

Terms and conditions

1. The subscription covers a 12-month period, 1 July to 30 June, each year.
2. You must have a MyStAlbans District Account to subscribe to this service.
3. The full annual subscription is payable whenever a customer joins the service during the period up to 1 July each year.
4. No refunds will be provided for cancellations during the year.
5. Collections will commence only after the subscription payment or direct debit set up has been confirmed. (Please note it may take up to 10 working days to deliver the bin(s) (or reusable bags) and add your property to the collection schedule).
6. Please ensure that the stickers are placed on your garden waste bin(s) (or reusable bags) as described in your confirmation letter. Our crews will only collect garden waste bin(s) (or reusable bags) that show the correct subscription year sticker/s.
7. Your garden waste bin(s) (or reusable bags) must be presented for collection in line with the Council's general requirements for the garden waste collection service. These can be found on the Council website www.stalbans.gov.uk/rubbish-collections.
8. Only green 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). Garden waste bin(s) (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 bin(s) (or reusable bags) and remove any contamination prior to the next collection.
9. Garden waste bin(s) (or reusable bags) should be used for domestic garden waste only. The bin(s) (or reusable bags) may not be used for any garden waste arising from business or commercial activities.
10. All garden waste must be contained within the garden waste bin(s), with the bin lid closed flat. Bags must be not overfilled so that they are too heavy to be lifted by collection crews. Overflowing or excess garden waste placed around the bin(s) (or reusable bags) will not be collected.
11. Garden waste bins (or reusable bags) remain the property of the Council and are assigned to the address.
12. If you move home you should notify the Council through your MyStAlbans District Account. If you leave the District the first garden waste bin (or reusable bags) must be left at the property so that they are available 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 in.
13. 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 so that they are available for the new householder. However take the additional garden waste bin(s) (or reusable bags) to the new house. Please note you will have to

make your own arrangements to move the bin(s) (or reusable bags) as the Council will be unable to provide this service.

14. Garden waste bins (or reusable bags) will be emptied every other week. 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 7.00am on the morning of the collection, has not been contaminated with non-garden waste, and was reported as being missed within 48 hours of the expected collection date. How to report a missed bin can be found on the Council website www.stalbans.gov.uk/rubbish-collections.
15. During severe weather, garden waste collections may be suspended without notice. Guidance for all collections services and updates will be posted on the Council website www.stalbans.gov.uk/recycling-and-rubbish.
16. Scheduled alterations will be made to the garden waste collection service during public holidays. You will receive prior notification of these changes along with the changes to all collection services.
17. During cold weather, we will try to empty your garden waste bin(s). However, this may not be possible if the contents are frozen. Please make every effort to loosen the content of your bin(s).
18. These terms and conditions may be revised and updated as required. Please check the Council website www.stalbans.gov.uk/garden-waste-subscription-service for up to date details of the service.