

## **Bulky Waste Collection Service**

### **Terms and Conditions**

**Last Updated: 12 September 2025**

Please read our terms and conditions before you book the Bulky Waste Collection Service. These form the basis of a contract between you and the Council.

### **The Service**

1.

All households have access to book a Bulky Waste Collection Service, in accordance with the Council's [Waste and Recycling Policies](#) available on our website. The Bulky Waste Collection Service that is applicable to these terms and conditions, is an improved service being offered by Bolton Council from 2025 and applies to any households that wish to book a collection of bulky waste. Full details, including service costs, are available on our website [www.bolton.gov.uk/bulkywaste](http://www.bolton.gov.uk/bulkywaste).

2.

The bulky waste collection service is delivered in partnership with Bolton Community Furniture Store.

3.

All personal information provided will be kept in confidence, and in accordance with UK GDPR and Data Protection Act 2018. Some personal data such as name, address, and telephone number will be provided to our partner Bolton Community Furniture Store, to enable them to carry out the Bulky Waste Collection Service. You may ask us to correct or remove information you believe to be inaccurate.

4.

The service will be suspended over the two week festive period in December and January.

5.

Bulky collection bookings can be made by phoning our Customer Service Team at Access Bolton on 01204 336632.

### **Card Payments**

6.

Payments must be made in full by debit/credit card. We do not accept cash or cheque payments.

7.

Payment must be made in full at the time of booking. If payment is not successfully received by the Council, your bulky waste collection will not be confirmed and as a result will not take place.

### **Refunds**

8.

Residents who pay for a bulky waste collection can request a collection day change, amendment of items, or refund up to 12:30pm the day before the booked collection date. Residents can request this by calling the Customer Services Team on 01204 336632.

9.

Refunds will not be offered if the collection was missed due to customer error. For example, if the item is not in the stated location, the item is wet, and there are health and safety issues associated with the collection location.

### **Qualifying for Free Bulky Waste Collection**

10.

The Service has received a limited amount of funding to offer households who receive Council Tax Support **one** free bulky waste collection per financial year (April to March). Once this funding has been spent, the free service will no longer be available and residents will be subject to the full charge. The details relating to the charges can be found on the Council's Waste and Recycling webpages ([Bulky item collections – Bolton Council](#)).

11.

Individuals who receive Council Tax Support and are therefore eligible to receive a free bulky waste collection service, will be asked to supply evidence of Council Tax Support for the current financial year. After booking the bulky waste collection, residents will receive an email asking them to upload a clear, legible photo or scanned copy of the award letter for Council Tax Support within 24 hours of receiving the email. The uploaded

documentation will be verified by Customer Service Officers. This information will not be shared with our partner Bolton Community Furniture Store.

12.

Where a resident is unable to provide an award letter for Council Tax Support, or the documentation provided does not demonstrate receipt of Council Tax Support, the free bulky waste collection will be cancelled. As a result, the resident will need to make alternative arrangements for the collection of the items or pay for a bulky waste collection.

13.

No amendments to the items or scheduled collection day will be accepted once the free bulky waste collection has been booked. Should you choose to cancel your free bulky waste collection, you will not be eligible to receive another free bulky waste collection during that financial year (April to March), and you will need to make alternative arrangements for the collection of the items, or pay for a bulky waste collection.

14.

The number of available slots for the **free** bulky waste collection service for Bolton Residents are limited across a 12 month period. Therefore, the waiting period for the free bulky waste collection service may be subject to lengthy waiting times. In instances where waiting periods are beyond 8 weeks, the application process for the free bulky collection service will be temporarily unavailable.

14.

There are no other discounts available for this service.

### **Bulky Waste Removals and Responsibilities**

15.

The name given when completing the order for the service will be the person who is responsible for the bulky waste materials to be collected.

16.

This service is available for bulky waste originating from domestic households only. Traded businesses are not permitted to use this service. If there is evidence of misuse of the service or the items described in the application do not meet those presented for collection, the Council reserves the right to cancel the service and not provide a refund.

17.

The Bulky waste collection service is not available to landlords of residential properties or empty properties.

### **Collections**

18.

Bulky waste collections take place between 7am and 5pm on the scheduled date. We are unable to provide an estimated time of collection.

19.

Types of bulky household items that **are allowed** as part of this service are listed on our website: [Bulky item collections – Bolton Council](#). This includes a list of items that are **not allowed**.

20.

Items that are not correct, as listed on the booking, will not be collected and a refund will not be provided.

21.

This service is not available for the removal of dismantled items such as fitted wardrobes or kitchen units. Only free-standing items, as listed on our website, are accepted.

22.

Items can be collected from inside or outside of the property.

23.

Items that are inside the property must be:

- At ground floor level. We will not go upstairs to collect items.
- Easily accessible, with a clear path to and from the items.
- Stacked neatly, and by clean and dry.

Items that outside the property must be:

- Within the boundaries of the property. Do not leave items on public land.
- Easily accessible, with a clear path to and from the items.
- Covered until the collection takes place.

- Stacked neatly, and by clean and dry. Items that are wet, waterlogged, or have been left outside for a lengthy period of time will not be removed and a refund will not be provided.

24.

Where items are inside the property or within a locked garden, the resident must be at the property and available to grant the operative's access.

25.

All pets must be contained to enable safe access to the bulky items by collection operatives.

26.

Any items containing other waste, such as a fridge still containing spoiled food, will not be collected and a refund will not be provided.

27.

If an item is contaminated (eg. heavily soiled), it is the resident's responsibility to remove the contamination prior to the bulky waste collection. Soiled items will not be removed and a refund will not be provided.

### **Operational Information**

28.

The Council and its partner, reserve 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.

### **General Conditions**

29.

Complaints can be made by:

- Visiting <https://www.bolton.gov.uk/complaints/making-complaint>; or
- Emailing [CCCGroup@bolton.gov.uk](mailto:CCCGroup@bolton.gov.uk), or
- Phoning the Access Bolton on 01204 336632.

Bolton Council's corporate complaints procedure would apply.

29.

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