

## Additional Garden Bin Collection Terms & Conditions

- The period of garden waste collection runs each year from 1 April to 31 November.
- The annual subscription is for 12 months from the date of payment and full payment will apply irrespective of joining date.
- Payment is required every year in advance. You will be notified of the charge and payment date in advance.
- Nottingham City Council reserves the right to increase or decrease the annual charge for additional garden waste bin collections and you will be notified of this in advance.
- Nottingham City Council will endeavour to empty your garden waste bins every other week in April – September with 1 collection in October and November
- Nottingham City Council reserves the right to use either technology or a PAID sticker(s) which you will need to display on the top of the bin, which is to notify crews of address who have subscribed to this service.
- Garden waste bins must only be used for compostable green garden waste from your property. For full details of what is acceptable please see our website:  
<https://www.nottinghamcity.gov.uk/information-for-residents/bin-and-rubbish-collections/garden-waste/>.
- Nottingham City Council reserve the right to refuse to collect any bin(s) found to be containing incorrect materials. If you bin is stickered as contaminated, please remove any incorrect items so that your bin can be emptied on your next collection day.
- You can transfer your subscriptions to a new address if you are moving partway through the subscription. To do this you will need to notify Nottingham City Council by calling customer service at 0115 952000 and taking your additional bin(s) to your new address. Failure to take your additional garden waste bin(s) with you to your new address will result in you having to pay for new additional garden waste bin(s) to be delivered.
- If you move out of the Nottingham City Council collection area or no longer need the additional garden waste bin collection service partway through your subscription you are not entitled to a refund and you must book a collection of your additional garden waste bin(s) on this website  
<https://www.nottinghamcity.gov.uk/information-for-residents/bin-and-rubbish-collections/request-a-removal-change-or-new-bin> or call the customer services team on 0115 9520000.
- If Nottingham City Council miss your bin(s), they will endeavour to collect it as soon as possible. Nottingham City Council will not give a refund for missing a bin(s) or being unable to collect bin(s) due to any other factors (such as very bad weather).
- All bin(s) remain the property of Nottingham City Council at all times.
- If your bin(s) becomes damaged, you are liable to purchase a replacement in line with our bin replacement policy, which excludes damage that can be evidenced as being done during the collection process.
- Your bin(s) should be put out on the kerbside at the front of your property before 7am on the day of your collection. Please place your bin(s) where collection crews can see and access it from the roadside, but do not block the pavement.
- Your bin(s) should be removed from the pavement no later than 7pm on the day of collection.

