

Terms and Conditions of Garden Recycling Service

1. You have agreed to pay to have your garden recycling collected from your garden recycling bin. The period of collection runs each year from 1 April to 31 March. Newark and Sherwood District Council will endeavour to empty garden recycling bins every other week (except for the period December to February when the bins will be emptied monthly).
2. If you decide to purchase the service part way through the year there are no reductions.
3. If you move out of the Newark and Sherwood collection area or stop using the service for any reason, we will not give a refund. To notify us that you no longer need your garden recycling bin(s), email customerservices@newark-sherwooddc.gov.uk or call our customer services team on 01636 650000
4. 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 for being unable to collect a bin(s) due to other circumstances, for example, such as in very bad weather.
5. Your garden recycling bin(s) must only be used for compostable green garden waste from your property. We will not return for bins that were contaminated. Any contamination must be removed prior to being presented on the next scheduled collection date. Please do not report this as a missed bin. For full details of what is acceptable please see our website: <https://www.newark-sherwooddc.gov.uk/gardenrecycling>
6. If you move to another address in the Newark and Sherwood collection area and you still want your garden recycling collected, please contact us to transfer the service to your new address and then take your bin(s) with you.
7. We will provide you with a paid sticker(s) which you should attach to the back of your bin(s). Collection crews will not empty any bin(s) that does not display a current sticker, unless instructed to by a supervisor. If your sticker becomes detached or lost, contact us by email at customerservices@newark-sherwooddc.gov.uk or call our customer services team on 01636 650000
8. All bin(s) remain the property of Newark and Sherwood District Council at all times.
9. If your bin becomes damaged, Newark and Sherwood District Council will repair or replace it free of charge as soon as is reasonably practical. If your bin is damaged or lost, you can report this on our website <https://www.newark-sherwooddc.gov.uk/report/> , email customerservices@newark-sherwooddc.gov.uk or call our customer services team on 01636 650000
10. Payment is required every year in advance. You will be notified of the charge and payment date in advance.