

Trooper Scoopers Policies

Initial Visit

A one-time cleaning fee of \$75 to get the yard cleaned and ready for our regular services. Should the cleaning be longer than 1-hour, additional charges may apply.

Bin Provided

All bins provided for the bin exchange program are the property of Trooper Scoopers. All bins must be returned in the same condition as provided. Damaged bins will be charged to your account at a cost of \$15 per bin.

Larger Yards

For properties over 8000 Sq ft, an adjusted cost will be provided after the initial visit.

Billing & Payments

Your credit card will be automatically charged on the 1st of each month for upcoming services. To ensure a smooth and uninterrupted payment process, a valid credit card must be provided and kept on file. All payment information is stored securely in accordance with our privacy policy and industry-standard security practices.

One-Time Cleanups

One-time cleanups are a minimum 1-hour charge and require a 50% deposit to reserve your spot, as these are scheduled outside of our regular routes. The remaining balance will be charged to your credit card upon completion of the visit.

Scheduled Service Days

Your service day is based on our route in your area. While we can't guarantee exact arrival times due to route fluctuations and traffic, you can count on service being completed on your scheduled day each week.

Yard Conditions

Leaves, long grass, and debris can make it difficult to spot and remove all waste. In such cases, we'll do our best but cannot guarantee completely thorough clean.

Weather & Missed Visits

We aim to provide consistent year-round weekly service, but in cases of extreme weather, smoke, or illness, we may need to reschedule. If a makeup visit isn't possible, we'll collect accumulated waste on your next visit. If you clean the yard yourself during our absence, we'll gladly issue a credit.

Trooper Safety

To protect our Troopers, we require clear and safe access to all service areas. Please remove hazardous items like sharp debris, tools, or construction materials prior to service. If an area is deemed unsafe, we won't be able to proceed until it is resolved.

Access Issues

If we arrive and are unable to complete service due to factors outside our control, such as locked gates or an aggressive dog in the yard, the visit will still be charged. This is to account for travel time and increased waste accumulation for the next visit.

Vacations or Temporary Breaks

Going on a vacation and services need a temporary break. Just let us know before your scheduled visit, and we'll skip that week and apply a credit to your account.

Right to Refuse Service

We value long-term relationships with all our clients. However, we reserve the right to pause or discontinue service if job conditions become unsafe or unmanageable for our team.