulk orders, including produce, eggs, frozen meats, seafood, preserves, and CSA boxes.
- Direct customer-to-producer transactions; Customers purchase directly from sellers prior to pickup at the Hub.
- A dedicated Hub Manager to handle communication, scheduling, and support requests.

HOW DOES IT WORK?

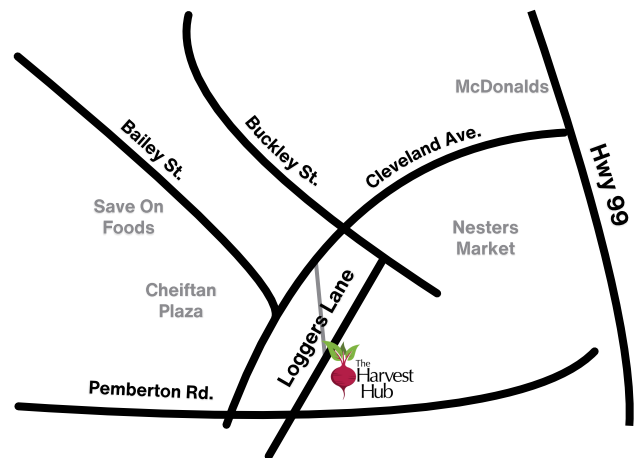
1. Producers book out a space and time in the Harvest Hub.
2. Customers make orders directly through the producer.
3. Producers fulfill the orders and deliver them to the Harvest Hub.
4. Customers have 24 hours to pick up their order.

HOURS & LOCATION

7 days a week, from 8am - 8pm
38280 Loggers Lane, Squamish BC

Located on Loggers Lane in between Pemberton Ave and Buckley Street.

Reserved parking on site.
Accessible entrances with ramps.

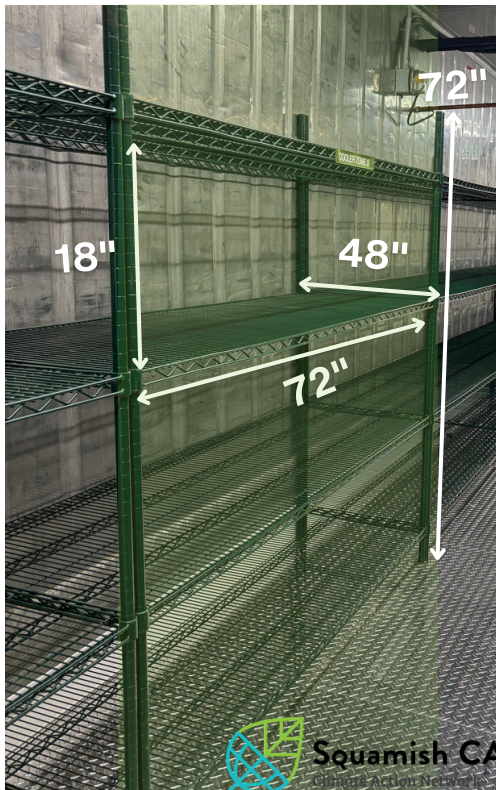


BOOKABLE ZONES

Prices are based on a 24 hour period, which is the minimum that a space can be booked.

| | Cooler | Cooler - Double | Pantry | Freezer |
|----------------------|--|--|------------------------------|------------------------------|
| Price per 24 hours | \$25.00 | \$40.00 | \$15.00 | \$25.00 |
| Dimensions | 72" x 24" x 72" four-tier storage rack | 2 x (72" x 24" x 72") four-tier storage racks | one 48" x 18" x 12" shelf | one 48" x 24" x 12" shelf |
| Storage Capabilities | 28 x 10 gallon Rubbermaids or 16 x 14 gallon Rubbermaids | 56 x 10 gallon Rubbermaids or 32 x 14 gallon Rubbermaids | | |

COOLER ZONE



WHY PARTICIPATE?

- A user-friendly online booking system will allow you to reserve your space weekly, bi-weekly, monthly, or for the entire year, giving you dedicated shelving and storage space.
- No long-term commitment: schedule weekly bookings for the season, or make bookings only when you need.
- A small service fee is applied based on frequency of use, ensuring flexible access for all producers.
- All new participants receive brief onboarding and training so you can use the facility confidently, safely, and independently.

HOW WILL THE HARVEST HUB ENSURE SECURITY?

- Insulated construction for year-round temperature stability.
- Shelving systems designed to maintain airflow and optimal product storage.
- Built-in cooling and temperature monitoring with automated data tracking.
- Restricted access via digital keypad entry and surveillance cameras for secure, traceable use.
- While the facility operates without full-time staff, a team member visits multiple times per week to maintain the space, ensure cleanliness, and manage any missed orders.

WHAT HAPPENS IF MY CUSTOMER DOESN'T PICK UP THEIR ORDER?

During our pilot phase of this project, forgotten bins will be moved to the overflow shelf in the fridge for a small grace period. Eventually, however, the bins will be donated to Helping Hands. The sustainability of this facility relies on minimized staffing hours, so please emphasize to your customers the importance of picking up their bins within the 24 hour period.

