By agreeing to pay for the service you will be accepting the terms and conditions below.

## **Terms and Conditions of Garden Waste Service**

Rushcliffe Borough Council will carry out the administration of the scheme, in partnership with Newark and Sherwood District Council who collect your garden waste.

- 1. You have agreed to pay to have your garden waste collected from your garden waste bin. The period of collection runs each year from 1 April to 31 March. NSDC will empty garden waste bins every other week (except for the period December to February when the bins will be collected monthly
- 2. If you decide to purchase the service part way through the year there are no reductions.
- 3. If you move out of the Newark and Sherwood collection area or stop using the service for any reason, we will not give a refund. To notify us that you no longer need your garden waste bin(s) email customerservices@rushcliffe.gov.uk or call us on 0115 981 9911
- 4. If we miss your bins(s), we will do our best to collect it as soon as possible. We will not give a refund for missing a bin(s) or being unable to collect a bin(s).due to any other factors (such as very bad weather)
- 5. Your garden waste bin(s) must only be used for garden waste from your property.
- 6. If you move to another address in the Newark and Sherwood collection area, don't take your bin(s) with you. If you still want your garden waste collected, contact us to transfer the service to your new address.
- 7. We will provide you with a paid sticker(s) which you should attach to the back of your bin(s). Collection crews will not empty any bin(s) that do not display a current sticker, unless instructed to by a supervisor. If your sticker becomes detached or lost contact customerservices@rushcliffe.gov.uk or call us on 0115 981 9911
- 8. All bin(s) remain the property of Newark and Sherwood District Council at all times.
- 9. If your bin becomes damaged NSDC will repair or replace it, free of charge, as soon as reasonably practical. If your bin is damaged, email customerservices@rushcliffe.gov.uk or call us on 0115 981 9911
- 10. Payment is required every year in advance. You will be notified of the charge and payment date in January or February each year.

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