



## Commercial Bulky Waste Collection Service Terms and Conditions

BCP Council (“**BCP**”) offers a Commercial Bulky Waste Collection Service for businesses located in the geographical area that used to be within the administrative boundaries of Christchurch Borough Council and the Borough of Poole.

By using the Commercial Bulky Waste Collection Service, you agree to be bound by and accept the following Terms and Conditions:

### 1. Service Description

The Service is available to all businesses in the areas previously known as Christchurch Borough Council and the Borough of Poole throughout the year (excluding Bank Holidays in England and Wales).

Commercial bulky waste is waste that is too big or too heavy for the normal trade bin collection service. There is a charge for collection of the commercial bulky waste. You'll need to make a request for any booking via BCP's Trade Waste team.

### 2. Bookings

- By making a booking for a Commercial Bulky Waste Collection, you are giving your agreement to BCP collecting the agreed items from the premises that you inform BCP about.
- You can make your initial enquiry by telephoning the BCP's Trade Waste team (**01202 261709**).
- A representative from BCP's Trade Waste team will visit the premises where the waste is to be collected from. BCP will provide you with a written quotation for the collection of the proposed commercial waste. The quotation will include a price for all of the items that you've asked BCP to remove. The quotation is offered on the basis that there will be no access issues to BCP to the premises.
- If the quotation is accepted, you can make your payment by credit or debit card (American Express is not accepted) by calling BCP's Trade Waste team on **01202 261709**.
- When the payment is taken, a **collection date and time slot will be agreed with you for the collection of the commercial waste to occur.**

### 3. 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.
- Refunds will only be given by BCP if you provide BCP with at least 2 working days' notice before the scheduled collection date.
- If the item(s) are not as described at the time you made your booking, you will not be entitled to a refund of any money that you've paid BCP.

- BCP will do all that it reasonably can to not change your collection date or time slot. However, BCP reserves the right to change the date and/or time of your collection day. BCP will provide you with reasonable notice of any change to your collection date.

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

- A representative of your business must be present during the time collection slot agreed at the time of the booking.
- If a representative of BCP arrives at the agreed time slot and there is no one present at the premises, you'll need to make a new booking and a wasted journey charge of £55 will be due and owing from you to cover the cost of BCP returning to the premises.
- Bulky waste items must be dry, empty, clean, accessible and free-standing. BCP will not dismantle or disconnect any item.
- If additional bulky waste items are requested to be taken at the time of the collection, you can ask for a quote from the Trade Waste team and payment will be taken by credit/debit card whilst the BCP representatives are present on your premises.
- If you ask BCP to collect items from inside your premises, BCP will only remove such items if the items are small enough to fit through all doorways of your premises to enable the items to be moved to collection vehicle.
- You and the BCP representative are required to sign a collection note detailing the item(s) that have been collected by BCP.

#### **5. Item(s) we 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
- Soil or rubble
- Garden waste (bagged or loose)
- Clinical waste
- Soiled or dirty furniture and/or mattresses
- Tyres, vehicle parts (including car batteries or engines) or trailers
- Anything that's been left outside and is wet
- Bags of normal trade waste.

BCP reserves the right to make an additional charge if, on disposal, any items are found to contain hazardous/unauthorised waste.

#### **6. Data Protection statement**

The information that you provide BCP with will be used by BCP in relation to the provision of the Commercial Waste Service. Please refer to BCP's Privacy Policy for details as to how BCP will use your information:

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