

## **Terms and Conditions – Waste Wagon – Book-in Waste Service**

The Waste Wagon – book-in waste service - will be provided in accordance with the following:

1. Collection will be undertaken by Council staff;
2. Residents will book a collection and be allocated a set date for collection;
3. Bookings are made by the resident either by calling 6767 5555 or on line via Council's website;
4. Service availability will be based on 'first come first received' basis;
5. Subject (vi) service will be available to all residential property owners/tenants who have an existing kerbside bin collection service;
6. Limited to property that can be safely serviced – e.g. the kerbside should be easily accessible and line of site of the vehicle parked on the side of the road whilst material is loaded and the vehicle is not impeding the flow of traffic;
7. Maximum load that will be collected per service is 2 cubic meters;
8. Waste must be sorted to allow recovery of accepted recyclable items;
9. Waste is to be placed on the kerbside no more than 7 days before pick up but it is recommended that residents don't place their items out until the night before their scheduled collection date;
10. Items will not be collected from inside the fence line of the property.
11. There is a collection fee that applies to the services as gazetted in the fees and charges and is based on locations. This fee is payable prior to collection.
12. A free waste voucher must be surrendered at the time of pick up as this covers the cost of waste disposal only for acceptable items;
13. The applicable collection charges for those with a government issued pension card or disability card will be charged at 50% of the cost for the service;
14. Collection fees need to be paid in advance and if it has not, then the service will not be undertaken
15. If you cannot use the allocated collection date for whatever circumstances, your collection will need to be rebooked. You will not be charged again if you need to reschedule your service.
16. A minimum of 24-hours' notice of cancellation notice or rescheduling of the service is required. If this is not received or undertaken, payment will not be refunded due to administration costs incurred in booking in your service. All cancellations or rescheduling must be made by calling Council on 6767 5555. Email notification is not accepted.
17. Items must not be heavier than 30kg and a two-person lift.
18. Voucher recipients are able to have friends or family take their waste to a Council landfill and use a voucher. However, they must first print out the vouchers and fill in the transfer box. The user must then have photo ID to present to landfill staff to confirm their identity.