

## **Stratford-on-Avon District Council Garden Waste Service Key Terms and Conditions**

1. Subscriptions are renewable annually and only those residents who have paid for their subscription in advance are eligible to receive the service. Subscriptions cover the period 1 April to 31 March of the respective year, with a two-week break over the Christmas and New Year period. Please note that payment of the subscription does not guarantee you a specific number of collections each year or quantity of garden waste to be collected.
2. Collections will not start until the new permit (sticker) is attached to the back of the green bin below the handle. The permit should arrive within 10 working days of payment. You are advised to notify the Council immediately should this not be the case.
3. All green bins remain the property of the Council. Subscriptions are for the service only and not transferable to another property unless you notify the Council of a move within the District.
4. You can choose to cancel the service within 14 days of subscribing (the 'cooling-off period'); a refund will be made on receipt of the returned permit. You can cancel the service by calling 01789 260628.
5. You may cancel the service at any time after the cooling-off period by giving the Council 10 working days' written notice. You will not be entitled to any refund of the subscription fees paid.
6. You may only use the designated green bin displaying a valid permit for the collection of garden waste. The Council will not collect garden waste presented by any other means.
7. The green bin shall remain at the property in the event of the resident moving house.
8. The green bin must not be too full and the lid fully closed prior to collection.
9. Any green bin found to contain contrary materials not specified on the Council website will not be emptied. The resident will be required to remove the non-permitted material and the green bin will be emptied on the next scheduled collection day.
10. The green bin must be left at the normal collection point by 6am on the scheduled collection day. The bin handle needs to be facing the road/street. The green bin should be retrieved by the resident as soon as possible after collection.
11. Any garden waste collections that are missed must be reported to the Council within two working days following the scheduled collection day, otherwise the collection crew will not return to empty the green bin.
12. The collection crew will not return to empty any green bin that has been presented incorrectly, contains unacceptable items or where the contents are frozen. You must take responsibility to rectify this and prevent it from occurring again in future.
13. Any collections not carried out due to inclement weather (e.g. heavy snow, flooding etc.), or disruptions relating to issues outside the Council's control, will not be refunded.

14. Any green bin that is damaged by the collection crew and reported as such will be replaced free of charge by the Council.
15. The full terms and conditions are available on the Council website:  
[www.stratford.gov.uk/gardenwaste](http://www.stratford.gov.uk/gardenwaste)