

You can sign up to the scheme in the following ways:

01 | By telephone

Please call **01242 262626**, and have your debit/credit card details ready for payment

02 | In person

Please complete the form below and bring it with your payment to the Municipal Offices reception

03 | Pay online

Please visit www.cheltenham.gov.uk/waste

04 | By post

Cheques should be made payable to Cheltenham Borough Council.

Please fill in your details below and return this form with your payment to:

**Cheltenham Borough Council
Municipal Offices
Promenade
Cheltenham
Gloucestershire
GL50 9SA**

Title

Surname

First name

Telephone

Email

Address: house/flat number/name

Street

Area

Postcode

Collection address

Number of bins required

Name & Address of the person paying if different from above

I confirm that I have read and agree to the terms and conditions (overleaf) - please tick

Terms and conditions

Please read the terms and conditions before you sign up for our garden waste scheme. Please keep a copy of this document for your records.

1. The council will provide the brown bin requested and empty the bin at the agreed frequency for the garden waste service
2. The customer will pay the agreed charge for the service provided, in accordance with the following conditions. The charge covers the cost of emptying one bin. Additional charges will apply to any additional bins required at a property
3. The brown bins remain the property of the council
4. Only agreed waste may be disposed of through this service
5. All waste must be contained within the bins provided. Any waste not contained in a Cheltenham Borough Council brown bin will not be collected.
6. Bins should not be filled with such a weight as to make the moving or emptying process hazardous to the council's operatives. The council reserves the right to suspend or cancel the service to customers whose bins are over weight
7. Due to the mechanical methods used to empty bins, it is a requirement that bins are presented with the lids in the closed position. The council reserves the right to suspend or cancel the service to customers who fail to put the bins out with the lids closed
8. Bins should be presented on the kerbside by 7am on the day of collection, unless arrangements for an assisted collection have been agreed
9. Collection crews cannot return if your bin is put out late or not presented
10. Should collections be missed due to circumstances beyond the council's control, every effort will be made to arrange an alternative collection
11. The customer shall be responsible for maintaining the cleanliness of the bins
12. Charges are set annually from the 1 February each year and customers will be notified of any price increase at least 14 days prior to payment being due
13. Payment is to be made annually in advance. If payment is not received before the service start date, the bin will be removed and the service will no longer be provided
14. This agreement continues to be in force for the full 12 months and if cancelled by the customer at any stage within this period no refund will be issued and the bin will be removed
15. Garden waste collections may be suspended during periods of severe inclement weather in order to assist with the catch up arrangements for waste and recycling
16. The council reserves the right to withdraw its service at any time. No refund will be issued and the bin will be removed
17. The brown bin remains the responsibility of the homeowner and if they move within the borough it is their responsibility to move the brown bin to the new property and notify the council of the change of address. If the homeowner moves outside of the borough they must notify the council so that arrangements can be made to collect the bin. Customers who either cancel their service or fail to renew their subscription and fail to present the bin for collection may be charged
18. Any outstanding charges or invoices due to the council may be collected as a debt