

Garden Waste Subscription Scheme - Summary of terms and conditions

(For full terms and conditions, please visit <https://www.york.gov.uk/GardenWaste>)

- You have the right to cancel your subscription to the scheme within fourteen (14) days of opting in without giving a reason. If you cancel within this time you will be entitled to a refund of the amount paid.
- The collection period for the fortnightly scheme is from 5 August to 6 December 2024.
- The cost is a one-off annual fee and is irrespective of when you pay for the scheme. There will be no reductions for part year payments.
- Each garden waste sticker entitles you to have one 180-litre green bin collected fortnightly. One sticker is required per green bin and only green bins provided by CYC that display a valid sticker will be collected. If your sticker becomes lost, stolen or damaged, please contact us at ycc@york.gov.uk or call 01904 551 551 as soon as possible to avoid any disruption to your service.
- Missed collections should be reported to CYC within 24 hours. Should collections be missed due to circumstances beyond CYC's control, every effort will be made to re-schedule the collection. No refunds/part refunds will be issued for missed collections.
- Green bins should be presented at the kerbside/collection point by 7am on the day of collection, unless alternative arrangements have been made. Please check your collection calendar online at <https://www.york.gov.uk/wastecollectioncalendar>. This will include details of any changes to collection over bank holiday periods.
- During periods of severe weather, CYC reserves the right to suspend collections. Notice of this will be posted on our website. No refunds or part refunds will be given in these circumstances.
- CYC reserves the right to vary the charge and service on an annual basis. If your collection day changes, you will receive prior notification of this.
- You may cancel your sticker at any time. However, there will be no refunds or part refunds for the cancellation of the service part way through the collection period.
- Green bins that are provided free of charge as part of the scheme remain the property of CYC.
- You may be responsible for the cost of replacement for any loss/damage to CYC's bins other than that caused by the emptying process.
- CYC reserves the right not to empty or collect any bin or container that, in its reasonable opinion, poses a health & safety risk to the collection operatives, is overflowing or overweight.
- Only accepted garden waste will be collected from the green bin provided. Contaminated bins with incorrect material will not be emptied (for more details about what can go into your green bin visit <https://www.york.gov.uk/GardenWaste>)

Yes Please
grass cuttings and hedge clippings
leaves and bark
garden plants and flowers *Please shake excess soil or compost off plant roots before placing them in your green bin
non-invasive garden weeds
twigs and small branches
windfall fruit
cut flowers, house plants, dried flowers
Christmas trees and natural wreaths - chopped up so they fit inside your bin

No thanks
soil, turf, rubble, coal, barbeque charcoal
large whole branches - these can be taken to a household waste recycling centre
invasive weeds such as Japanese knotweed, Giant Hogweed and Ragwort - seek advice on safe disposal from the Environment Agency
food or other kitchen waste, nappies
plastic, paper, cardboard and other packaging, including compostable plastic and bags
pet and animal waste from cats and dogs
straw bedding from pets, such as rabbits
Christmas decorations