

## **GARDEN WASTE COLLECTION SERVICE TERMS AND CONDITIONS**

1. For an annual subscription fee, the Council agrees to undertake the collection and treatment of Garden Waste from the supplied 240l wheeled bin/s from the address specified.
2. There are no restrictions on the number of subscriptions held at any one address.
3. For new subscribers payment will be taken in advance for the first year.
4. All bins supplied with this service will remain the property of the Council.
5. Collections will be made fortnightly as set out in the supplied collection calendar with the exception of a two week period over Christmas. (Calendars can be downloaded from our websites ([www.babergh.gov.uk](http://www.babergh.gov.uk) [www.midsuffolk.gov.uk](http://www.midsuffolk.gov.uk)))
6. We reserve the right to change your collection schedule at any time; changes will be notified to you in writing.
7. Bins must be presented at the edge of your property unless prior arrangements are made.
8. Bins will need to be out on your scheduled collection day by **6.30 am** Collection times can vary on any given day due to the amount of bins we have to collect.
9. Our collection teams record bins that are not out on their scheduled day. We are unable to return for those bins not presented for collection at the correct time.
10. On weeks involving Bank Holidays collections will normally be a day later than your scheduled day (please refer to your brown bin calendar)
11. Missed bins must be reported within 2 working days of your scheduled collection day.
12. We will return for any reported missed bins within 5 working days, please leave your bin at its normal collection point.
13. Bins will only be emptied if they contain Garden Waste (as set out with enclosed calendar)
14. Only waste contained within the bin will be taken, an exception is made for Christmas Trees which may be left beside the brown bin during the month of January only.
15. If you move within the Babergh or Mid-Suffolk district you must notify us of any change of address so that future collections can be arranged.
16. No refunds will be given for cancelled subscriptions.