

# Garden Waste Collection Service

## Terms and Conditions

These terms and conditions ("the Contract") set out the rights and obligations of the service user ("you/your") and the Council ("we/us/our") as they relate to the Ipswich Borough Council Garden Waste Scheme ("the Scheme").

1. We will provide fortnightly garden waste collections to you if you pay the subscription fee for the Scheme in advance. The annual fee for the Scheme is set by us each year and details of the current fee and other charges are published at: **[www.ipswichboroughcouncil.gov.uk/yourcouncil/financialinformation/fees-and-charges](http://www.ipswichboroughcouncil.gov.uk/yourcouncil/financialinformation/fees-and-charges)**
2. We will provide the service to you at your nominated property within the collection area. You cannot transfer your subscription to another person at a different property part way through the year.
3. The annual fee is for one bin to be emptied for 12 months (excluding 2 weeks over Christmas and New Years) and is not refundable, in any circumstances, once the statutory 14 day cooling off period has expired.
4. If you join the Scheme for the first time, or if previous membership has lapsed, your membership of the Scheme will begin at the end of the statutory cooling off period, which is 14 days from when you placed your order.
5. Before your subscription commences, and within 14 days of payment of the fee, we shall send to you a sticker for you to adhere to the bin, which shall confirm your annual subscription and the Scheme expiry date. If the bin sticker does not arrive within 14 days please contact us so we can arrange a replacement to be sent.
6. If you pay your subscription fee at least 14 days before it expires, your garden waste collections will continue automatically for a further twelve months.
7. If your membership of the Scheme lapses, collections will cease, and your bin may be removed. If you decide to re-join the Scheme, there may be a delay before collections start again.

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8.As part of our contractual obligation to provide the garden waste service to you our email service provider captures the IP address of all emails sent. The Council uses this information to ascertain whether an email was bounced, received, or opened.

9.All of the garden waste bins provided as part of this service remain our property at all times. If your membership of the Scheme lapses, we reserve the right to require you to present the bin for removal.

10.You are recommended to use self-adhesive vinyl letters or numbers to label your bin and to distinguish it from your neighbours' bins. You must not scratch, engrave, spray paint, or use any other method of permanent marking.

11.If you irreparably damage or lose a bin, you will have to pay a fee before we give you a replacement. Some damage can be repaired free of charge. Please see our website for more details.

12.Events outside of our control may stop us making collections. We will always endeavour to deliver an alternative service, however our failure to make a collection, due to such events, will not entitle you to a refund.

13.We may have to revise collection schedules occasionally, for example, because of public holidays. We will tell you about the changes on our website and in public notices.

14.You must put the bin at your usual bin collection point before 6.00 am each collection day. You can find out your collection day at:  
**[www.ipswich.gov.uk/waste-and-recycling/your-bins](http://www.ipswich.gov.uk/waste-and-recycling/your-bins)**.

15.If a collection is missed and the bin had been presented by 6.00am on the day of collection please ensure this is reported within three working days. You can report a missed bin at: **[www.ipswich.gov.uk/waste-and-recycling/household-waste/missed-bins](http://www.ipswich.gov.uk/waste-and-recycling/household-waste/missed-bins)**

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16. We will NOT collect your garden waste if your bin:

- is not at the collection point when we arrive
- is not displaying the current year bin permit sticker (if one has been supplied)
- is overflowing and the lid will not close
- is too heavy for us or our equipment to move
- contains the wrong waste (please check our website to find out about what you can and cannot put in your garden waste bin)

17. We will not collect extra garden waste left on top, in front, behind or by the side of your bin.

18. These Terms and Conditions of Service can be found at:

**[www.ipswich.gov.uk/gardenwaste](http://www.ipswich.gov.uk/gardenwaste)** Any amendments or variations to the Contract shall be notified on the Garden Waste Collection Scheme homepage at:

**[www.ipswich.gov.uk/gardenwaste](http://www.ipswich.gov.uk/gardenwaste)**

19. We reserve the right to cancel the contract or change the collection method at any time.

20. The Council will place bins back in the correct position from where they were presented on the collection service day.

### Moving house

21. If you move house, please leave your bin at the property

22. If you move within the Ipswich Borough you can take your subscription to your new address. If there is no garden waste bin at your new address, please tell us and we will deliver a bin free of charge. We will endeavour to deliver the bin to you within 14 working days of your request, subject to the property being occupied.

23. To prevent any delay in continuing with the Scheme please inform us at least 14 days prior to your move to a new address. Tell us about your change of address using our online form which can be found under waste on the A – Z of online services at: **<https://my.ipswich.gov.uk/MyServices>**