Hope Haven Redemption Center

*1804 Douglas Burlington, IA 52601* [*www.hopehavencorp.com*](http://www.hopehavencorp.com)

**Hope Haven Redemption Center to open addition hours on March 1st 2021 with continued policy changes allowing us time to clean and sanitize following CDC guidelines for everyone’s safety.**

**Hours are as follows:**

**Monday: 10:00am-3:00pm**

**Tuesday: 10:00am-3:00pm & 6:00pm-8:00pm**

**Wednesday: 10:00am-3:00pm**

**Thursday: 10:00am-3:00pm & 6:00pm-8:00pm**

**Friday: 10:00am-3:00pm**

**During this pandemic we want you to know we are taking many precautions to have a sanitized and safe work environment for staff and customers. We have implemented health screenings for all staff at the start and end of work shifts, we are requiring staff to wear masks when not able practice socially distancing, and we are cleaning and sanitizing regularly. WE HAVE ASLO IMPLEMENTED POLICY CHANGES FOR OUR CUSTOMERS DUE TO COVID-19 TO ENSURE EVERYONE’S SAFETY.**

1. **ONLY 1 CUSTOMER INSIDE Redemption Center AT A TIME.**

**(Please use the social distancing lines outside while waiting.)**

1. **ALL CUSTOMERS ARE TO WEAR A MASK TO ENTER THE Redemption Center.**

**(Please stay home if you are feeling ill)**

1. **NO CASH PAYMENTS AT THIS TIME. All PAYMENTS OF CANS AND PLASTIC BOTTLES WILL BE DEFERRED. A CHECK WILL BE MAILED TO YOU ONCE ITEMS HAVE BEEN PROCESSED.**
2. **CANS AND PLASTIC MUST BE IN SEPERATE BAGS. WE ARE ENCOURAGING THESE ITEMS TO BE IN CLEAR BAGS SO THAT WE CAN ENSURE BAGS ARE FREE OF TRASH AND FOREIGN MATERIALS. Trash bags may be used.**
3. **At this time, we will be making appointments for large redemption amounts. If you have 20 or more LARGE bags, then you will need to call (319) 237-1309 to make an appointment to drop off your items.**
4. **Glass Returns must be in their original containers or boxes.**

**Containers must be clean and dry. (No trash, cigarette butts, chew, food, etc.)**

**IOWA CODE 567-107.7(455C) BEVERAGE CONTAINERS MUST BE REASONABLY CLEAN. Consumers shall take care to return containers in a reasonably clean and intact condition. In order to be redeemed, an empty beverage container shall** **be dry and free of foreign materials other than the dried residue of the beverage.**

***\*\*\*We will not pay for items that are not reasonably clean***

**No flattened or non-deposit containers**

**\*\*\****(We will not redeem, but we will recycle)*

**IOWA CODE 567-107.8(2)** In order to be redeemed, **BEVERAGE CONTAINERS MUST BE REASONALBLY INTACT.** For a refillable beverage container, **the container must be able to hold liquid, able to be resealed, and in its original shape.** A non-refillable glass container may be chipped, but it may not have the bottom broken out or the neck broken off. A non-refillable aluminum container may be dented or partially crushed, but may not be crushed flat. **A returnable beverage container should be able to stand on its own base.**

Please be patient while we work through these new changes.

Thank you!