

Terms and Conditions - Garden Waste Collection Service 2017

1. Customers using the garden waste service agree to pay Amber Valley Borough Council in full to collect garden waste in accordance with the terms and conditions below.
2. Garden waste bins will be collected from **Monday 27 February 2017** until **Friday 1 December 2017**.
3. Garden waste will only be collected from a 240L green wheeled bin with a brown lid that has been issued to the customer by Amber Valley Borough Council.
4. After a customer has registered and paid for their garden waste bin they will be sent a Welcome Pack which includes a 'tamper proof' sticker to attach to the garden waste bin. The sticker will be numbered and this number will be registered to the address receiving the garden waste service. **Please attach the sticker to the back of the garden waste bin below the handles as shown on the leaflet in the Pack.** Please **DO NOT** attach the garden waste sticker to the bin lid.
5. Customers must register and pay for the service well before the service begins to allow sufficient time for the Welcome Pack (containing the collection dates and bin sticker) to be sent out. The Council will send Welcome Packs as soon as possible but at busy times it may take up to 15 working days to process requests.
6. If the garden waste service is paid for;
 - either **after** collections start; or
 - **too late** to receive the Welcome Pack before collections start,the cost of the service for the remaining collections will still be £40 for the first garden waste bin and £20 for each additional garden waste bin. Payment must be made in full for the service.
7. Subject to Condition 6, customers will receive 20 collections of garden waste on a fortnightly basis throughout the collection period.
8. If a sticker for a garden waste bin becomes detached or lost, it is the responsibility of the customer to tell the Council as soon as possible. **Garden waste bins that do not have a tamper proof sticker attached will not be emptied.**
9. During bad weather/road closures the Council will attempt to collect garden waste on the normal collection day or within 48 hours. If the Council cannot collect within this time frame residents can put out three extra bags of garden waste on the next garden waste collection day. Please check the website for updates on garden waste collection during adverse weather.
10. Refunds will not be issued if the Council is unable to empty a garden waste bin or the garden bin is missed. Instead the Council will either return to empty the bin or take additional garden waste on the next garden waste collection day,

11. When the Council arranges with a customer to collect extra garden waste on the next collection day, the equivalent of another 240L bin of garden waste should be put out in re-useable garden bags. Please do not over fill the garden bags, they will be returned to your property after emptying.
12. The garden waste bin(s) should only be used for garden waste produced from the property where they are registered.
13. Payments made for the garden waste service are non-refundable. Therefore if a customer moves out of Amber Valley or stops using the service for any reason, the Council will not refund any payments made for the service.
14. The garden waste bin must be put out at the boundary of the property by 6:30am on collection day. The bin will be returned to the collection point.
15. Customers are advised to collect their garden bins and return them to their property as soon as possible after emptying in order to avoid the bins going missing. If the garden waste bin is not available for emptying at the correct time on collection day the Council will not return to empty the bin. The garden waste bin will not be emptied until the next scheduled collection day.
16. If the wrong waste is put inside a garden waste bin (i.e. food waste, pet waste, soil, rubbish, rubble, plant pots etc.) the bin will not be emptied until the incorrect waste items have been removed. The Council will not return to empty bins that were previously contaminated until the next scheduled collection day. If a garden waste bin is constantly contaminated with the wrong waste, the collection service will be removed without a refund.
17. If a garden waste customer moves to another address within Amber Valley and still wishes to retain the garden waste service, they must notify the Council **before they move**. The customer needs to inform the Council whether they will be moving their garden waste bin themselves or if they wish the Council to move the bin on their behalf. The customer must also provide their new address so that the Council can transfer the service to the new address.
18. The customer is responsible for the garden waste the bin allocated to them. If the garden waste bin is lost, stolen or damaged, (except where this is the fault of the collection contractor), the customer may be charged the cost of repair or replacement of the bin.