



POLICIES



Collection Time: Please have your Parks & Sons barrel(s) out at the curb by 5:00 a.m. on your collection days as trucks will start providing service at that time.



Barrel Placement: Barrels must be placed at the end of the curb with the front facing the street. Do not place barrels near anything that might be damaged by the automated arms (provide at least four feet of clearance in all directions). Placing barrels near obstacles may prevent your trash from being collected. You are responsible for the care and placement of equipment while it is in your possession. *If collection is provided in a service alley behind your home, the front of the barrel should face your home with the handles facing toward the alley.*



Multiple Barrels: If you have two or more Parks & Sons barrels, please place them at the street spaced at least four feet apart to leave room for the automated arms to grasp the barrels.



Containment: Bag and tie all trash before placing in the barrel. All trash must be contained in your barrel(s) provided to you by Parks & Sons and cannot protrude more than one foot beyond the barrel. **Trash not contained in your barrel(s) will not be collected and overfilled barrels will not be serviced!** Customers will be required to partially empty overfilled barrels and a truck will not return until the next regularly scheduled collection day.



Unacceptable Waste: Remodeling or construction debris, dirt, rocks, cement, or roofing shingles cannot be taken with the regular collection. If you need to dispose of these types of items, please contact Customer Service to make special arrangements (additional charges will apply).



Hazardous Waste: Materials such as motor oils, tires, car batteries, chemicals, and paint cannot be placed in the regular trash as they are considered hazardous. For proper disposal methods, contact Customer Service or visit us online at parksandsons.com/hazardous.



Large/Bulk Item Disposal: If you have an excessive amount of trash or large items to be disposed of that will not fit in your barrel, contact Customer Service to arrange for a special pick up and pricing.

BILLING



Payment: Balances not paid by the date indicated on the invoice may result in service being suspended and/or terminated. Once stopped for non-payment, there will be a fee to resume service.



Service changes: Modifications to your service must be requested in person, over the phone, or in writing. Contact Customer Service in advance as you will continue to be billed until such notification is received and processed. You will be responsible for service fees until all equipment can be removed from your property and returned to Parks & Sons.

HOLIDAY SCHEDULE 2024

Please see the calendars below for observed holidays that may affect your regular collection schedule.

New Years - Monday, January 1

MON	TUE	WED	THU	FRI	SAT
1/1	1/2	1/3	1/4	1/5	1/6
→	→	→	→	→	→

Thanksgiving - Thursday, November 28

MON	TUE	WED	THU	FRI	SAT
11/25	11/26	11/27	11/28	11/29	11/30
			→	→	

Christmas - Wednesday, December 25

MON	TUE	WED	THU	FRI	SAT
12/23	12/24	12/25	12/26	12/27	12/28
		→	→	→	

New Years - Wednesday, January 1, 2025

MON	TUE	WED	THU	FRI	SAT
12/30	12/31	1/1	1/2	1/3	1/4
		→	→	→	

Service days that fall on or after a recognized holiday will be delayed one day that week. Service days that fall before a recognized holiday are not affected and will remain on schedule.

If a holiday is not mentioned in the schedule, your collection will not be affected. Holidays that will NOT impact your collection this year:

- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day