

## SVSP Visiting Families Guidelines

### Ordering Windows

- **Wednesday Visits:** Submit order Thursday to Friday by 6pm. Tip: Add items to cart early.
- **Sunday Visits:** Submit order after 5 AM Wednesday to Thursday noon. Tip: Add items to cart early. *Note: Prices apply to delivery day (sales update Wednesdays). Orders outside windows are canceled.*

### Ordering Process

1. Sign in to your account using the email you provided as the username and your 10-digit phone number as your password.
2. Add all items to your cart avoiding all banned item categories listed below. Be sure not to delete the included delivery charge and insulated bags (if you inadvertently delete them, you can find them in your “favorites”) Choose visit day (Wednesday or Saturday). On day of submission please replace any “out of stock” items before submitting.
3. Choose visit day (Wednesday or Sunday).
4. Select "Pick-up at Star Market" (not delivery; address of prison will not be recognized if you enter delivery).
5. Pick the earliest time slot that is available (all deliveries are made from 11-11:30 AM regardless of time selection). You must be present, or the order will be returned with fees: \$20 delivery, \$4 convenience, 20% restocking, plus special cuts/produce.

### Fees

- \$20 delivery added per order (no cash needed).
- Each order requires: Five insulated bag deposits of \$10.00 each (do not remove; refundable upon return). Charged only for bags used; extras if >5 needed.
- Convenience fee: \$4.

### Cancellations/Refunds

- Cancel before picking starts (typically 2 days prior). Late cancellations: Charged \$4 convenience + restocking fee.
- If canceled post-delivery (driver left): No refunds. If driver still there: Return possible, but charged \$20 delivery, \$4 convenience, 20% restocking, plus special items (e.g., cut watermelon, special cuts of meat).

### **Prohibited Items (via Star Market)**

- Glass items
- Canned goods (Aluminum beverage cans and refrigerated dough cans are OK)
- Matches/lighters
- Alcoholic beverages
- Any medicine (pills/cough syrup)
- Sharp objects (tweezers/nail clippers/knives/scissors)
- Cigarettes/tobacco
- Vinegar (all types)
- Chewing gum
- Balloons/candles (any kind)

For questions, contact Visiting Sergeant.