IS THERE A PLACE WHERE MY CUSTOMERS CAN DROP EMPTY BINS BACK AT THE FACILITY?

Yes, when onboarding with us please let us know how many empty bins (and size) you would need a space for. We currently have space in our front room for extra bins, but suspect we may need another system to accommodate this exchange. Please ensure that you have a branded sticker on your bins so that you get yours back and do not take anyone else's.

HOW DO DAY TO DAY OPERATIONS WORK?

Step 1 - Producers book their desired zone on The Food Corridor (our online booking platform), which can be done in advance for the entire season or as needed. Bookings are made in 24 hour intervals.

Example:

The Radish Farm books Cooler Zone 3 from Tuesday at 11:00am to Wednesday at 11:00am, knowing they will be passing through Squamish at this time. This gives their customers from noon (after they finish dropping off) on Tuesday to 11:00am on Wednesday to collect their order*

*Please note that the facility will only be accessible between 8:00am and 8:00pm. The access codes will not work between 8:00pm and 8:00am. This is to provide an extra layer of security as our staff members will not be able to attend to the facility throughout the night.

Step 2 - Producers take orders and payment from their customers. They will provide their customers with all the information they need to access the building and find their order.

The Radish Farm advertises that they have items for sale to be picked up on Tuesday evening or Wednesday day. Customers order and pay directly with The School Farm. The School Farm will provide customers with their pick up instructions:

*Thank you for placing an order with us.
Your order will be available for pick up at The Harvest Hub in Cooler Zone 3.
on Tuesday from 12:00pm to Wednesday at 11:00am.
Please access the facility between 8am- 8pm.
Your access code to enter the facility is 1432.*

Step 3 - Producers deliver all their orders in bins or boxes labeled with your customers name and place them in the zone they booked.

The Radish Farm delivers all their orders Tuesday at 11:00am in Cooler Zone 3.

Step 4 - Your customers will have until the following day to pick up their order.

ARE THERE ANY LIMITATIONS TO WHAT CAN BE OFFERED?

Yes. The most notable difference between The Harvest Hub (regulated as a food premise) and a farmers market (regulated as a temporary market) is that:

- Eggs must be graded*
- Meat producers must provide a FarmGate Plus license
- All producers must be an authorized food producer by their local health authority and will have to upload relevant documentation

*We will work to change the regulation surrounding graded eggs as we know it is an obstacle for small scale farms but unfortunately at time of opening this will have to be the standard.

WHEN CAN WE START USING THE SPACE?

As soon as you would like! We are open for operation. There's a short onboarding process and once you are onboarded you may use the facility as frequent or as little as you would like.

If you would like to be a participating vendor at the facility please registering on [The Food Corridor](#) (our online booking platform), or email us at harvesthub@squamishcan.net.

WHO OPERATES THE HARVEST HUB?

The Hub is operated by Squamish Climate Action Network (Squamish CAN). Squamish CAN's mission is to empower our community with just and actionable solutions to the climate crisis through education, policy development and systems change. The Harvest Hub is a top priority project in executing the Squamish Valley Agriculture Plan, in collaboration with the District of Squamish and Squamish Lillooet Regional District Area D.

