

# S&J Pick Up Co. – Weather & Road Condition Policy

S&J Pick Up Co. operates year-round and is committed to providing consistent weekly garbage and recycling pickup service. However, service may be delayed or temporarily suspended during severe weather or unsafe road conditions.

This policy explains how weather-related interruptions will be handled.

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## 1. Safety First

Pickup may be delayed or postponed due to:

- heavy snowfall or blizzard conditions
- freezing rain / icy roads
- extreme cold impacting equipment
- flooded roads or washouts
- downed trees or powerlines
- road closures or restricted access
- unsafe driveway or road conditions

The safety of our drivers, customers, and equipment is always our top priority.

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## 2. Transfer Station / Landfill Closures

If an RM transfer station or waste disposal site is closed due to weather or operational issues, pickup may be delayed or rescheduled.

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## 3. Delayed or Rescheduled Pickup

If weather prevents pickup on the scheduled service day, S&J Pick Up Co. will make every reasonable effort to:

- complete pickup later the same day, **or**

- complete pickup the following day, **or**
- resume pickup on the next scheduled service day

Makeup pickups are not guaranteed and depend on road conditions and route feasibility.

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## **4. Customer Communication**

If service is delayed due to weather, customers will be notified as early as possible through:

- email updates
  - Facebook page announcements
  - direct communication where needed
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## **5. No Refunds for Weather Delays**

Weather delays and service interruptions caused by unsafe conditions are not eligible for refunds or credits.

Annual and monthly pricing reflects the cost of maintaining consistent service availability throughout the year, including unavoidable weather disruptions.

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## **6. Customer Responsibility During Winter**

Customers are responsible for ensuring bins are accessible on pickup day, including:

- clearing snow around bins
- keeping bins visible and reachable
- avoiding placement behind snowbanks
- ensuring driveways/approaches are safe and accessible

If bins are blocked or inaccessible, pickup may be skipped and will resume the following week.

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## **7. Severe Weather Events**

In extreme weather events (blizzards, ice storms, emergency road closures), service may be paused until safe access is restored.