



## Department for Neighbourhood Services

King George V House  
King George V Road  
Amersham  
HP6 5AW

01494 586550

[www.buckinghamshire.gov.uk](http://www.buckinghamshire.gov.uk)

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### **Bulky Waste Terms & Conditions 2020/2021**

1. This agreement is made between the resident ('the Customer') and Buckinghamshire Council ('the Council') (Buckinghamshire Council, King George V House, King George V Road, Amersham, HP6 5AW) and sets out the terms and conditions under which the Customer may use the Council's Bulky Waste collection service ('the Service'). By agreeing to pay for the Service you will be accepting these terms and conditions.
2. We will share your booking details, including your address and contact details, with third-party service providers (waste collection contractors), where it is necessary to perform the Bulky Waste collection service.
3. The Council and third-party service providers (waste collection contractors) will only use the personal details you have provided for this service to contact you by letter, telephone or email for matters related to the bulky waste service.
4. We will not send you emails about other Council Services without your permission
5. You may tell us at any time if you do not want to receive marketing communications from us by writing to us providing your full name and address.
6. We will also use your information for analysis purposes in order to improve our service. This will be anonymised prior to any disclosure, e.g. under the Freedom of Information Act regarding service take-up volumes.
7. The Council's full data protection disclosure can be found at <https://www.buckinghamshire.gov.uk/your-council/privacy/privacy-policy/>
8. By agreeing to pay for the service you will be accepting the terms and conditions
9. There is a collection charge of £45 per 3 suitable bulky special household waste items.
10. All suitable items must be presented outside for collection by 7am (07.00) on the specified day of collection.
11. All suitable items of waste must be left together as close as possible to the edge of the boundary of the property, as close to the highway or access road as possible, easily accessible for the crews and presented in a safe fashion which does not cause any obstruction or danger to the public.
12. Items will not be collected from inside houses or outbuildings, or from up or down steps.
13. The collection point for properties with difficult access e.g. flats, shall be agreed with Chiltern and Wycombe District Councils prior to the collection. If a site visit is required to establish a collection point, this will be subject to an additional fee if applicable.
14. Once a booking has been made for the bulky special household waste collection, additional items cannot be added.

Contact: Buckinghamshire Council

Visit: [www.buckinghamshire.gov.uk](http://www.buckinghamshire.gov.uk)

Telephone: 01494 586550

Address: Department for Neighbourhood Services, King George V House, King George V Road, Amersham, HP6 5AW