

Last updated 26/11/2025

1. Service Description

The Garden Waste Disposal Service (“Service”) includes the collection, removal, and disposal of organic garden waste such as grass cuttings, leaves, branches, hedge trimmings, and similar biodegradable materials.

Non-organic or hazardous items are not permitted (see Section 4).

2. Booking & Access

Customers must provide accurate information regarding the volume and type of waste. The customer is responsible for ensuring safe, unobstructed access for collection. If access is restricted or unsafe, the provider may refuse the service and charge a call-out fee if a second or subsequent visit is required to collect the waste.

3. Waste Preparation Requirements

Garden waste must be placed in the containers or bags approved by the provider, or bundled as instructed. Logs or branches may require cutting to specified lengths or discussed with the provider as to the best method of disposal and costs involved.

Bricks, concrete, rubble, only removed with prior agreement.

Contaminated waste including asbestos will not be collected.

4. Prohibited Materials

The following cannot be collected under this Service:

Household waste, plastics, or recyclables. Chemicals, oils, paints, solvents. Animal waste or food waste.

Japanese knotweed or other controlled plant species.

If prohibited materials are found, the provider may cancel the service, charge additional fees, or require the customer to remove the items.

5. Pricing & Payment

Pricing may be based on volume, weight, time on site, or a fixed service fee. Additional fees may apply for oversized loads, heavy lifting, difficult access, or contamination.

Payment is due at the time of booking unless otherwise agreed.

6. Collection

Customer to contact the provider when waste is ready for collection. Collection will be made within 3 working days.

7. Liability

The provider will take reasonable care during collection, but is not liable for damage resulting from unsafe access, hidden obstacles, or pre-existing property conditions.

The customer is responsible for ensuring that waste is safe to handle and free from hazardous materials.

8. Environmental Compliance

All garden waste will be disposed of in accordance with local and national environmental regulations.

The provider may compost, recycle, or otherwise process the waste as permitted.

9. Customer Responsibilities

The customer agrees to:

Provide truthful information about the waste. Follow preparation guidelines and ensure safe working conditions. Comply with local regulations regarding waste storage and disposal.

10. Amendments

The provider reserves the right to update these Terms & Conditions at any time. Continued use of the Service constitutes acceptance of any changes.