To explore other Squamish CAN project please visit our website : Squamishcan.net

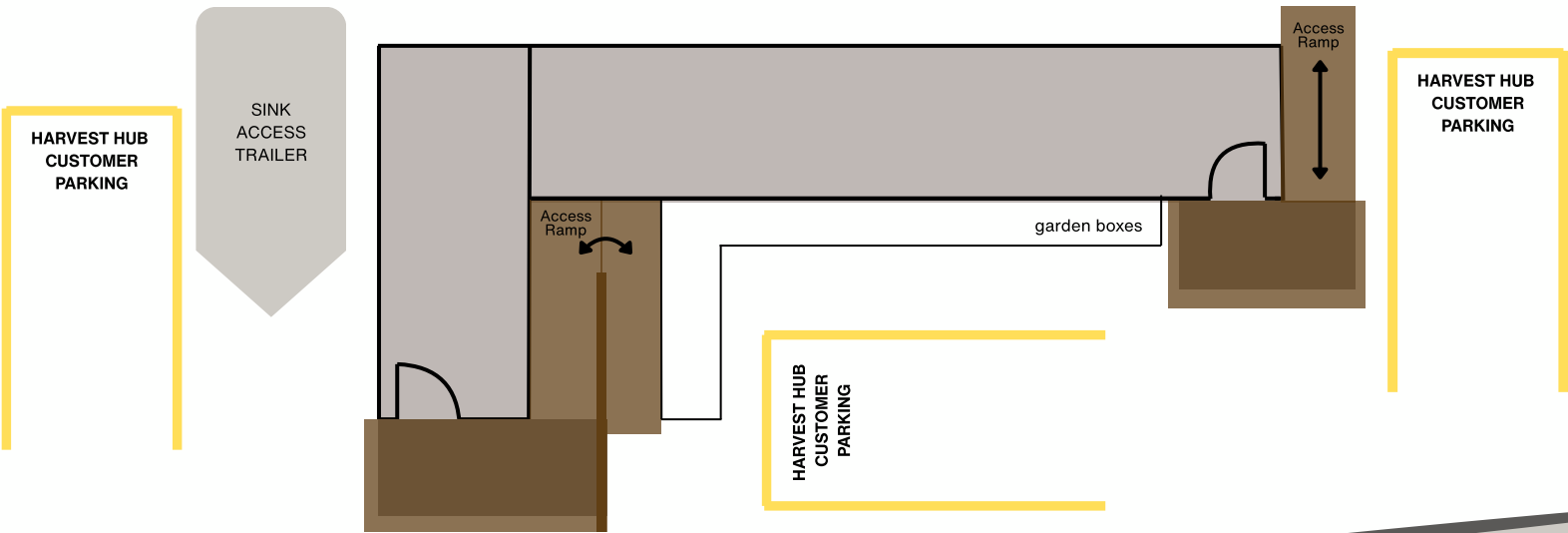
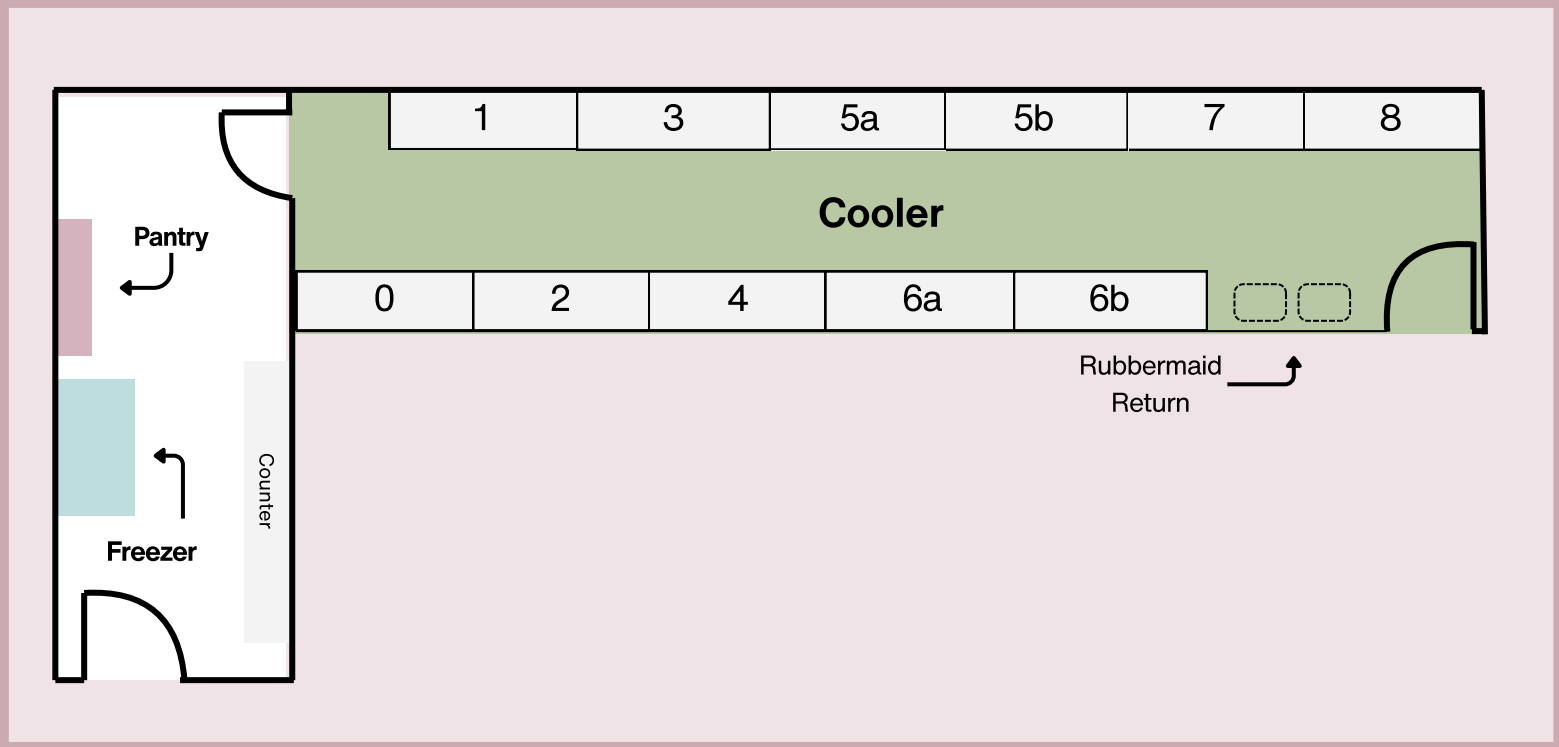
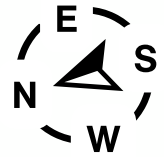




The Harvest Hub

38280 Loggers Lane,
Downtown Squamish

FACILITY MAP



← to Nesters Market

LOGGERS LANE

→ to Waterfront