

# Customer Code of Conduct

BottleDrop strives to provide a safe and welcoming environment for anyone to return Oregon deposit containers. We ask that our patrons be respectful of each other and behave in a manner that is not disruptive for other customers or BottleDrop staff. Behavior that is unsafe, disrespectful or disruptive includes, but is not limited to:

- ◆ Threatening, intimidating, or harassing other customers or staff
- ◆ Offensive or indecent language or exposure of any kind
- ◆ Abuse or improper usage of property belonging to other customers or BottleDrop
- ◆ Theft of property belonging to other customers or BottleDrop
- ◆ Leaving personal items unattended
- ◆ Violating customer privacy, including any filming or photography without staff permission
- ◆ Violating the daily return limit
- ◆ Leaving children unattended
- ◆ Use, sale, or exchange of illegal drugs
- ◆ Vending, peddling, panhandling, or the posting or distribution of materials without permission
- ◆ Bringing animals other than service animals
- ◆ Disturbing others with excessively strong odors, unsanitary personal conditions, or disruptive noises
- ◆ Inappropriate or unsafe use of wheeled or motorized devices
- ◆ Refusal to follow BottleDrop staff direction

BottleDrop staff, at their discretion, may ask a customer to leave for the day for violations of this code of conduct. Continued, extreme, or repeated violations may result in a permanent trespass or exclusion from BottleDrop.

For questions or comments regarding your experience at one of our centers, please call our customer service department at 503-542-5252 or 877-912-2019 toll-free.