



2020 FALL PLANT SALE

FAQS

PLANTS AND ORDERING QUESTIONS

Will my fall seedlings be ready to go right into the ground?

No. These baby seedlings have been growing at the Green Phoenix Farm under 30% shade cloth to protect them from the summer heat and hot sun. You will need to help them adjust to living in full sun in your garden.

Day 1: Bring home plants and place in filtered shade out of the wind.

Day 2: Place plants in full morning sun until 11am. Then slide into an area of dappled shade for the rest of the day and night.

Day 3: Place plants in full morning sun until 1pm. Then slide into an area of dappled shade for the rest of the day and night.

Day 4: Plant your seedlings! Best done in the evening once the heat of the day has passed. Monitor them daily, and keep the soil evenly moist.

When will online ordering close?

Our online store will close on Monday, August 24th at 7 pm.

Who can I contact with questions about what to order (e.g., “What varieties would work best in my garden?”)

Please contact marybeth@wasatchgardens.org

Are all of your fall seedlings open-pollinated for seed saving?

No. We are offering a mix of open-pollinated and hybrid varieties to provide you with the highest chance of success. If you are interested in saving seed, this should only be done with the open-pollinated varieties.

Are all of your plants grown from non-GMO seed?

Yes, they are.

Are all of your plants grown organically?

Yes, all the plant starts for sale are grown using organic practices. All plants grown at WCG's Green Phoenix Farm are grown organically, though the farm is not (yet) certified. The softneck seed garlic is certified organic. The hardneck seed garlic is conventionally grown.

Will my vegetable seedlings be ready to plant when I pick them up?

No. Our seedlings are grown under 30% shade cloth, and you should harden them off before



planting them in the ground, even though they are all suitably sized. See above.

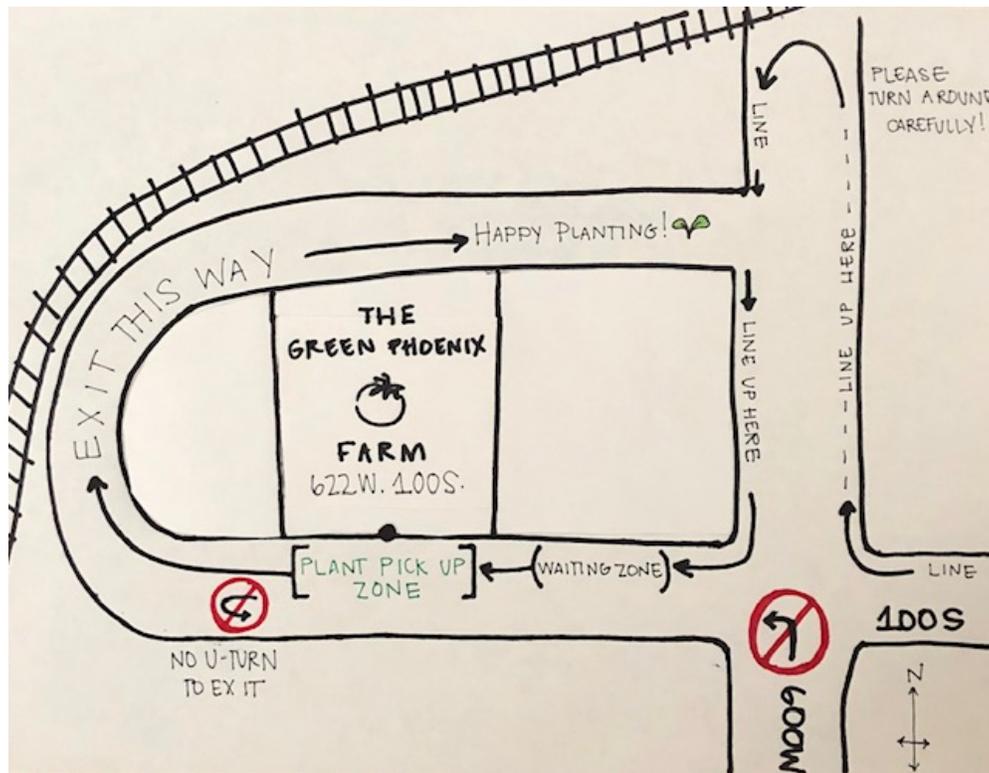
ORDER PICK-UPS

How will order pick-ups work at the Green Phoenix Farm?

