



House Clearance Service Terms and Conditions

BCP Council (BCP) operates a House Clearance service for households and businesses within the geographical area that used to be within the administrative boundary of Christchurch Borough Council and the Borough of Poole.

By accepting the House Clearance Service Terms and Conditions, you agree to be bound by and accept the following Terms and Conditions:

1. Service Description

A house clearance is the removal of a number of items as instructed by you, the customer. There is a charge for collection of the waste. All bookings must be made by you via BCP's Trade Waste team.

2. Bookings

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

3. Changing the Collection Date, Cancellations and Refunds

- If you want to cancel or re-arrange the agreed 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, in full, the payment you have made. BCP will not provide any refunds for cancellations notified to BCP less than 2 working days before the agreed 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.

4. Collection of item(s)

- You or your authorised representative must be present at the premises during the time slot agreed at the time of booking.
- If a representative of BCP arrives at the agreed time slot and there is no one available 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.
- Any and all items to be removed must be dry, empty, clean, accessible and freestanding; BCP will not dismantle or disconnect any item.
- If additional items are requested to be taken at the time of the collection, you can ask for a quotation from the Trade Waste team. If the quotation is accepted whilst present at your premises that day, then a representative of BCP will take the additional payment from you for such additional items by credit/debit card whilst BCP is on site.
- If you ask BCP to collect items from inside your premises, BCP will only remove such items if they are small enough to fit through all doorways of the premises to enable the items to be moved to the collection vehicle.
- You and the BCP representative are required to sign a collection note detailing the items that have been collected by BCP.

5. Item(s) 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. Data Protection Statement

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

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