

Terms and conditions

1. The subscription covers the period to 30 June 2027.
2. The full annual subscription is payable whenever a customer joins the service during the period up to 1 July each year.
3. In accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel this contract within 14 days without giving any reason. The cancellation period will expire after 14 days from the day you ordered the services ('the Cancellation Period'). To exercise the right to cancel, you must inform us in writing by email to wastemanagementofficers@stalbans.gov.uk or by post to Garden Waste Subscription, Waste Management, St Albans District Council, Civic Centre, St Albans, AL1 3JE before the Cancellation Period has expired. If you cancel this contract, we will reimburse to you the payment received from you. We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel this contract. Direct debit payments will be reimbursed by refunding the account from which the direct debit was paid. To refund card payments, we will contact you to request your bank details for the reimbursement. In both cases, you will not incur any fees as a result of the reimbursement.
4. No refunds will be provided for cancellations during the year.
5. Refunds will not be made for missed collections. However, the Council will make every effort to return to make the collection, if the bin has been presented before 6am on the morning of the collection, has not been contaminated with non-garden waste, was not too compacted/ frozen, and was reported as being missed within 48 hours of the expected collection date. You can report a missed bin through your [MyStAlbans District Account](#) or at <https://www.stalbans.gov.uk/contact-us>.
6. Collections will start only after the subscription payment or direct debit payment has been received and a sticker has been displayed on the bin / pair of bags. Please note if there is not a bin at your property, it may take up to 10 working days to deliver the bin(s) (or reusable bags) and to add your property to the collection schedule. There is a fee for replacement containers. If you have not received a bin within 10 working days of payment being taken, please email wastemanagementofficers@stalbans.gov.uk.
7. The subscription is for one 240 litre green wheeled bin, or (for properties in conservation areas or where the property is unsuitable for a bin), 2 x 120 litre reusable bags. Further subscriptions for up to three extra bins of this size, or equivalent reusable bags, can also be taken out for an additional cost.
8. Please ensure that the sticker(s) are placed on your garden waste bin(s) (or reusable bags) as described in the subscription confirmation letter. Our crews will only collect garden waste from bins (or reusable bags) that show the correct subscription year sticker(s).
9. Your garden waste bin(s) (or reusable bags) must be presented at the boundary of your property by 6am on your scheduled collection day.

10. Only garden waste i.e., grass, leaves, twigs, weeds, hedge clippings, flowers and plants can be placed in your garden waste bin(s) (or reusable bags). Fruit/ vegetables should be placed in the food waste caddy only. Please make sure you remove soil and stones from your garden waste before putting it in your bins or bags. Garden waste bins (or reusable bags) containing anything other than garden waste will be deemed as contaminated and will not be collected. A return collection will not be made under these circumstances. It is the responsibility of the householder to sort the contents of the bins (or reusable bags) and remove any contamination prior to the next collection.
11. Garden waste bins (or reusable bags) should be used for domestic garden waste only. The bins (or reusable bags) may not be used for any garden waste arising from business or commercial activities.
12. All garden waste must be contained within the garden waste bin(s), with the bin lid closed flat. Please do not overfill your bins or bags. If they are too heavy to be collected safely, they cannot be emptied. Overflowing or excess garden waste placed around the bin(s) (or reusable bags) will not be collected.
13. Garden waste bins (or reusable bags) remain the property of the Council and are assigned to the address.
14. If you move home, you should notify the Council separately at: <https://www.stalbans.gov.uk/contact-us>. If you leave the District, the first garden waste bin (or reusable bags) must be left at the property for the new householder. Any additional garden waste bin(s) (or reusable bags) may be left for the new householder for the remainder of the subscription period. Alternatively, you can ask us to collect these.
15. If you move home within the District you may transfer the service. The first garden waste bin (or reusable bags) must be left at the property for the new householder. However, you can take the additional garden waste bin(s) (or reusable bags) to the new property. Please note you will have to make your own arrangements to move the bin(s) (or reusable bags) as the Council is unable to provide this service.
16. Garden waste bins (or reusable bags) will be emptied every other week, except over Christmas and New Year when there will be a scheduled break in the service for one collection cycle (in such circumstances, additional waste (up to the equivalent size of a garden waste bin) can be presented for collection on the following scheduled, garden waste collection day).
17. During severe weather, garden waste collections may be suspended without notice. Guidance and updates for all collection services will be posted on the Council website at www.stalbans.gov.uk/recycling-and-rubbish.
18. During cold weather, we will try to empty your garden waste bin(s). However, this may not be possible if the contents are frozen/ compacted. Please make every effort to loosen the content of your bin(s). Return visits cannot be made for frozen/ compacted bins.

19. Scheduled alterations will be made to the garden waste collection service during public holidays. The Council will make every effort to provide prior notification of these changes along with the changes to all collection services.
20. These terms and conditions may be revised and updated as required. Please check www.stalbans.gov.uk/garden-waste-subscription-service for up-to-date details of the service.