

## Garden Waste Service Terms and Conditions

- The subscription fee covers a 12 month period, 1 April 2017 – 31 March 2018. If you join part-way through the year, the full subscription still applies.
- You will not be entitled to a refund if you cancel your subscription before the end of the 12 month period.
- Collections will not commence until a subscription payment has been made. (Please note, it may take up to 10 working days for your property to be added to the collection schedule once payment has been made).
- Subscriptions cannot be transferred to other addresses within the borough.
- Brown bins remain the property of Welwyn Hatfield Borough Council and are assigned to the address. If you move house, you should not take your bins with you.
- The householder is responsible for maintaining the condition of the wheeled bin. If the wheeled bin is damaged or lost, the council's bin replacement fees will apply.
- Householders will be required to present brown bins in line with the council's requirements under Section 46 of the Environmental Protection Act 1990.
- Brown bin collections may be suspended/cancelled at the council's discretion. Under these circumstances, no rebate will be given. No rebates will be given for any missed collections.
- In severe weather, waste collections may be suspended without notice. Guidance for all collection services and updates will be posted on the council's website at [www.welhat.gov.uk](http://www.welhat.gov.uk). If you wish to receive notifications of service disruptions, you can sign up to the text message service (see [www.welhat.gov.uk/disruption](http://www.welhat.gov.uk/disruption)).
- During cold weather, it may not be possible to empty the contents of your bin if they are frozen. A return collection will not be made under these circumstances.
- Only garden waste must be placed in the bin. Please refer to the council's website or collection calendar for further guidance about what you can put in your bin.
- Contaminated bins will not be emptied. A return collection will not be made under these circumstances. It is the responsibility of the resident to sort the contents of the bin and remove contamination prior to the next collection.
- Overflowing or excess green waste placed around wheeled bins will not be emptied. The bin lid must be closed.
- These terms and conditions will be revised and updated as required. Please check our website for up-to-date details.
- Place the stickers on your brown bin as shown:

