

Garden Waste Collection Service

Terms and Conditions

1. These terms and conditions are for the provision of Garden Waste Collection Services and by ordering Garden Waste Collection Services you (“Customer”) accept these terms and conditions and confirm that the Customer will abide by these terms and conditions.
2. The Garden Waste Collection Service (“the Service”) is available to domestic properties only, across all wards in the Canterbury District, on payment to the Council of the applicable subscription fee. Business and commercial properties/activities are excluded from this Service.
3. The Customer may only use the designated garden waste container (“the Container”) purchased by the Customer from the Council or the Council’s contractor as confirmed by the Council from time to time and as set out on its website. The Council will not collect garden waste contained in any other container. If additional capacity is required more bin(s) can be purchased but additional subscriptions will also need to be purchased.
4. Garden waste collections will take place on a specific day from Monday to Friday once a fortnight. There will be a four-week break in collections over the winter period, with collections stopping after 18 December 2026 and restarting again from 18 January 2027. The subscription year will end on 26 March 2027. Confirmation of your collection day and schedule are available on our website www.canterbury.gov.uk/bins-and-waste/garden-waste-collections/sign-garden-waste-collections
5. The subscription fee for the financial year 2026/27 covers the emptying of one green bin for the period shown on the council website here www.canterbury.gov.uk/dates
6. If a Customer requires the Services for the next subscription period, a Customer will be able to renew the subscription period for the forthcoming period from the date stated on the council website.
7. The Council does not accept instalment payments for the subscription period. The subscription fee must be paid in full before the Service begins.
8. The Council is unable to provide any concessions for residents.
9. The Council also reserves the right to vary the Service by giving Customers advanced notice in writing or via email.
10. Any Customer subscribing to the Service will be entitled to cancel the same within 14 days of the subscription. In this event the Council will refund the Customer the subscription fee in full subject to the Customer not having made use of the Service. Further details on how to cancel the Service are contained on the Council’s website. After 14 days of subscription, no refunds are available.
11. Each subscription is registered to the property of the Customer who subscribed to it. Customers who move to another property within the District can have the subscription transferred to the new property. The Council does not provide a refund for any subscriptions other than as set out in these terms and conditions. Subscriptions of Customers who move out of the District will remain registered to the property other than if cancelled by the Customer. The Service is non-transferable from one resident to another resident at a different property.
12. A Customer may share a subscription with a neighbour but the subscription will only be registered

to the property of the Customer who purchases it. An arrangement between two residents is deemed as a private arrangement and the Council does not accept any responsibilities arising from any disputes or issues that may occur.

13. Any Containers must be stored on the Customer's property between collections. The Containers must be placed on the front boundary at the usual waste collection point of a Customer's property before 6am on the day of collection. The location must be accessible and visible. Assisted Collections will be collected from their usual waste collection point.
14. In the event that the Council or its contractor detect Containers which have been contaminated or items not placed out at the agreed time and place, the Customer shall note that the Council and its contractor will not provide any return visits until the next collection date.
15. Only items specified on the Council's website **www.canterbury.gov.uk/green** will be collected. Any items placed out for the collection which are not suitable will be considered as contamination and may result in the collection not being made.
16. Other than in cases set out under clause 13 - 15 (above) the Customer shall report a missed collection to the Council by close of business the day following your collection day in order for the Council to instruct the contractor to return to make the collection. A missed collection not reported within this period will not be deemed as a missed collection and the Customer will have to wait until the next scheduled collection.
17. It is requested that customers add their property number or name to the bin.
18. This service is not available to properties with purple sack or communal bin collections.
19. During periods of extreme/adverse weather or for any reasons out of the control of the Council including but not limited to strikes, road closures and pandemics the Council reserves the right to suspend collections. No refunds will be made in these circumstances. Instead, the Council will endeavour to make the collection as soon as possible.
20. The Council reserves the right to change Customers' collection days subject to providing Customers with prior notice via the Council's website. Bank holidays and changes due to the Christmas break will be published via the Council's website.
21. Breach of these conditions may lead to termination of the Service by the Council.