

SVSP Visiting Families

1. If this your first order, you must first contact Cris at Star Market. You will need to do this a minimum of 7 days before your scheduled visit. You can do this by TEXT (do not call) at 831-221-8940 or by email at starmarket@starmkt.com. Please TEXT ONLY (do not call) or EMAIL the following information: 1) First and Last name, 2) a valid email address, 3) a password for your login (must be at least 8 characters), 4) a phone number (a cell phone is preferred) 5) last name and CDC# for the inmate. You will receive an email confirmation and a link to the website when your account is set up.
2. When ordering for a Wednesday visit, you must place your order between Saturday and Monday by noon.
3. When ordering for a Sunday visit you must place your order between Wednesday and Thursday by noon. **(PLEASE NOTE: PRICING IS APPLICABLE FOR THE SCHEDULED DELIVERY DAY, NOT FOR THE DAY IT IS ORDERED. OUR SALE PRICES ARE UPDATED ON WEDNESDAY MORNINGS, SO IF YOU WERE TO PLACE YOUR ORDER TOO EARLY, YOU WILL NOT BE GETTING THE "SALE" PRICING DISPLAYED).**
4. Please select "**Pick-up at Star Market**". DO NOT enter "Delivery". The address is outside our regular delivery area and will not be recognized. (Don't worry, we know where to go. It will be delivered to the correct place.)
5. Select day of your visit (Wednesday or Sunday).
6. Select time. (any time will do. They will all be delivered between 11 and 11:30am. You **MUST** be present at time of delivery or the order will be sent back and canceled. You will still be charged for the delivery fee (\$15), the convenience fee (\$2) and a 20% restocking fee. You may also be charged for any special cuts of meat or produce)
7. If your visit is canceled after your order has been delivered and delivery personnel has left, there will be NO REFUNDS. However, if by chance the delivery personnel are still there you may return the order. You will still be charged for the delivery fee (\$15), the convenience fee (\$2) and a 20% restocking fee. You may also be charged for any special cuts of meat or produce. For example, if you had asked us to cut a watermelon in half and had to cancel your visit you would be charged for it.
8. A \$15 Delivery Charge will be added to your order on the initial setup. (No need to bring cash)
9. Two \$7.50 insulated bag deposits will be added to your initial order. You will **ONLY** be charged for bags that are actually used. For example, if only 1 bag is needed you will be charged for only one deposit. However, if more than 2 bags are needed you will be charged for those extra bags as well. You will be refunded the deposit after we pick up the insulated bag from the visitor center.
10. CANCELATION POLICY- All cancelations must be done before items have begun being picked. Typically, orders are started 2 days before scheduled visit. If your visit is canceled after we have begun picking your order, you will still be charged for the convenience fee (\$2) and the restocking fee.

(Turn Over)

SVSP FAMILY VISITING WILL NOT ALLOW THE FOLLOWING ITEMS PURCHASED THROUGH STAR MARKET:

- **GLASS ITEMS**
- **ITEMS IN METAL CONTAINERS/CANNED GOODS OF ANY KIND**
- **MATCHES/ LIGHTERS**
- **ANY ALCOHOLIC BEVERAGES**
- **ANY TYPE OF MEDICINE (PILLS/COUGH SYRUP)**
- **ANY SHARP OBJECTS (TWEEZERS/NAIL CLIPPERS/KNIVES/SCISSORS)**
- **CIGARETTES/ TOBACCO**
- **BONE IN MEAT (T-BONE STEAKS/ CHICKEN WITH BONES)**
- **WHOLE CRABS**
- **FOIL WRAP**
- **POTATO PEELER**
- **CHEWING GUM**

ANY QUESTIONS ABOUT BANNED ITEMS CONTACT VISITING SERGEANT SELBY