Garden Waste Terms and Conditions
South Norfolk Council

• The service contract for garden waste is between you and South Norfolk Council. The contract is not transferrable.

• No refunds will be given for early cancellation of your contract.

• South Norfolk Council will invoice you annually. If your annual payment is not received by the due date, your contract will be suspended, and the bin will be removed.

• If you move house or change your personal details, please inform us at your earliest convenience. If you move house within the South Norfolk Council area, please take your garden waste bin with you and inform us so that we can continue your service at your new address.

• The garden waste bin remains the property of South Norfolk Council.

• The garden waste bin needs to be on the on, or by the edge of the public highway or pavement by 6:30am on day of collection.

• We do not accept side waste e.g. bags / boxes beside the bin, unless by prior arrangement.

• We will not empty the bin if it contains waste other than: o Grass cuttings Hedge trimmings Small branches (4” diameter) Fallen leaves Twigs and weeds Plant prunings Cut flowers

• Please make sure that you do not overfill your bin. If the bin is too heavy for our lifters, then we will not empty it.

• The council reserves the right to suspend the garden waste service temporarily when conditions outside of their control such as adverse weather or other extreme events require extra resources to be delivered to domestic waste and recycling collections. No refunds will be given for any delayed collections.