



Terms and Conditions for: Bulky Waste Collection Service for Christchurch and Poole

BCP Council (“BCP”) provides BCP householders with a bulky household waste collection service. Bulky household waste is waste that is too big or heavy for BCP’s normal bin services.

If you have large unwanted household items, such as a sofa or a fridge, BCP offers you a bulky waste collection service. The service is provided to collect items that you can’t:

- Re-use or re-cycle; and/or
- Take to BCP’s household waste and re-cycling centres

These **Terms and Conditions** apply to householders who live in the Christchurch and Poole areas of BCP and who use the BCP bulky household waste collection services.

By using the BCP bulky waste collection services, you agree to be bound by these Terms and Conditions.

This is a service offered to private homeowners, renters and council tenants/leaseholders.

It isn’t a service that is offered for the benefit of businesses and/or landlords. BCP offers an alternative service for businesses and/or landlords. For more information on this service, please call BCP’s Commercial Waste team on 01202 261709.

1 Bookings and Charges

- By making a booking for a bulky household waste collection, you will provide BCP with your permission to collect the agreed items from your home.
- In Poole, collections take place between 7.30 am – 2.00 pm Tuesday to Friday (excluding Bank Holidays in England & Wales).
- In Christchurch, collections take place between 8.15 am and 1.30 pm Monday only (excluding Bank Holidays in England & Wales).
- BCP will offer you a day & a time slot as to when the collection will occur. This will be between:

Poole

- **7.30 am to 10.30 am** (Tuesday to Friday); or
- **11.00 am to 2.00 pm** (Tuesday to Friday)

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Christchurch

- **08.15 am to 1.30 pm** (Mondays only)
- There is a standard charge of **£31** for one item booked and an additional charge of **£6** for each additional item. For example if you wish BCP to collect:
 - A single bed base (with no headboard) and a single mattress, this will cost **£37**
 - A three piece suite, this will cost **£43**
- If your item(s) are to be collected from the first floor of a building, there is an additional charge of **£10**. There is no additional charge if a working lift that can move the item(s) is available for use by BCP.
- If you live above the first floor of a building and there is no working lift that can take the items, BCP will need to visit the property to check access. After the visit, we will email you a quote based on the additional time we estimate it will take to carry out the collection. When you book, we'll let you know how much the collection will cost.
- You can make your booking by telephoning BCP'S Customer Service team on **01202 261700**.
- When you book your collection, you'll need to pay BCP a **£20** non-refundable deposit using your debit or credit card. You'll need to pay the driver the remaining balance due at the time of collection using a mobile chip and pin machine. Cash payments are not accepted.
- BCP doesn't offer any concessions in relation to any of the bulky waste collection services.

2 Changing the Collection Date, Cancellations and Refunds

- If you want to cancel or re-arrange the proposed collection date, you must telephone BCP to let BCP know this. Provided that you tell BCP at least **2 working days** before the scheduled collection date, BCP will refund you the **£20** you've already paid. BCP will not provide any refunds for cancellations notified to BCP less than 2 working days before the scheduled collection date.
- If the item(s) are not as described by you at the time that you made your booking, BCP is not obliged to provide you with a refund of any money.
- BCP will do all that it reasonably can to not change your collection date. However, BCP reserves the right to change the date &/or time of your collection day. BCP will provide you with reasonable notice of any change to your collection date.

3 **Arrangements for collection of the items**

- When you book your collection date with BCP, you'll need to agree with BCP the particular items that you want collecting from your home.
- If you require BCP to collect items from inside your home, the items must be small enough to fit through all doorways within your home to enable the items to be moved to the collection vehicle.
- All items listed for collection must be clearly identifiable. BCP does not accept any responsibility for any articles taken in error.
- All items must be dry, empty, accessible and free-standing.
- All appliances must be completely empty or BCP will not collect such items.
- Items such as mattresses and sofas must not be left outside uncovered. BCP will not collect such items if they become too wet and/or heavy to move.
- BCP will not dismantle or disconnect any item.

4 **Collection Day(s)**

- You must be present during the time collection slot agreed at the time of the booking.
- If BCP arrives at the agreed time slot and there is no-one available at your home, no refund will be given and the £20 deposit will be retained by the BCP. If you still want the items collected by BCP, you'll need to make a new booking with BCP.
- Additional bulky waste items can be added to an existing bulky waste collection and you'll need to pay the additional costs at the time of the collection of the items.
- You & the driver are required to sign a collection note detailing the item(s) that have been collected by BCP. This is proof that you have exercised your householder duty of care in that BCP holds a Waste Carrier's Licence.

5 **Items that BCP will not collect**

BCP will not collect the following types of items:

- Anything that can't be carried by 2 people such as a piano
- Anything that's over 3 metres long
- Dangerous or flammable items such as asbestos, chemicals, oil, fuel, gas canisters, fire extinguishers or paint stripper
- Tyres or trailers

- Vehicle parts including car batteries or engines
- Commercial fridges/freezers/cookers
- Waste as result of a DIY project in your home, commercial building works or repairs to your home
- Soil or rubble
- Clinical waste
- Soiled or dirty furniture/mattresses
- Anything that's been left outside and is wet
- Bags of standard household waste that can be taken in BCP's normal rubbish bin collection service
- Garden waste (bagged or loose)

6 **Missed Collections**

- If you believe your collection has been missed you need to report this within 2 working days of the collection date, by telephoning the Customer Service team on **01202 261700**.

7 **Data Protection Statement**

- The information that you provide BCP with will be used by BCP in relation to the provision of the bulky waste collection services. Please refer to BCP's Privacy Policy for details as to how BCP will use your personal data:

<https://www.bcpCouncil.gov.uk/About-BCP-Council/Privacy/Privacy.aspx>