
Service Agreement: Individual Membership

1. Members must have an accessible front door/drop-off areas available for weekly pail collection & exchange.

- We will collect your filled pail and replace it with a clean and sanitized pail weekly.
- Let us know if we need to contact your building manager to obtain permissions and provide their contact information in the "Additional Notes" section on your sign-up form and will work with your building manager if necessary.
- Once you are fully-enrolled, we will send you a designated collection day and designated drop off location (in or outside of your building) within a week.

2. Members need to place the pail at the designated location by 7 AM on your scheduled exchange day.

- Our drivers operate between the hours of 7 AM to 6 PM. We can not guarantee a specific service time that our drivers will arrive and we are not able to return if your pail is not put out when they arrive.
- If you miss your pail exchange window, it will be collected and exchanged during your next regularly scheduled collection day.
- Pail exchange days that occur on federal holidays will take place the following business day.
- There may be other circumstances (bad weather, unforeseen traffic, or other incidental delay) when we are unable to collect. Our policy is to stop by the following day to handle your collection.
- In the rare case that your collection is delayed for more than one day without notification from us, please email us!

3. Members agree to keep contaminants out of the collection pails.

- After sign-up we will provide educational materials which include a detailed list of materials that can and can not put in the pail.
- We do not collect meat, bones, dairy, or animal waste. In general, other food waste is acceptable but be cautious about paper products. Instead, recycle paper when you can, and only put materials in our pails that are known to be chemical-free.
- By enrolling in our composting services, you acknowledge that it is your responsibility to keep the materials you put out for collection are absolutely free of contaminants, toxic or dangerous substances.
- We track each pail and are diligent about monitoring the content of every member's pail on a weekly basis. If this is policy is not respected, we do reserve the right to cancel service at anytime.

- If you have any questions, reach out by sending us an email at info@denvercompostcollective.com.

4. Members must have a valid credit card for monthly payment.

- Invoicing is done on a monthly basis and you will be emailed to set up payment after the first pail is delivered.
- Payments are done with a credit card through square billing. Automatic payment is available and encouraged.
- Members will be billed at the monthly rate you have selected regardless of missing a designated pail exchange window.
- Members can pause service (for a minimum of 2 weeks or more, prorated on your next invoice). Changes and cancellations can be made at any time with 1 week notice by emailing us directly via our website's "Contact Us" section or Info@DenverCompostCollection.

**If you are interested in composting but are experiencing financial hardship we will work with you to set up an equitable arrangement.*

By clicking "I agree" in the sign-up form you are acknowledging that you have read the above terms and are committed to following these guidelines as a member.

We appreciate your dedication in advance. Your support is critically important to achieving our collective mission of starving the landfills, feeding the soil, and supporting our community food cycle.

Still have questions?

We are most accessible through email. Feel free to reach out and we will get back to you as soon as possible.

Info@DenverCompostCollective.com