

## **Garden waste collection service subscription terms and conditions**

### **Fee**

- Service purchase includes accepting these terms and conditions. Fees cover 1 March – 28 February of year(s) on your sticker. Full cost still applies if you start or end service part way through the subscription year(s), service is interrupted or collections missed. Unless renewed, service stops without notice from 31 March of the bin sticker year(s).

### **Sticker**

- Your proof-of-payment sticker is sent after your renewal payment is cleared. For the bin to be collected, the sticker must remain attached to the outside of the lid as instructed.

### **Bin**

- Garden waste bins or sacks must be put out before 7am on collection day and no earlier than the night before. Collection times can vary. Take bin back in as soon as possible after collection. Do not obstruct pavements or roads.
- Garden waste must be within the bin with lid closed for collection. Excess waste outside the bin is not taken unless it is within paper garden waste sacks sold by the council.
- Bins will not be emptied if collection staff consider there is a risk of staff injury or damage to bins or vehicle for any reason, such as excess weight or frozen contents. It is the householder's responsibility to reduce bin weight or otherwise ensure there is no bin risk.
- If the bin is damaged or lost, there may be a charge for a replacement, which will be 180-litre size. Bins remain Somerset Waste Partnership property. Tell us if you: move within Somerset and take the bin; move and leave the bin; wish to end the service.

### **Collection**

- We endeavour to collect garden waste fortnightly. Collections may be suspended, such as in severe weather, without notice or compensation. Catch-up collections may not be possible. For revised waste collection days after bank holidays or Christmas service suspension, check [www.somersetwaste.gov.uk](http://www.somersetwaste.gov.uk).
- Accepted for garden waste recycling: leaves, bark, grass cuttings, hedge pruning; flowers, weeds, plants; branches less than 10cm/4" diameter; straw/sawdust (if bedding, only from household vegetarian pets, such as rabbits, but not micro-pigs or pigeons).
- Not accepted: plastic, metal, glass; food or food waste; bedding or waste from micro-pigs, pigeons, aviary birds; nappies; household waste; pet litter, dog or cat waste; plant pots; soil, turf, compost, stone, rubble; dead animals; treated wood; branches over 10cm/4" diameter.
- Also not accepted for collection or at recycling sites: materials infected or suspected of being infected with Ash dieback (*Charala fraxinea*), or including Japanese Knotweed or Common Ragwort. Disposal advice: [somersetwaste.gov.uk](http://somersetwaste.gov.uk).
- The council reserves the right to vary these terms and conditions at any time without notice. For the latest version, contact customer services or see [somersetwaste.gov.uk](http://somersetwaste.gov.uk).

### **Updates**

- For all the news on garden waste collections, and top tips on how to recycle more, waste less and save money in your garden and home, sign up at [somersetwaste.gov.uk](http://somersetwaste.gov.uk) for the Sorted! ezine, like SomersetWaste on Facebook, and follow @Somersetwaste on Twitter.

**Somerset Waste Partnership manages waste and recycling services for all local authorities in Somerset**

**[somersetwaste.gov.uk](http://somersetwaste.gov.uk)**

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and sign up for our e-zine