

Vacation Hold Policy

- **Customers may request a Vacation Hold for a minimum of 3 weeks and a maximum of 6 months.**
- **Vacation Hold periods cannot be combined to exceed 1 year within any 12-month period.**

3 Weeks to 1 Month

- **Customers may place their account on Vacation Hold for this duration up to twice a year.**
- **Carts remain on-site and do not need to be returned.**
- **No service fee applies since carts are not removed.**
- **Service is prorated for the time it is not provided.**

1 Month to 6 Months

- **Customers may place their account on Vacation Hold for this duration once a year.**
- **Carts are removed from the premises and returned when service resumes.**
- **A \$50 fee applies for cart removal/return and must be paid by phone with a customer service advisor using a debit or credit card only.**
- **Service is prorated for the time it is not provided.**

Exceeding the agreed upon Vacation Hold Period

If a customer exceeds the agreed Vacation Hold period without contacting us, the account will be stopped, and the customer will need to request a new account to resume service.