

## **Bulky Household Waste Collection Service Terms and Conditions**



The Borough of Poole (BoP) operates a Bulky Household Waste Collection service for households within the Borough. These Terms and Conditions set out the expectations and limitations of the service.

### **1. Service Description**

The service is available to all residents of Poole throughout the year. Bulky household waste is waste that is too big or too heavy for our normal black bin collection. There is a charge for collection of the waste, bookings are made via our Customer Service team.

### **2. Bookings**

- a) By making a booking for a bulky household waste collection, residents are giving authorisation to BoP to collect the agreed items from their property.
- b) There is a standard charge for one item booked and an additional charge for each additional item. A list of current charges is available on the BoP website.
- c) If item(s) are collected from the first floor of a building, there is an additional charge (unless a working lift, that can take the item(s), is available).
- d) Bookings are made by calling the Customer Service team (01202 261700), a £20 non-refundable deposit will be paid and the balance will be taken by the driver on collection of the item(s).
- e) There are no concessions on any of the fees relating to this service.
- f) Residents will agree a time slot for when the collection will occur.

### **3. Refunds**

- a) Refunds will only be given if 2 working days notice is given to cancel the booking.

### **4. Collection of item(s)**

- a) The resident must be present during the time collection slot agreed at the time of the booking.
- b) If BoP arrive at the agreed time slot and there is no-one available at the property, no refund will be given and the £20 deposit will be retained by the BoP. A new booking will have to be made and paid for at the prevailing rate shown on the BoP website.
- c) Bulky waste items must be dry, empty, accessible and free-standing, we will not dismantle or disconnect any item.
- d) Additional bulky waste items can be added to a bulky waste collection and paid for at the time of the collection.
- e) If we have to collect items from inside your property, they must be small enough to fit through all doorways to the collection vehicle.
- f) A collection note will be signed by the driver and resident detailing the item(s) that have been collected.

## **5. Item(s) we cannot collect**

- a) We are unable to collect; item(s) that cannot be carried by 2 people, item(s) over 3 metres long, waste from DIY projects, asbestos, chemicals, oil, fuel, gas canisters, fire extinguishers, soil & rubble, garden waste (bagged or loose), clinical waste, soiled or dirty furniture/mattresses, tyres, vehicle parts, trailers, items that have been left outside that are wet and bags of normal household waste.
- b) If the item(s) are not as described at the time of booking, we will not provide a refund.

## **6. Statutory Rights**

These Terms and Conditions of the Bulky Household Waste Collection service do not affect your statutory rights.

## **7. Data Protection Statement**

The information you provide will be used by the Borough of Poole to assist with the delivery of this service and to inform you of other services provided by the Council. Please look at the Borough of Poole's Privacy Policy at [poole.gov.uk](http://poole.gov.uk)