

By agreeing to pay for the service you will be accepting the terms and conditions below.

Terms and Conditions of Garden Waste Service

1. You have agreed to pay Rushcliffe Borough Council to collect garden waste that has been placed in a green wheeled bin. The period of collection runs each year from 1st April to 31st March. If you decide to purchase the service part way through the year, then the cost will still be £25 for the collection of one bin and £10 for any additional bins, with payment being due again each year prior to this period.
2. If you move out of the Borough or stop using the service for any reason, we will not give a refund. If you wish us to remove your green bin(s) email customerservices@rushcliffe.gov.uk or call us on 0115 981 9911
3. We empty green bins every other week (except for a short period over Christmas and New Year, or when other factors stop us, such as very bad weather). If we miss your bin(s), we will do our best to collect it as soon as possible. We will not give a refund for missing a bin(s) or being unable to collect a bin(s).
4. Your green bin(s) must be primarily used for garden waste from your property.
5. If you move to another address in Rushcliffe, don't take your bin(s) with you. If you still want your garden waste collected, contact us to transfer the service to your new address.
6. Attach the paid sticker we will send you when we receive your payment to the back of your bin(s). Our crew will not empty any bin(s) that does not display a sticker, unless instructed to by a supervisor. If your sticker becomes detached or lost contact customerservices@ruscliffe.gov.uk or call us on 0115 981 9911
7. All bin(s) remain the property of Rushcliffe Borough Council at all times.
8. If your bin becomes damaged we will repair or replace it, free of charge, as soon as is reasonably practical. If the bin is damaged through neglect or misuse, the cost of repair or replacement may be recharged to you. If your bin is damaged, call us on 0115 981 9911 or email customerservices@rushcliffe.gov.uk
9. Payment is required every year in advance. You will be notified of the charge and payment date in January or February each year. If you don't pay by the specified payment date, we will withdraw your service until such time as you re-join the scheme.

If you want to know more about the garden waste service, for example, if you are new to the area, then visit www.rushcliffe.gov.uk/environmentandwaste/recyclingandwaste/bincollections/greenbins which will tell you collection times and days, where to leave the bin(s) and what to put in it etc.