

Terms and Conditions of Service - Large and bulky waste collections

1. Agreement

1.1 The Agreement is made between the resident ('the Customer') and the London Borough of Barnet ('the Council') of 2 Bristol Road, Barnet, NW9 4EW and sets out how the Council will deliver the large and bulky waste collection service (the 'Service') to its customers, and how the Customer uses the Service. By agreeing to pay for the Service, you the Customer will be accepting these terms and conditions.

2. Collections

2.1 The collection address must be within the London Borough of Barnet. This large and bulky waste collection service is reserved for domestic residential properties only. Items produced by a commercial premise will not be removed and a refund will not be given.

2.2 The Customer must place Items for collection at the front boundary of the property by 6am on the Booked Collection Date. Collections cannot be made from back gardens or by entering the property. Items must not cause obstruction to the public highway.

2.3 Collections can only be completed if:

- There are no access restrictions to the items such as parked vehicles or locked gates
- Items are placed outside at the front boundary of the property where they are visible from the road by 6am on the Booked Collection Date, and
- Storage Items such as fridges, freezers or wardrobes are empty

2.4 The Customer must ensure that Items booked for a bulky waste collection are kept separate from any other items on their property. The Council accepts no responsibility for the removal of non-waste items placed on or amongst bulky waste items awaiting a booked collection.

2.5 The Council is not liable for any loss or damage while items are removed.

3. Items accepted

3.1 Both electrical and non-electrical items are accepted through this Service, and include but are not limited to the following:

Non-electrical Items	Electrical Items
Armchair	American-style fridge
Bags of rubbish (5 bags = 1 item)	Batteries
Bed base	Cooker
Mattress	Dishwasher
Bed (mattress and base)	Freezer
Chair	Fridge
Chest of drawers	Fridge-freezer
Christmas tree (within 2 weeks after Christmas)	Tumble dryer
Gas bottle or canister	Washing machine
Glass	

Glazed window frame Liquids including paint and oil Small table or dismantled big table Small wooden bench Small wooden gate Sofa Sofa bed Soil or building materials Trampoline (dismantled) Tree trunk or thick branches Tyre Wall unit (dismantled if over 6ft) Wardrobe (dismantled if over 6ft) Wooden filing cabinet	
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3.2 Items not listed above can be requested for collection. If the Council is unable to remove these items, the Customer will be contacted to discuss alternative arrangements or may be issued a refund.

4. Incomplete collections

4.1 Collections may not take place if:

- there is an issue with the collection and this is no fault of the Council. In this instance, a refund may not be issued
- there is a Force Majeure (including but not restricted to roadworks, no access to roads, fire, flood, storms, severe weather conditions, act of God, Coronavirus event) preventing the Council from providing the Services. In this instance, each circumstance is reviewed individually to determine if the Council can provide the Services as soon as reasonably practicable or may issue a refund
- Items have not been left outside by 6am at the front boundary of the property on the booked collection date. In this instance, a refund may not be issued
- there are access restrictions to the Items, arising from the Customer's failure to comply with the instructions at Clauses 2.2 and 2.3. In this instance, a refund may not be issued
- there are Items deemed unsafe to remove on arrival. In this instance the Customer will be contacted to discuss alternative arrangements
- on arrival the Items presented are not as declared on the Request Form. In this instance the Items may not be removed, and the Customer may still be charged for the Service; or
- additional Items have been left for collection, but Payment has not been received for removal of these Items.

5. Booking and Payment of Service

5.1 The charges for this Service are outlined on the Council website at: <https://www.barnet.gov.uk/recycling-and-waste/special-collections/large-and-bulky-waste-collections>

A maximum of ten (10) items can be booked online per collection slot. Collections of more than 10 items can be booked over the phone only by calling 020 8359 4600.

5.2 The Customer may make Payment by credit or debit card either online at <https://www.barnet.gov.uk/recycling-and-waste/special-collections/large-and-bulky-waste-collections> or over the phone by calling 020 8359 4600.

5.3 The Customer must make their booking with no less than 48 hours notice from the chosen collection date. Bookings made with less than 48 hours notice may not be completed and re-booking will be required.

6. Cancellations and amendment to booking

6.1 Cancellation or amendment of bookings must be made no later than two (2) full working days before the Booked Collection Date.

7. Refunds

7.1 Refunds will be given where cancellations are made no later than two (2) full working days before the booked collection date. Working days are Monday to Friday and exclude bank holidays and weekends.

7.2 Refunds are processed within fourteen (14) days.

8. Data Protection Statement

8.1 For the purposes of the Data Protection Act 2018 and all personal information processed in accordance with the Data Protection Legislation, the Council is the Data Controller.

8.2 The Council will collect and use the information provided by the Customer to undertake its functions as a Local Authority and provide the Services. The Council will use this information to contact the Customer in relation to provision of the Services if necessary.

8.3 The Council will collect Customer Information including name, property address, email address, phone number (optional) and payment details. The Council may also collect and hold Customer Information during delivery of the Services, such as complaints or similar.

8.4 It is the Council's responsibility to ensure that the Customer Information is kept safe and secure. It is the Customer's responsibility to ensure that the Council is notified of any changes to personal details and that Customer Information is accurate.

8.5 Any Personal Data or Customer Information will be held as long as it is necessary to enable provision of the Services. Customer Information will be deleted six (6) months after termination of the Services.

8.6 The Customer may request a full copy of the Council's Privacy Notice by emailing data.protection@barnet.gov.uk or visiting www.barnet.gov.uk/privacy.