**Garden Waste collection service terms and conditions.**

**Collection**

* Garden waste can only be collected from garden waste sacks or wheeled bins issued by Havant Borough Council
* A valid licence lasts one year from the date of the month that it is issued
* Every sack and/or bin put out for collection must have one valid annual licence
* Garden waste sacks or wheeled bins must be placed at the roadside edge of the property by 7am on the day of your collection
* If your sack or wheeled bin is ever missed and you are sure there was no good reason for this then please report it to us before 4pm on the next working day

**Collection day**

Your collection day will be decided by Havant Borough Council and/or our service providers and we reserve the right to amend the collection day giving you reasonable notice of any changes.

The day of collection may change due to circumstances beyond our control, for example inclement weather, which may make it unsafe to carry out a collection.

We will do our best to keep residents informed of any delays to their collection day.

**Special collection arrangements**

Other collection arrangements may be agreed to help anyone who has difficulty putting their container out.

Please contact us on 02392 446019 for further information.

**People living in “hard to reach” properties**

If you live in a property that is defined by the council as “hard to reach” for waste collection you may be unable to use the garden waste service.

**Christmas suspension**

Garden waste collections will be suspended for a two-week period over the Christmas holiday, for dates please refer to your waste collection calendar.

**Sack licences**

The garden waste sack collection service is no longer open to new customers.

Only customers who have current, active sack licences will be able to renew them.

**What you can put in your wheeled bin or sack**

The garden waste you provide must fit within the dimensions of the wheeled bin or sack you put out. The maximum weight for a sack is 16kg. Wheeled bins must be easily moveable by the crews.

**What can go in the bin?**

Grass cuttings, hedge cuttings, small branches, leaves, prunings

**What can't go in?**

Soil, concrete, rubble, vegetable peelings, food scraps, coal, ash, animal waste, commercial waste, general household waste

**Renewal**

A letter will be sent to you to tell you when you licence is about to expire and explain how you can renew your licence(s) well before any licence expires.

**Adverse weather and circumstances beyond our control**

If it is not possible to empty your bin due to circumstances beyond the council’s control, such as adverse weather or a force majeure event\*, attempts will be made to return and empty the bin where practicable however collections cannot be guaranteed.

In the event of sustained adverse weather or other circumstances beyond the council’s control the service may be suspended to redirect resources to residual refuse collections.

Service charges will not be refunded in any circumstances where collections cannot take place because of the above circumstances.

**Pricing**

Prices are as stated on <http://www.havant.gov.uk/garden-waste>.

**Refunds**

Overpayments will be returned to customers as soon as possible. The service itself is non-refundable.

Orders over £42 can be cancelled up to 14 days after delivery for a full or partial refund. To be eligible for a refund, your bin must be returned unused.

**\* Force majeure event:** *any circumstances not within a party’s reasonable control including without limitation acts of God, flood, storm damage, drought, earthquake, other natural disaster, epidemic or pandemic, collapse of buildings, fire, explosion or accident.*