

## **Extra Garden Bin Collection Service**

### **Terms and Conditions**

**Last Updated: 2 February 2026**

Please read our terms and conditions before you sign up for the Extra Garden Bin Collection Service, as these form the basis of a contract between you as the subscriber and the Council.

### **The Service**

1.

Definition: Around two-thirds of households in Bolton have a fortnightly 240L garden bin collection service, in accordance with the Council's [Waste and Recycling Policies](#) available on our website. The Extra Garden Bin Collection Service to which these terms and conditions apply, is a service offered from 2025 and applies to any households that wish to pay for a second (or more) garden bin for collection of garden waste on a fortnightly basis.

2.

All Personal Data you provide to the Council will be kept in confidence, and in accordance with the UK GDPR and Data Protection Act 2018. Personal Data will not be shared outside the Council and will only be held for the duration of the contract period and in accordance with the terms and conditions below. You may ask us to correct or remove any Personal Data you believe to be inaccurate.

3.

The Extra Garden Bin Collection Service (hereby referred to as the "service") will run from 1 April until 31 March each year and includes at least 24 collections. Collections will be fortnightly. Collection calendars are aligned with your normal bin collection schedule. The service reserves the right to change or cancel collection dates temporarily due to adverse weather.

4.

The service will suspend bin collections over the Christmas and New Year period.

5.

Applications for new subscriptions will be available on our website ([www.bolton.gov.uk/extragreenbin](http://www.bolton.gov.uk/extragreenbin)) from February to November each year. The full year subscription rate will be applied.

6.

New subscriptions received between 1 February and 31 March each year will become active on 1 April of the same year.

7.

The renewal of subscriptions will take place February to March each year. Households will be contacted directly by email with information on how to renew, cancel or amend their subscription for the upcoming subscription year.

8.

The service is based on a subscription cost for each additional bin requested.

9.

There are no discounts available for this service. There are no reductions for a part-year service.

10.

Payments must be made in full at the time a resident subscribes to the service by debit/credit card. The Council does not accept cash or cheque payments.

11.

The Council will only send an email communication when a contract is due to expire and to provide important service updates. If a resident subscribes over the telephone and does not provide an email address, the resident will not receive information on contract renewal, and may miss any service renewal deadlines, which may mean the service is disrupted and/or terminated, and the resident could incur additional unnecessary fees. For example, if the Council removes your subscription because you have not notified us in time and you wish to retain the service, you would need to pay the setup fee again.

12.

All subscriptions should be made online. Those that are unable to do so can ring the contact centre on 01204 336632.

### **Card Payments**

13.

If payment in full is not successfully received by the Council, your address will be removed from the service, your details deleted, and the bin will not be delivered.

### **Refunds**

14.

There will be no full or partial refunds during the contract period if customers cancel the service. Notification of cancellation can be made to the contact centre on 01204 336632.

15.

If a customer has presented their garden bin before 7 am with the correct contents (see clause 30, without a collection for 3 consecutive collections, they may be entitled to a partial refund at the service's discretion on the basis that all missed bins have been logged (clause 28). If your bin was missed but recollected within your collection week this will not count towards the 3 consecutive

collections. Please note that missed bin collections due to exceptional circumstances (such as severe weather, road closures and blocked access) will not be considered towards these missed collections.

### **Bin Delivery, Removals and Responsibilities**

16.

Bins will not be delivered until full payment is received. Deliveries will take place 4-6 weeks after your order is placed.

17.

Your subscription sticker will be posted out within 14 days of payment being received.

18.

When you have received your subscription sticker, place it on the back of your extra garden waste bin, underneath the handles. Make sure your sticker is in the right place so our collections know you are subscribed to the service.

19.

The name given when subscribing to the service will be the person who is responsible for the bin and the materials that are disposed of in the bin.

20.

This service is available for garden waste originating from domestic households only. Trading businesses are not permitted to deposit garden waste in the garden bin. If there is evidence of misuse of the service or the bins by the resident, the Council reserves the right to cancel the service and remove the bin(s).

21.

All garden waste must be contained within the garden bin(s) provided by the Council. Any excess garden waste not contained in the garden bin(s) will not be collected.

22.

Garden bins remain the property of the Council. Customers are responsible for the cost of delivering any replacement bins resulting from loss, theft, wear and tear, or damage (other than that caused by the emptying process, with evidence). If your bin goes missing, you can order a replacement on our website [www.bolton.gov.uk/extragreenbin](http://www.bolton.gov.uk/extragreenbin).

23.

