

## Garden waste terms and conditions 2018-2019

- This subscription year runs from 01 April 2018 and ends on 31 March 2019. All renewals will expire 12 months after the first scheduled collection, or on 31 March 2019, whichever is latest.
- By subscribing to the garden waste service you agree to your details being stored and processed by Runnymede Borough Council, in accordance with the Council's data usage policies.
- Collections will only be made from approved garden waste bins supplied by Runnymede Borough Council.
- If you let your subscription expire, we reserve the right to collect your bin(s) as they remain the property of Runnymede Borough Council.
- Refunds will not be issued if you cancel your subscription during the year.
- Your subscription(s) can be transferred if you move house within the Borough.
- We strongly recommend that you clearly label your bin(s) with your property number or name.
- Please put your bin(s) out at the property boundary or other point specified by the Council, where the collection crew have clear sight of and access to the bin(s), by 6.00am on the day of collection.
- The bin lid must be closed for collection. Overflow and side waste will not be collected.
- We do not collect soil, as this service is for garden waste for composting only. Putting soil in the bin is likely to put the weight over the lifting limit of 50kg. We will leave any bin that weighs over 50kg or where the collection crew struggles to move the bin.
- Contaminated bins will not be emptied and we will not return if the container was contaminated. You must remove the contamination and present the container for the next scheduled collection. For information about what to put in the garden waste bin, see the details on this page, our website or our recycling service guide.
- Please take care to prevent materials freezing, compacting or becoming stuck in the bin, as they will not tip out during the automated emptying process, and we will not return to empty the bin until your next scheduled collection.
- If we miss your bin(s) on collection day, please let us know within two working days. We will not return if a missed collection is reported after this period.
- If your bin is lost or damaged, we will charge you for a replacement unless the damage or loss was our fault.
- We are unable to provide any concessionary rates for this scheme.
- If you provide an email address for renewal reminders, it is your responsibility to check that you have given us the correct address and that you have received emails about your garden waste renewal service each year.
- This service is only available to domestic residents. We cannot provide a garden waste collection service to commercial customers.
- Payment must be registered to an individual residential property. If you are applying on behalf of a communal residence (for example, several flats), please contact us before making your payment.
- We reserve the right to refuse a service to any property for any reason. If we cancel a service we will provide a pro-rata refund of the remaining service subscription.