



Payment Information

Mail: Tennis Sanitation, LLC.

P.O. BOX 62, St. Paul Park, MN, 55071

CC Payment – Set up Auto Pay

<https://www.tennissanitation.com>

Automatic Checking Payments

If you have signed up for Auto Bill Pay through a checking/savings account or credit/debit card the amount of your invoice will be withdrawn 15 days from receipt.

If you wish to cancel your Auto Bill Pay before a deduction is made, please contact our office 45 days prior to your next scheduled payment date.

Returned Checks

All returned checks will be assessed a fee to cover the cost of our bank fees and other payment arrangements will need to be made.

Discrepancies

Please contact the office immediately if you find an error on your invoice so we can work together to resolve it.

Finance Charges

A finance charge of 1.5% monthly will be assessed to any past due balance.

Past Due Accounts

Once your bill is past due, your account may be put on an “on-hold” status. Your account will not be serviced until your bill is paid in full which will include a reactivation fee of \$10. The payment must be received by 9:00am the business day prior to your route day for your service to resume that week. If after 9:00am your services will not resume until the following week.

Rate Increase

Your invoice may reflect a rate increase due to increased cost of doing business.

Collection Times

Place your carts out curbside or at the alley line by 6:00 am, or the night before, to ensure pick up. Please make sure carts are spaced at least 3 ft apart and clear of all obstructions.

Holiday Schedule

We observe the six major holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. See your invoice or our website for further information.

Extra Garbage/Bulk Items

Services are volume based; monthly charges cover container with the lid closed anything above and beyond are subject to additional charges.

Your trash container is for household trash only.

To set up a bulk item pick up, Please contact our office by 9:00am the business day prior to your next scheduled pick-up day. All charges exceeding \$50 will require pre-payment.

Closing Accounts

It is important that you notify us to stop or transfer service. If you do not contact us you may be held responsible for charges on the account. We **do not** accept 3rd party or written cancelations for your protection. If you have service with Tennis for less than 6 months and will be staying within our service area, there will be a \$15 Early Termination Fee to assist with closure of your account, due at the time of closure.

Compost

Compost consists of grass clippings, leaves, and garden waste. We have an on-call service or a weekly seasonal service available for your convenience. For on-call service, Please contact our office to schedule a pick –up prior to 9:00 am the business day prior to your pick up day. There is a per bag fee. Call our office for further details.