If a customer does not make their garden bin available to be collected after their contract ends, the Council reserves the right to take further action against you to recover the cost of late collection or replacement.

24.

The bins will be clean and in a useable condition when supplied. The registered person is responsible for the general condition and cleaning of the garden bin whilst in their possession. The service re-uses bins and as such will not replace newly delivered bins for minor cosmetic damage if the bin is still useable and safe.

## **Collections**

25.

Bins should be presented at the curtilage of your property by 7am on the day of collection unless alternative arrangements have been made with a member of the Council's bin collection team. Once emptied, the bin should be returned to the property as soon as possible.

26.

The default collection point for your garden bin will be the same as for your other council bins. The service cannot fulfil any requests to visit different collection points for different coloured bins.

27.

When the garden bin is presented, the lid must be fully closed. The bin may not be collected if the lid is not fully closed.

28.

Should a collection be missed, every effort will be made to re-schedule the collection, provided that:

- The bin was put out for collection by 7am on your scheduled collection day.
- The bin lid was closed.
- Skips, parked cars or road works were not blocking access.
- Snow, ice or flooding were not evident.

Missed bins must be reported on [our website](#) or through the contact centre by calling 01204 336632 and we will return to empty your extra garden bin within two working days. Your bin must be reported as not being collected before 5pm the second working day after your collection was due to take place. Please leave your bin presented until it is emptied.

29.

If the garden bin is overflowing and/or overweight and poses a health and safety risk to collection operatives, the bin will not be collected. An overweight bin is defined as a bin which cannot safely be moved by an operative. A notice will be placed on the bin, and it will be logged on the electronic database by the crew. It is your responsibility to remove items prior to the next collection. If you fail to do so, we may remove the bin.

30.

Only garden waste must be placed in the bin – it must be loose and not in any sort of plastic bag as this will affect the composting process.

Types of waste that **are allowed** in the bin are as follows. These items should be loose (not bagged):

- ✓ Flowers and plants
- ✓ Leaves from the garden
- ✓ Grass cuttings and hedge clippings
- ✓ Twigs and small branches
- ✓ Hay and straw pet bedding (eg rabbits and guinea pigs)

Types of waste that are **not allowed** in the bin are items such as:

- ✗ Food waste
- ✗ Liquids – milk, cooking oils, etc
- ✗ Plastic bags
- ✗ Plastic food packaging
- ✗ Glass
- ✗ Rubble
- ✗ Turf and ash
- ✗ Soil and stone
- ✗ Dog and cat faeces
- ✗ Cat litter

In addition to the items listed, we will not empty garden bins that contain rubbish and recycling meant for other bin types.

For more information about how to manage these other items, visit the Bulky Household Waste page or the Household Waste Recycling Centre page on the [council website](#).

31.

Contaminated bins (containing incorrect materials) will not be emptied – a tag will be placed on the bin, and it will be logged on our electronic database by the crew. If the bin is contaminated it is your responsibility to remove the item(s) of contamination prior to the next collection. If the contamination occurs 3 times within your contract, we will remove the bin without a refund.

## Operational Information

32.

The service is transferable between properties within Bolton, providing you inform us of your house move by emailing [wasteandrecycling@bolton.gov.uk](mailto:wasteandrecycling@bolton.gov.uk). You must make your own provisions to transport the bin to your new address. Failure to follow this procedure may result in your contract being terminated and you will not be able to set up a contract for your new address until the next sign-up/renewal window. If you do not require the service at your new address, please notify us by emailing [wasteandrecycling@bolton.gov.uk](mailto:wasteandrecycling@bolton.gov.uk) and the bin will be removed from your current address and your contract terminated. There will be no pro-rata refund for the remainder of the contract period.

33.

The Council reserves the right to suspend, delay, cancel or otherwise alter collections in exceptional circumstances including, but not limited to, periods of severe weather, unforeseen staffing shortages or vehicle breakdowns. The Council will communicate with residents during periods of widespread disruption.

34.

For operational reasons, the service is only available for single household properties that currently have standard-sized 240L green wheeled bins collected fortnightly.

35.

Assisted wheeled bin collections will continue for qualifying residents. However, these properties may be subject to an on-site assessment. To find out more about the Council's assisted collection service please visit <https://www.bolton.gov.uk/rubbish-recycling/assisted-bin-collection>.

### **General Conditions**

36.

Complaints can be made online or via the contact centre on 01204 336632. Bolton Council's corporate complaints procedure would apply.

37.

Bolton Council reserves the right to make amendments to these terms and conditions at any point. Up-to-date terms and conditions will be available on the Bolton Council website.