



Inclement Weather Policy

During the winter months, we all know that road conditions in the mountains can rapidly deteriorate, becoming and remaining hazardous for drivers. Winter weather will inevitably slow our daily route collections and in some areas around the county, make accessibility to your home unsafe for our drivers. Please be patient with us. We will service those areas as soon as the roads are clear enough for safe traveling. We unfortunately cannot control the weather or speed up the crews who clear the roads, and we apologize ahead of time to those who live in areas that we are unable to service due to winter conditions.

In all other areas, expect delays as we do our best and make every effort to collect everyone's trash. Due to the length of normal daily routes, we may not be able to come back to pick up trash that was missed due to inclement weather until your next regular pickup day. Vixster will gladly pick up extra trash resulting from a missed pickup the next time we service your home. We ask that ALL trash and recycling be bagged at ALL times because we pick up trash by hand, and we place ONLY bagged trash in open backed pickup trucks. Thank you tremendously for your patience, and we hope that you have a great winter season!

Questions, comments, or feedback?

Please feel free to contact us with your questions, comments, or feedback at team@vixster.com. We are happy to have you as part of the Vixster Family, and we look forward to continuing your waste and recycling collection services.

Thank you very much, and have a great day!

The Vixster Team