



Household Waste Subscription Service Terms and Conditions of Renewal

Terms and Condition of Service

1. Subscription Fees are subject to change, changes will be informed to residents via www.iwight.com/waste.
2. The household waste collection subscription service is only for use by properties who are not charged a non-domestic rate.
3. Properties will be provided or continue to use the currently provided waste receptacles consisting of 1x 240L Recycling Bin, 1x 140L Residual Bin and 1x Food Caddy or Gull Sacks of the same capacity. An additional Recycling Bin can be provided on request; additional recycling can also be placed out on collection day in clear bags.
4. Collections will be weekly and follow the household waste collection schedule: <https://www.iwight.com/wasteday>
5. Subscriptions will initially run from July 1st 2019 to March 31st 2020. After this date, annual subscriptions can be purchased online or via The Isle of Wight Council Contact Centre. The annual subscription will run from April 1st of any given year to March 31st of the following year.
6. There will be no refunds issued for service cancellations
7. The data collected in this form may be sent to the following: Amey, Revenue and Benefits and other council services and providers.
8. Revenue and Benefits may contact you in relation to the information provided to check or determine accurate rating, if applicable - It may be provided to confirm if the property should be in CT or NDR list.
9. Bins must be presented kerbside on the day of collection by 7am, unless the collection plus subscription has been purchased.
10. Bins must only be used for the correct purpose; contaminated bins will not be emptied, and no refunds will be issued.
11. Missed collections will only be returned for if a genuine missed collection has occurred and the above conditions have been met.
12. Any additional queries to be reported to the Isle of Wight Council via the Isle of Wight Council Contact Centre or via email to waste.contract@iow.gov.uk and will be managed in accordance with the Isle of Wight Council's processes.
13. Please note you are under no obligation to subscribe to this service; other licenced waste carriers are available. However, failure to produce waste transfer notes may result in receptacles being removed from the property.