



Garden Waste Collection Service Terms and Conditions

1. Aylesbury Vale District Council's (AVDC) garden waste collection is a subscription service operating 10 months between February and November, with a suspended period during December and January. On 1st April 2020 AVDC will become Buckinghamshire Council (BC) and the subscription service will continue with BC for the Aylesbury Vale area.
2. You can subscribe to the garden waste collection service at any point in the calendar year. There is a fixed subscription cost which will cover your service until December of that year.
Note: We do not pro-rata the cost of the service depending on the month you join.
3. New customers may potentially wait between 6 to 8 weeks for delivery of your garden waste bin during peak times.
4. The service is automatically renewed every January, unless you cancel it. Visit aylesburyvaledc.gov.uk/gardenwaste for contact information. You will be invoiced in November, and payment must be received by January for the following year's garden waste collection service.
5. You can cancel the service at any time. Our garden waste collection service is non-refundable. Refunds are not available for withdrawing from the scheme part way through the year.
6. Garden waste will be collected once each fortnight on your allocated day. The day of collection may be affected by bank holidays and exceptional circumstances. Prior notification will be provided where circumstances permit.
7. We will only empty garden waste bins issued by AVDC/BC, and collection payments must be up to date.
8. Garden waste bins must clearly display a valid subscription sticker. The sticker must be affixed to the back of your brown garden waste bin, below the handle. Please follow the instructions on the reverse of the sticker and ensure that your bin is presented with the handles facing outwards. Any bins not displaying a sticker will not be emptied.
9. Wheeled bins remain the property of AVDC/BC. You are responsible for maintaining the condition of the bin. If the bin becomes faulty it is your responsibility to report the fault to us promptly.
10. We reserve the right to vary the collection charge with prior notification. If you fail to pay for the service we will reclaim your bin. If the bin is not recoverable for any reason, you must pay for the cost of the bin plus an administration fee.
11. All garden waste bins must be presented at the edge of your property for collection by 6.30am on the morning of collection. You may report any missed collection after 6pm on the day the collection was due. If you report your missed bin within 24 hours of the day the collection was due, we will endeavour to return and collect.
12. If your bin is not presented when the crew arrive for collection, they will not return until your next collection is due. No refunds will be issued in these circumstances.
13. An assisted collection service is available to residents who meet the AVDC/BC assisted collection criteria.

14. Only garden waste must be placed in the bin. All material must be placed loose in the bin and should not be compacted in any way. Garden waste does not include soil, stones or rubble, noxious weeds such as Japanese knotweed, ragwort or giant hogweed, plastic flower pots, trays or bags, wood that has been treated or painted, vacuum dust, fire cinders or sawdust, food or kitchen waste including peelings, cat or dog faeces, pet litter or bedding, or cardboard. No plastic of any kind may be put in the bin. Any such items will be treated as contamination.
15. Contaminated bins will not be emptied. Your bin will not be collected until your next collection is due and the contamination is removed. It is your responsibility to sort the contents of the bin and remove contamination. No refunds will be issued in these circumstances.
16. Bins that are considered to be too heavy for safe handling and emptying will not be emptied. Your bin will not be collected until your next collection is due and the weight of the bin is reduced. It is your responsibility to sort the contents of the bin and reduce weight. No refunds will be issued in these circumstances.
17. We will not empty bins that are overflowing or clear any additional green waste placed around or beside the bin. Your bin lid must be closed for safety reasons.
18. You may transfer your service to a new address within Aylesbury Vale should you move property, providing our recycling and waste team is notified of the change of address. If you move out of the area you must notify the recycling and waste team and the bin will be collected and returned to us. No refunds will be issued in these circumstances.
19. This agreement is between AVDC/BC and the individual paying for the service. This service is not transferable to future residents of your property if you move out of the property. If you move out of the property and don't advise us you will remain financially responsible for the bin should it become damaged, lost or stolen.
20. Residents wishing to share a bin must register the bin to one property, from which the collection will be made, and make one payment.
21. We will replace any bin that is damaged whilst being emptied, except where damage is a result of you placing prohibited waste in the container.
22. Any bins that become faulty through fair wear and tear will be repaired or replaced free of charge.
23. You are responsible for the cost of replacing any bins that are damaged as a result of your actions.
24. We will replace the first bin reported as lost or stolen free of charge, but may make a charge for the replacement of a further lost or stolen bin.
25. We reserve the right to vary or terminate the service by giving you advanced notice in writing.
26. In the event of exceptional circumstances, e.g. extreme weather, we reserve the right to vary service standards without notice.
27. Nothing herein contained is intended to affect, nor will it affect, your statutory rights.

Aylesbury Vale District Council/Buckinghamshire Council is a Data Controller under the Data Protection Act. We hold information for the purposes specified in our notification to the Information Commissioner and may use this information for any of them. We may get information about you from others, or we may give information to them. If we do it will only be as the law permits, to check the accuracy of information, prevent fraud or detect crime or to protect public funds.