All orders will be made online at wgcplantsale.org – we will not be creating new orders at the Farm. When you check-out, YOU (not WCG) will choose a time for pick-up or you'll choose delivery. All pick-ups will take place in front of our Green Phoenix Farm (622 W. 100 S., SLC). **Please note that your seed garlic will NOT be included with your order. Seed garlic ordered as part of our Fall Plant Sale will be picked up in early October.**

At your chosen pick-up time, you'll follow these steps to collect your plants.

1. Pull onto 100 S. from 600 W. A greeter will stop you and ask you to display your last name and pick-up time. Upon purchase, an invoice will have been emailed to you instructing you to write your last name and pick-up time in bold letters on a piece of paper to display upon your arrival. The greeter will radio our veggie holder who will locate your order and pass it to a veggie runner.
2. The greeter will wave you to the pick-up area in front of the Farm where the runner will meet you with your order. If you can open your trunk without exiting your vehicle, please do so. If not, open your vehicle and our runner will load your plants into your car.
3. If you are paying with SNAP EBT, you will need to exit your vehicle to pay for your order.
4. Once you've collected your order, please exit to the west. 100 S. loops around and rejoins 600 W. immediately north of the Farm.
5. To help visualize the pick-up and exit process, please enjoy the below map!



Where should I park?

Please see the above question. At your chosen pick-up time, please pull onto 100 S. from 600 W. You will not park in any particular spot. Rather, you will drive slowly down 100 S. while being ushered by our greeters. Once at the pick-up station in front of our Green Phoenix Farm, you may need to park briefly to open your trunk if you cannot open it without exiting your vehicle. Our greeters will show you where to park in this instance.

How will I know when my order is ready?

You will select a pick-up time at check out on the website. Your order will be ready at that time. Please do not arrive early for your order.

How do I know which order is mine at pick-up?

Each order will have been packed with your invoice and will include a copy of your invoice with the plants. Your order will be pulled when you arrive and show your last name and pick-up time, and your plants will be delivered to your vehicle.

What if I can't make my scheduled pick-up?

If you find you can no longer arrive at the time you originally scheduled to pick-up your plants, please contact us at andrea@wasatchgardens.org. Andrea will schedule you a new time, likely at a later date than your original pick-up time.

Can a friend or neighbor pick-up my order?

Yes, you can send someone in your place to pick-up your order. Make sure they have your last



name and pick up-time in bold print to show when they arrive to pick-up.

If I placed two orders, can I pick them up at the same time?

If you place an order and select a pick-up time and then place a second order when that pick-up time is no longer available, please select a different pick-up time and complete your online order. When you receive your second order confirmation, email andrea@wasatchgardens.org with both order numbers to combine the two orders into one pick-up time.

Can I change my order when I get to the Farm?

No. In order to ensure smooth pick-up and accurate inventory, you will not be permitted to swap plants during pick-up. We make every effort to ensure that healthy plants are included. If you have concerns about your order, please email us after you receive your plants:
andrea@wasatchgardens.org

ORDER DELIVERY

Can I have my order delivered?

Delivery will be available for \$25 per order within Salt Lake County only. We'll pack your order for delivery and will schedule the day with you. Your order will be unloaded onto your driveway, and you do not need to be present at the time of delivery. Due to the volume of orders expected, a specific delivery time cannot be guaranteed.

DONATIONS

Can I make a donation with my order?

Yes, thank you! There is an option to make a donation at check-out. Below the items in your shopping cart is a section called "What would you like to do next?" Simply click on the option "Donate to Wasatch Community Gardens" and follow the steps.

PAYMENT

What payment methods will be accepted?

The online store will accept the usual credit/debit options. We accept SNAP EBT for those who qualify, and that payment type must be completed on-site.

Can I pay with SNAP EBT?

Yes. At checkout, you will select SNAP EBT as your payment method when you select your pick-up time. When you arrive to pick-up your plants, you will be directed to the SNAP EBT payment table to complete your payment.



SAFETY

What safety measures are involved in the no-contact pick-up process?

Everyone will stay in their vehicle unless they need to get out to open their car.

- All staff will wash their hands regularly. We'll have handwashing and hand sanitizer stations to make this easy!
- Staff will be wearing masks to avoid the spread of germs when touching plant pots and trays.
- Staff will stay in specific zones with a minimum number of people on the farm at any time with adequate space between individuals.
- All items that will be touched often will be cleaned and sanitized frequently.

ADDITIONAL QUESTIONS?

Please contact us at director@wasatchgardens.org.

We appreciate your support and flexibility. Thank you so much for your kindness as we work to complete this event in these challenging conditions.