

Bulky Waste Terms and Conditions

Vale of White Horse District Council ("the Council") provides a chargeable bulky waste collection service ("the Service").

The following terms and conditions apply to the delivery of the Service. By paying for the Service, the customer (referred to as "you") are agreeing to accept the terms and conditions.

1. The Service is provided for householders only to dispose of personal bulky household items. Collections can only be made from residential properties whose address is within the administrative boundary of Vale of White Horse District Council.
2. The Service cannot be used to collect any trade or commercial waste. The Service is also not available to landlords and/or letting agents to clear household items left at the property by former tenants.
3. The fees for the Service can be viewed on the Council's website together with a list of items which the Council will and will not collect. Bookings can be made on the website or over the phone. Bookings must confirm the specific items to be collected and, irrespective of the items left out for collection, the Council only collect the items listed on the booking. Payment must be made at the time of booking.
4. Collections will take place after a 14 day cancellation period. If the Council receives notification of cancellation of the Service by letter or email within 14 days of payment, then you will be eligible to receive a full refund.
 - If a booking is cancelled more than three working days before the collection date, a refund will be issued and a 15 per cent administration fee will be deducted from the refund.
 - If a booking is cancelled less than three working days before the collection date, no refund will be provided.
5. The Council reserves the right to vary the terms and conditions on which the Service is provided, to withdraw the Service at any time and to carry out an annual review of the service fee from 1 April each year. The current Terms and Conditions and a note of any amendments can be found on the Council's website.
6. If collections cannot take place on the date booked due to exceptional or unforeseen circumstances, for example adverse weather conditions or vehicle breakdown, a collection can be rearranged on an agreed date at the next earliest available opportunity without incurring a charge or if this cannot be done you can cancel the booking for the Service and claim a full refund.
7. The Council may suspend the Service over the Christmas, New Year and Bank Holiday periods, to assist with the normal collections of household waste.
8. Items for collection must not be left on any public spaces, highways or verges. Items should be left within the boundary of the property at a point nearest to the adopted highway where they can be easily collected e.g. a driveway or garden.

The collection crew are not permitted to enter a building under any circumstances when making a collection.

9. Items must be left at the collection point by 6am on the day of collection.
Collection crews will not return for items that are not presented for collection by this time and you will not be eligible for a refund. Photographs identifying the location of the collection may be taken by the crew as evidence that items have not been left out.
10. Missed collections must be notified to the Council by the end of the following working day, after the scheduled collection. A validated missed collection will be returned for within two working days of the report being made.
11. Only bulky household items can be collected. No fixtures or fittings, or items that are intended for commercial use, even where they are used within a household will be collected.
12. The Council will only accept items from the approved items list which is available on the Council's website or printed by request, unless otherwise confirmed by the Council.
13. A maximum of six items can be included in each booking, with one booking being allowed per collection day. Each item counts as one item; for example, removing a bed which comprises a base, a mattress and a headboard would count as three items
14. Items cannot be over 1.8 metres (six feet) in length.
15. Items must be emptied of contents, for example a freezer must have all food removed.
16. Items containing light bulbs and batteries must have them removed and disposed of separately, for example a sunbed.
17. If you do not comply with these terms and conditions, then Council may cancel your booking and not provide the Service to you. In such circumstances the fee paid will be non-refundable.