

Collection Plus

Terms and Conditions



1. If the resident moves off the island or no longer require the service; no refund for the remainder of the year will be provided.
2. If the resident moves to another location on the island and still require the service; the new property will require a site suitability survey. The fee for this will be £20 and should be booked through the contact centre.
3. Amey accepts no liability of damage to or theft of the containers unless directly caused by an Amey employee.
4. Amey accepts no liability for loss or damage that occurs unless it is the result of negligence by an Amey employee.
5. Whoever signs up needs to have the authority to do so / permission of registered homeowner(s).
6. Operational rules:
 - a. No key or code access and bins must be easily accessible;
 - b. Access is to be clear of hazards;
 - c. Any pets and or animals are to be secured away from the access route and bin store;
 - d. If the containers are obstructed or it is otherwise unsafe to collect from the agreed set out then Amey reserves the right to not collect the bins until obstructions are removed by the householder.
 - e. Non-collection of a bin due to any contravention of the Operational rules will be notified by a bin sticker / hanger with the justification highlighted.
7. No VAT to be charged on payments made via the Council.
8. Any issues to be reported via the Council Contact Centre and will be managed in accordance with the Councils processes.
9. A missed Collection Plus shall be treated as a missed collection under the main service and shall be rectified accordingly.
10. All waste collection policies must be adhered to, for clarity the collection plus service will only change the terms of the collection point and no other policies will be waived. Please refer to the council's website – www.iwight.com/waste.

