



## Business Waste Terms and Conditions

This agreement is made between West Oxfordshire District Council of Woodgreen, New Yatt Road, Witney, Oxon OX28 1NB (“the Council”) and ..... (“the Customer”) of the other part.

This Agreement will be on-going unless written notification is received by the Waste Department of any amendments or cancellations. Bins cannot be collected if the Council has not received a completed and signed Agreement and Controlled Waste Transfer Note for this financial year.

### RESPONSIBILITIES

The Customer is Responsible for:

- a) Informing the council in writing of any closure of the premises. Please note, no refunds or credits will be made by the Council in respect of any weeks during which the Customer’s premises are closed, waste is not made available for collection or collections are affected by adverse weather conditions such as snow.
- b) Putting the bin on the kerbside by 6.00am on the morning of collection, unless otherwise arranged with the Council.
- c) Ensuring that access to the bin(s) is not, in any way, obstructed to prevent collections taking place.
- d) Ensuring that no excess waste is put out with the bin(s).
- e) Ensuring hot ashes, rubble or electrical items are not put into the bin(s).
- f) Maintaining the bin(s) in a reasonably clean condition.
- g) Informing the Council of any damage or loss to the bin without delay.
- h) Funding the cost of replacement bins, except when resulting from normal wear and tear or by the actions of the Council’s Contractors.
- i) Informing the Council of any missed collections through the Council’s Customer Services on 01993 861020 without delay.
- j) Informing the Council in writing (either by letter, email [WODC.depot@ubico.co.uk](mailto:WODC.depot@ubico.co.uk)) of any changes in requirements e.g. change of address/contact details.

k) Paying promptly on receipt of an invoice or by monthly direct debit. Non payment will result in the withdrawal of the service and termination of this agreement, pending full payment.

The Council is Responsible for:

- a) Providing and delivering the bin(s).
- b) Collecting and disposing of the waste on the agreed collection day unless affected by issues detailed in section a above. In the event of inclement weather, service will be resumed and accumulated waste collected as soon as conditions permit.
- c) Notification of changes in collection days through direct mail and updates on the Council Website.
- d) Sending invoices for payment.

## CHARGES

- a) Bin sizes/number of bins can be altered at the Customer's written request (either by letter or email [Business.Waste@ubico.co.uk](mailto:Business.Waste@ubico.co.uk)). Charges for the amended service will be made accordingly.
- b) The Council reserves the right to alter charges at any time, but prior notice will be provided.

## TERMINATION

Either party may terminate this Agreement by giving one month's notice in writing and appropriate charges or refunds will be made.

I HAVE READ AND AGREED TO THE TERMS AND CONDITIONS

Signed.....Print Name.....

Position Held.....Date.....