

## **Terms and Conditions for Bulky Waste Collections**

1. The Council offers a chargeable service to householders for the collection of large/bulky household items.
2. Up to 3 large household items as detailed in the online list, and up to 3 small electrical or electronic (battery-operated items).
3. For health and safety and operational reasons, crews are only able to collect items that can be picked up safely by two people.
4. We will only collect items listed on the website. If other items are presented, they will be left.
5. Amendments to the items scheduled for collection can be made up to 48 hours before the collection date. No changes can be made within 48 hours of the booked collection.
6. If you want to change your collection day, you will need to cancel your existing booking and select a new booking.
7. The deadline to cancel any collection for a full refund will be 3pm the day before the planned collection. Cancellations after this time can not be refunded.
8. We will not collect items such as pianos, treadmills, or cross trainers, built-in furniture, garden waste, bagged waste, rubble, items of DIY nature, commercial waste, clinical or hazardous waste.
9. The Contractor will collect the items on the date requested and will notify the resident in advance if for any reason the appointment cannot be kept.
10. Leave the items clearly outside the front of your property, the night before or by 6.30am on the day of your collection.
11. If the items are not available for collection on the selected day a further booking will need to be made with another full charge payable.
12. New rules from the government mean that upholstered items must now be kept separate from other large items. Sofas, armchairs, cushions, beanbags, home office chairs, footstalls, upholstered headboards, and bed bases must not be touching other items when presented for collection.