Stroud District Council Garden Waste Collection Terms and Conditions

Please take time to read these terms and conditions as they form part of the Council's agreement with You.

This agreement is made between the householder ("You" or "Your") and Stroud District Council ("Council") and sets out the terms and conditions under which You may use the Council's Garden Waste Subscription fortnightly collection service ("Service"). By Your payment for the Service, You are agreeing to adhere to these Terms & Conditions and subscription to the Services ("Subscription").

General Service Terms and Conditions

1. The Service operates fortnightly from the February to the end of November for a total of 22 collections (except where otherwise specified) please note actual collection dates vary slightly by location. Please visit www.stroud.gov.uk/my-house to Your check collection dates for each year.
2. The total cost of the annual Subscription is included on the charges section of the Council's website (www.stroud.gov.uk/gardenwaste).
3. All Subscriptions will be charged at the full annual collection rate regardless of when the Subscription is made, and no refunds will be issued if You choose to withdraw from the Service.
4. You have 14 days from date of payment to cancel the Service if You have not already received Your garden waste bin/bag or have had a collection. No refunds will be offered for cancelling the Service after this period.
5. You can cancel the Service at any time, but the Council do not offer refunds.
6. Your garden waste bin/bag will need to be presented at the curtilage of Your property to which the Subscription relates to or at Your designated collection point before 6 am on Your collection day, which may be a different day to other waste collections. You will be advised of Your collection day in Your Subscription confirmation.
7. Should Your collection be missed due to contractor failure, please report it to the Council via missed collections webpage (www.stroud.gov.uk/missedbin) or via 01453 766321 within 2 days of Your scheduled collection date and the Council will aim to return and collect within 2 working days of notification but it may take up to 5 working days following notification.
8. The Council reserves the right to suspend or cease the collection of garden waste in cases of severe weather or unforeseen circumstances. On such an occasion the Council will make its best endeavours to collect the garden waste at the next earliest opportunity which may be Your next scheduled collection day. The Council will not reimburse You in these instances.
9. Should You fail to comply with the terms and conditions of this agreement the Council has the right to withdraw the Service with immediate effect and no repayment of the Subscription will be payable.
10. Only garden waste listed in the Council's policy (Garden waste collection service www.stroud.gov.uk/gardenwaste) may be disposed of through this Service the Council reserves the right to refuse collection of any waste this is outside the scope of this list.

11. These terms and conditions are subject to the Councils Privacy Notice and Data protection Policy, as updated from time to time. www.stroud.gov.uk/dataprotection www.stroud.gov.uk/privacy

12. Cancellations and queries

If You have a query or decide that You no longer wish to Subscribe to the Service, please contact us at recycling@stroud.gov.uk . Please note no refunds will be issued.

Garden Waste Bin Service Terms and Conditions

The following Terms and Conditions apply to those who hold a Subscription for a garden waste bin.

1. Collection staff have live Subscription information stored on in-cab technology. Bin tags may be applied by staff once collections commence. These tags aren't mandatory and will be used as a visual aid for collection staff only, so do not worry if You have paid and Your bin hasn't been tagged, collections will still be made.
2. Bin delivery:
    - For new Subscriptions Your bin will be delivered before the end of January, or within 10 working days if ordered once the Service commences. New Subscriptions will be subject to an upfront one off charge for the cost of the bin as per the charges section on the Council's website (www.stroud.gov.uk/gardenwaste)
    - The bins become Your property. The Council will not replace the bin free of charge if it is lost or stolen; this will be Your responsibility. Should Your bin become damaged or stolen it is Your responsibility to order a replacement via the Council's website which will be charged to You as per the charges section of the Council's website.
    - If Your bin is damaged during collection the Council shall provide a replacement bin free of charge.
3. All garden waste must be contained within the bin provided by the Council. Any garden waste not contained in a Council bin will not be collected. Please ensure the bin lid is completely shut when presenting Your bin for collection.
4. The Council reserves the right to refuse to collect overweight bins for health and safety reasons, collection staff have sole discretion to refuse collections for such reason.
5. If You move to a new address within the Council District, You must contact the Council to update Your details, as Your Subscription will not automatically transfer. If Your new property is suitable for wheeled bin collections, You can take Your bin with You, and the Council will transfer Your Subscription to Your new address.
6. If Your new property cannot accommodate a bin due to its location, You can switch to the garden waste bag Service. Once You notify the Council of Your move, You'll receive 25 bags, and Your Subscription will then be subject to the terms and conditions of the garden waste bag Service. Please note that no refunds will be issued for the garden waste bin purchased at Your previous address.

Garden Waste Bag Service Terms and Conditions

The following Terms and Conditions apply to those who hold a Subscription for a garden waste bag, please note that garden waste bags are only provided to households that cannot be serviced by vehicles equipped with bin-lifting mechanisms.

1. The annual Subscription for the garden waste bag Service includes:
    - Fortnightly garden waste collections (booking required)
    - 50 Council-issued garden waste bags.
2. Collection crews use live Subscription information via in-cab technology.
3. Bag allocation and delivery:
    - Upon payment to the Council for the Service, 25 bags will be delivered to Your address. The bags are only to be used at the address the Subscription is for.
    - A further 25 bags can be delivered only upon request, and only once you have six bags remaining from your original supply. You must contact the Council to request additional bags, as they will not be delivered automatically. Additional bags will be delivered when collection staff are next in Your area.
    - Unused bags may be carried over to the following year, provided a new Subscription is purchased. No additional bags can be purchased from the Council.
    - For new Subscriptions, bags will be delivered before the Service starts or within 10 working days if ordered after the Service has commenced.
    - A maximum of 2 bags per collection is permitted. More than 2 bags will not be collected.
4. Once a Subscription is purchased, You must book each Service collection individually, either online via the Councils website or by telephone during the Councils opening hours.
    - All bookings must be made by midnight the day before the scheduled collection in Your area.
    - Your bags will not be collected unless a collection has been pre-booked with the Council.
    - You may only make bookings for the next scheduled Service collection; advance bookings for later collections are not permitted.
5. You must store bags in a dry place between collections to prevent decomposition, the Council will not replace bags which have decomposed due to a failure to store in accordance with the Councils instructions.
6. Garden waste should be placed in the bags provided, no earlier than 2 days before the scheduled collection to prevent bags de-composing.
7. Only the Council-issued garden waste bags will be accepted at Service collection.
8. Bags should be filled no higher than the marked fill line and folded down to prevent spillage.
9. The Council reserves the right to refuse collection of:
    - Bags filled above the marked line;
    - Overweight bags (bags exceeding 20kg);
    - Bags left outside for extended periods that have decomposed except where this is the result of a missed collection.

10. If You move address within the Council District, You will need to contact the Council to update Your address. Your Subscription will not automatically transfer unless You notify the Council. If Your new property is suitable for a wheeled bin collection, You will need to purchase a bin once You've moved. The Council will transfer Your Subscription to the new address.
11. If Your new property cannot accommodate a bin due to its location, You can continue using the garden waste bag Service. It is Your responsibility to take any of Your remaining garden waste bags to Your new address. The Council will transfer Your Subscription to the new address.