



Borough Council of King's Lynn & West Norfolk

Garden Waste Collection Service Terms and Conditions

This agreement is made between the householder ("you/your") and the Borough Council of King's Lynn & West Norfolk ("BCKLWN/us/we") and sets out the terms and conditions of the BCKLWN Garden Waste Collection Service ("service").

1. Garden Waste Collection is an annual subscription service, due for payment in advance of the subscription period and runs for 12 months from your service start or renewal date. A refund will be given if the service is cancelled within 14 days of payment. No refund or part refund will be given for cancellations part way through the subscription year.
2. When you sign up to the service it may take up to 10 working days to process your application. Your bin will be emptied on the first scheduled collection day after the bin has been delivered to your property and then fortnightly after that. Your collection calendar can be viewed at <https://www.west-norfolk.gov.uk/yourbins>. A printed version can be requested by email to trade.waste@west-norfolk.gov.uk or by telephone to Serco, 0330 109 9220.
3. Service rates will be reviewed annually on 1st April. An invoice will be sent to you when your renewal is due. If payment is not received by the invoice due date, the service will cease, and the bin may be removed without prior notice. We reserve the right to charge a re-delivery fee if a request is received to reinstate service following removal of a bin for non-payment. The brown garden waste bins remain the property of BCKLWN.
4. Only bins issued by BCKLWN will be emptied under this service.
5. The garden waste service only operates in the boundary of BCKLWN. If you move within the borough, it is your responsibility to move the garden waste bin to your new property and notify us of your change of address. If you are moving out of the borough please leave your garden bin at the property it is registered to and contact us on trade.waste@west-norfolk.gov.uk or by telephone 01553 616200 to cancel the service and provide your new address details.
6. To terminate the service for your property please request this online at <https://www.west-norfolk.gov.uk/yourbins> or by telephone to BCKLWN, 01553 616200. Following cancellation, the garden bin will be removed from your property. No refund or part refund will be given.
7. There may be changes to normal collection days because of Bank Holidays. Your brown bin should be presented for collection at your property boundary or the agreed collection point between **7.00pm** on the evening before your collection is due and **7.00am** on the day of your collection. If the bin is not

presented when the crew arrive, they will not return until your next collection is due. The bin should be placed where it can be seen and easily accessed.

8. If your collection is missed, except for reasons referred to in points 7, 9 and 12, please report it to us before 6pm on the working day after your collection was due; we will not be able to return to empty your bin until your next scheduled date if reported any later. Please report online at <https://www.west-norfolk.gov.uk/yourbins> or by telephone to Serco, 0330 109 9220.
9. During a cold spell, garden waste may freeze and prevent us from fully emptying your bin. It may not be possible to fully empty your bin until your next scheduled collection day.
10. If you receive an assisted collection service for your green and black bin please notify us at trade.waste@west-norfolk.gov.uk or by telephone to Serco, 0330 109 9220 and we will also apply this to your brown bin collections.
11. All garden waste must be placed loose in the bin and should not be compacted in any way. No packaging of any kind is accepted in the garden bin. Garden waste does not include soil, turf, stones, flowerpots, seed trays, pet bedding, tree trunks, kitchen waste or domestic waste.
12. Only garden waste contained within the bin, with the lid closed, will be collected. Items such as those listed in section 11 will be treated as contamination and therefore the bin will not be emptied until the contamination is removed. Your brown bin will not be emptied if it is overweight or overfilled. It is your responsibility to sort the contents and weight of the waste.
13. The brown bin supplied will be delivered in a clean and useable condition. BCKLWN reserves the right to supply bins which have been previously used. You are responsible for maintaining the cleanliness of the bin.
14. Any bins that become faulty through fair wear and tear will be repaired or replaced free of charge.
15. Neighbours may share the service, but the bin must be registered at one property for collections and responsibility for payment.
16. In the event of exceptional circumstances e.g., extreme weather, we reserve the right to vary the service without notice. Prior notification of a change to your collection day will be provided where possible.

In order to provide services to you we record, process and safeguard your details in accordance with the Data Protection Act 2018. Our Privacy Policy can be viewed online https://www.west-norfolk.gov.uk/info/20147/privacy_notice.