

Bulky Waste Collection Terms and Conditions

1. The bulky waste collection service is designed for items that you would take with you when moving from a residential/domestic property. We do not collect from commercial properties.
2. A collection is limited to a maximum of five items. Bookings are limited to one collection per week, Monday to Friday inclusive. The collection date is provided at the time of booking.
3. Items booked in should be placed outside the property boundary so that they are clearly visible and accessible for collection by 06:00 on the specified collection day. They must not cause any obstruction or danger to members of the public.
4. Items to be collected must be listed at the time of booking; no additional items or amendments can be made after the booking has been taken.
5. Collection will be made from one address only; items cannot be split between two or more properties.
6. You have the right to cancel your collection by contacting us on 01789 260616 no later than 3pm on the last working day before the collection date. If a refund is applicable, we will refund the amount within ten working days. No cancellations can be made on the collection date.
7. We do not collect commercial fridges/freezers.
8. All items must be empty. Fridges/freezers must be completely cleared.
9. All items must be able to be lifted by two operatives. If an item does not meet health and safety requirements, the collection crew will not collect the item(s) and inform the Council of the reason. The Council reserves the right to refuse to collect any item(s).
10. We do not refund any bookings where items that placed out for collection subsequently get taken by a third party.
11. The Council reserves the right to cancel or amend any booking by giving you reasonable notice.
12. The information that we collect is done so in accordance with our Waste & Recycling Privacy Notice, which can be viewed on the Council's website [Waste & Recycling Privacy Notice | Stratford-on-Avon District Council](#)