

Highland Council Garden Waste Service Terms and Conditions

1. The Highland Council Garden Waste Service is for domestic premises only. Commercial premises are not eligible for this Service.
2. The Highland Council Garden Waste Service is for the collection of organic garden waste that is presented in a brown 240 Litre wheeled bin.
3. The 2023/24 annual charge for the brown bin collection is £47.75 per bin emptied on a fortnightly basis between March and November.
4. Up to 3 brown bins can be uplifted per household. The cost will be £47.75 per bin uplift each year (3 bins would be £143.25).
5. Collection crews will not empty any bin that does not display a valid current permit sticker. If your sticker becomes lost or detached, please contact us at recycle@highland.gov.uk
6. Expected delivery time of the permit from purchase to delivery is 15 days. Your bin will not be emptied during this period unless the permit has arrived and is on the bin.
7. There will be no pro rata payments for customers that wish to join the service part way through the year and no refunds or part refunds for the cancellation of the service part way through the year.
8. The subscription period is from 1st September – 31st August.
9. The collection period is for 1st March – 30th November. Collection calendars can be found on this [link](#).
10. To ensure your collections continue uninterrupted, payment is required every year in advance, using the online form, telephone payment service by debit or credit card, or in person at a Council Service Point with a debit or credit card. You will be notified of the charge and payment date in June to July each year. If you don't pay by the specified date, we will withdraw our service until such time as you re-join the scheme.
11. When brown bins are presented for collection the permit sticker must be clearly visible to the collection crew.
12. Bins must be presented at the kerbside before 7am on the day of collection. Please make sure the bin handle is facing the street.
13. After the bin is emptied, it will be returned to the point of collection. It is your responsibility to make sure that the bin is returned to your property.
14. Your brown bin(s) must be used for garden waste only. Garden waste includes grass, cuttings, hedge clippings, twigs, bark, leaves, straw, hay, flowers, plants and small branches. Your brown bin should NOT be used for large branches, turf, earth, soil, stones, gravel etc. The garden waste must not be placed in plastic bags, as this affects the composting process. Food waste CANNOT be placed in the garden waste bin. Further details about how to use your brown bin can be found [here](#).
15. The Council reserves the right not to empty bins in the following instances: -

- Bins contain incorrect items
 - Bins are too heavy to safely manoeuvre
 - Waste is heavily compacted or the contents are frozen
 - Bins where the lid is not closed
 - Bins from Commercial premises
16. Refunds will not be given if a collection is missed through circumstances beyond the control of the Council.
 17. The Council reserves the right to inspect bins and their contents at any time to ensure proper use.
 18. Contaminated bins (i.e bins containing incorrect material(s) will not be emptied. If your bin is contaminated, it is your responsibility to remove the item(s) of contamination prior to the next collection. If the contamination continues, we may remove the bin(s) and no refund applied.
 19. The bin lid(s) must be completely closed and no side waste will be collected, i.e. no extra waste next to the bin(s) or placed on the lid(s). If the bin is too heavy to be lifted safely, the householder will be expected to remove some green waste making it safe to lift for the next scheduled collection.
 20. If your bin is damaged during collection or if it falls into the rear of a refuse vehicle, we will repair or replace it free of charge.
 21. If you require a replacement brown bin you can apply online [here](#).
 22. If you move home - please leave the bin at the property. If you are moving into an area which provides the garden waste collection service and there is no permit sticker on the brown bin at the new address, you will be required to apply for a new permit sticker.
 23. Please note these Terms and Conditions are subject to change at the Council's discretion without notice. The current version will be held online on this [link](#)
 24. The Council expressly reserves the right to withdraw the service for the collection of waste without notice in the event of war or other emergency, civil commotion, riot, strikes, adverse weather conditions or other circumstances out with its control. No refund of fees will be applicable in the event of the loss of service for the reasons detailed in this section.

Further information and Frequently Asked Questions relating to the garden waste collection service can be found on www.highland.gov.uk/gardenwaste