

# Bulky waste booking terms and conditions

When you confirm your bulky waste booking with Canterbury City Council you are confirming that you agree to the following:

- Items must be as specified or described in the bookings confirmation or a rebooking fee of £7.50 may apply.
- Items for collection must be placed at the boundary of the property to the highway before 6:00am on the agreed day of collection. If this is not possible, please ring Serco on 0800 0319091.
- Please note that we can only collect from residential properties within the Canterbury City Council District (these are properties that pay Council Tax to Canterbury City Council).
- The collection must be paid for in advance of the collection.
- After payment refunds are not possible, however you may change your booking up to three weekdays before your collection date. For further details please ring Serco on 0800 0319091.
- You must be at least 18 years of age to make a bulky waste booking. By using our online booking system, you warrant and represent that you are at least 18 years of age.
- While we endeavour to ensure that information on this website is correct, we do not warrant its completeness or accuracy, nor do we commit to ensuring that the website remains available or that the material on it is kept up-to-date.
- All prices are subject to change at the Council's discretion.
- We will not be liable to you in respect of any losses arising out of any event or events beyond our reasonable control.
- We will not be liable to you in respect of any business, special, indirect or consequential loss or damage.
- We will not be liable to you in respect of any loss or corruption of any data, database or software.