

## **Garden waste collection service terms and conditions**

Valid from 1 September 2025 to 31 August 2026

Use this page to understand how the garden waste collection service works, what it costs, and how to use your brown bin correctly.

### **Who can use the service**

You can use this service if:

- you live at a domestic property
- you have subscribed and paid for the service

You cannot use this service if:

- you are a commercial property
- your bin does not display a valid permit sticker

### **What does it cost?**

The service costs £48.95 per bin for the year

You can register up to 3 brown bins per household

The total cost for 3 bins is £146.85

There are no part-year discounts or refunds if you cancel

### **When collections happen**

The subscription runs from 1 September to 31 August

Collections take place fortnightly from 1 March to 30 November

You can check your collection calendar online

### **How to pay**

You must pay in advance each year. You can pay:

- online
- by phone using a debit or credit card
- in person at a Council Service Point

We will contact you in June or July each year with payment details. If you do not pay by the deadline, we will stop collecting your bin until you re-join the service.

### **Your permit sticker**

You will receive a permit sticker within 15 days of payment.

Your bin will not be emptied until the sticker is attached.

If your sticker is lost or damaged, email [recycle@highland.gov.uk](mailto:recycle@highland.gov.uk)

### **How to present your bin**

To make sure your bin is collected:

- put it out by 7am on collection day
- place it at the kerbside with the handle facing the street
- make sure the lid is fully closed
- do not leave extra waste beside or on top of the bin

After collection, it is your responsibility to return the bin to your property.

### **What you can put in your brown bin**

You can put in:

- grass cuttings
- hedge clippings
- twigs and small branches
- bark, leaves, straw or hay
- flowers and plants

You cannot put in:

- large branches, turf, soil or stones
- gravel or rubble
- food waste
- plastic bags

### **When we will not collect your bin**

We will not collect your bin if:

- it contains the wrong items
- it is too heavy or compacted
- the contents are frozen
- the lid is not closed
- it is from a commercial property

We may inspect your bin at any time. If it is contaminated, you must remove the incorrect items before the next collection. If contamination continues, we may remove your bin and no refund will be given.

### **Damaged or missing bins**

If your bin is damaged during collection or falls into the vehicle, we will repair or replace it for free.

If you need a replacement bin, you can apply online.

### **If you move home**

Leave your brown bin at the property.

If your new home has no permit sticker, you will need to apply for a new one.

### **Service changes and cancellations**

We may change these terms at any time. The latest version is available online.

We may suspend or cancel the service without notice in emergencies such as:

- severe weather
- strikes
- civil unrest
- other events beyond our control

No refunds will be given in these cases.

### **More information**

Visit [www.highland.gov.uk/gardenwaste](http://www.highland.gov.uk/gardenwaste) for more details.