

Garden waste club terms and conditions

Tewkesbury Borough Council will provide the brown bin for the duration of the sticker license and empty the bin at the frequency specified on the council's website at: www.tewkesbury.gov.uk/calendar

To keep up-to-date with any changes and/or improvements to the service please visit our [garden waste updates](#) page.

The customer will pay the charge for garden waste membership, including their sticker license, in advance, in accordance with these conditions.

Once the sticker license has been paid for, the customer will have a 14 day cooling period before their membership commences. During this time, they may contact the council for a full refund and membership/the sticker license will be cancelled. Refunds outside of the 14 day cooling off period are fully at the discretion of the council.

The charge covers the cost of the sticker license for one garden waste bin from 1 April until 31 March each year or in the case of new customers, from the date the bin is delivered until 31 March.

A garden waste license sticker will be issued for each garden waste club membership upon receipt of payment or notification of change of address.

The license sticker must be affixed to the outside of the lid of the garden waste bin. Where possible, any old license stickers should be removed before placing the new sticker.

A new license sticker will be produced each year.

Photocopied and/or laminated license stickers will not be accepted as proof of membership. Garden waste bins presented with photocopied and/or laminated license stickers will not be emptied.

Garden waste bins presented with a license sticker that does not match the property address will not be emptied.

The council's responsibility for the issue of license stickers is limited to posting to the address they have been given and not ensuring receipt. The customer is responsible for ensuring that a valid license sticker is fixed to the bin. Where replacement license stickers are requested, an administration fee for sending an additional sticker may be charged, other than in the case of a replacement license sticker supplied in the event of a change of address. Should the sticker license be 'voided' customers should advise the council immediately and a new sticker will be issued.

The customer is responsible for the cost of replacement for any loss or damage to the garden waste bin other than that caused by the emptying process.

All bins remain the property of the council.

The council reserves the right not to empty any garden waste bins where:

- The bin is filled to such a weight as to make the moving or emptying process hazardous to the council's contractor.
- The bin is filled to such an extent that the lid cannot be closed. Due to the mechanical methods used to empty bins the lids need to be in the closed position.

- The bin contains waste other than garden waste – full details can be found on the council's website: www.tewkesbury.gov.uk/gardenwaste
- The bin does not have a valid subscription sticker affixed to the outside of the lid
- Access to the bin has not being made available by the customer

All waste must be contained within the garden waste bin(s) provided. Waste that is not contained in the bin will not be collected. Additional bins can be supplied if requested, on the same terms and conditions as in this agreement.

Bins should be presented at the kerbside by 7am on the day of collection, unless alternative arrangements have been agreed, and removed from the pavement by the end of the day.

Should collections be missed due to circumstances beyond the council's control, every effort will be made to arrange an alternative collection. However, the council shall have no liability to the customer if it is unable to provide such alternative collection. Refunds will be made only at the discretion of the council.

The customer will be responsible for maintaining the cleanliness of the bin.

Charges are set annually from 1 April each year and the customer will be notified of any price increase at least 14 days prior to payment being due.

Payment is to be made annually in advance. If payment is not received before the service start date, the bin will be removed and the service shall cease.

Receipts following payment will be sent via email where possible. Customers are required to provide the council with a pre-paid envelope if they wish to receive a printed receipt.

Membership of the garden waste club shall continue from the date that the bin is delivered to the customer or renewal date (as appropriate) until 31 March and if cancelled by the customer at any stage within this period no refund will be issued and the bin shall be removed at the discretion of the council.

If the customer is new to the service and does not have a bin, this should be ordered either on the Tewkesbury Borough Council website or through customer services, the bin will need to be present on site before your garden waste collections can begin. We aim to deliver bins within ten working days.

Should the customer fail to comply with the terms and conditions of this agreement the council has the right to withdraw the service with immediate effect and no refund of the charges shall be made.

Without prejudice to any of the preceding terms and conditions, the council reserves the right to withdraw the service at any time in which case a pro rata refund of the charges shall be made to the customer and the bin will be removed.

The bin remains the responsibility of the customer. If the customer moves within Tewkesbury Borough, it is their responsibility to move the bin to the new property and notify the council's customer services department of the change of address. If the customer moves outside Tewkesbury Borough, they must notify the council's customer services department who will arrange to collect the bin.

Payment does not guarantee you a specific number of collections per year. When severe spells of inclement weather affect the waste and recycling services, the garden waste club collections may be

suspended so that the vehicles and crew can be utilised for refuse and recycling catch up arrangements.

The garden waste club collections will not operate for up to a two week period over Christmas and New Year. Dates will be published on the annual collection calendar.

Alterations to normal collection days due to bank holidays will be published on the council's website in advance at: www.tewkesbury.gov.uk/calendar