

Terms and Conditions – Please read carefully before completing this form:

1. Household items that have not reached the end of their useful life might be able to be reused by someone else. Before submitting a bulk refuse application, please consider whether gifting the item through charity shops or the Guernsey Press' Ecycle scheme (www.bisi.gg/ecycle) might be possible. Alternatively, householders may make their own arrangements to take items to the Household Waste Recycling Centre at Longue Hougue, where some items may be subject to a disposal charge. For more information please go to www.gov.gg/hwrc.
2. **Data Protection:** This application process requires you to submit your name, address and contact details. This information is sought and used in relation to the bulk refuse service for administration purposes only and will be retained for a period of 6 months. This information may be shared with Data Processors and other third parties in order to fulfill our service for administration purposes only. If you have any queries or concerns regarding this or you would like to learn more about how Guernsey Waste looks after your data, please contact The Data Guardian for Guernsey Waste who will provide you with our full privacy notice and will answer any questions you may have: please email recycle@gov.gg or call 221234. Guernsey Waste processes personal data in accordance with the Data Protection (Bailiwick of Guernsey) Law, 2017.
3. To enable everyone fair access to this popular scheme only 1 application may be submitted at any one time. If you wish to make multiple applications then you must wait to submit your next application until your first collection has occurred.
4. Payment options:
 - a. **Online** - If you have internet access, you can make your application and pay online at www.gov.gg/bulkrefuse (please note you have to submit your application online in order to make an online payment).
 - b. **In Person** – take your completed paper form to the Cashiers desk at Edward T. Wheadon House where they will take your completed form and payment by cash, card or cheque (**payable to the 'States of Guernsey'**)
 - c. **By Post** – send your completed paper form and cheque (**payable to the 'States of Guernsey'**) to: 'Bulk Refuse, Guernsey Waste, La Hure Mare, Vale, GY3 5UD'. No cash payments please.
5. Your completed application will be reviewed to ensure suitability of the items for this scheme, you will be contacted if any items on your completed form are not deemed suitable for a bulk refuse collection.

Please note that we will not collect cardboard, garden waste, batteries, tyres, jacuzzis, large sheds, or pianos. This list is not exhaustive and other items may be refused if considered inappropriate to the scheme. If you are unsure of an item's suitability then please contact us. In order for our collection team to be able to collect your items they must be easily lifted manually onto a truck by two people.

We are able to accept some heavier/larger items such as Agas/similar, American-Style (side-by-side) fridge-freezers, large boilers, ride-on lawn mowers etc. However, these are unable to be collected by our standard collection team. If your form contains such an item(s), that particular item(s) will be referred to a separate contractor who will collect it separately to any other standard item(s) on the form. If you have marked 'YES' to be notified, you will be notified accordingly of these two collection dates.

6. If you have asked to be notified of your collection you will be contacted approximately one week before your collection is due to take place, via your marked contact preference (please note this may be up to 5 weeks after submitting your application). If a mobile number is given you will receive a text/phone call. If a landline is provided and the call is not answered a voicemail will be left. Please note collections are carried out each week on a Tuesday and a Wednesday, depending on the Parish you live in.
7. Please be aware that the collections team are not able to enter any premises to collect items therefore items must be left in front of the property on the specified collection day in a clearly visible and easy to access location. If you haven't asked to be notified of your collection date please ensure these items are outside from application submission. If you live somewhere where it would be problematic to leave your items outside the property (e.g. if your door opens directly onto the road etc.) please telephone the Bulk Refuse team on 221234 to make alternative arrangements.
8. Please do not leave any items that are not to be collected near the items for collection to avoid items being taking mistakenly.
9. Items that will increase in weight if they get wet (e.g. mattresses) need to be protected from rain. These should ideally be stored inside until your collection day and then covered with waterproof material i.e. plastic sheeting (this will be left behind by the collection staff) if rain is expected. If an item is waterlogged at the time of collection then the item will not be collected. If this occurs your fee will be forfeit and you will need to submit a new application for it to be collected once dry even if other items have been taken.
10. If at the time of calling to your property your item(s) cannot be collected for any reason, the collection team will endeavour to leave an explanatory ticket for your attention. However please note if the item(s) put out for collection differ from those listed on your application they will not be collected, you will forfeit your fee and you will need to submit a new application to have them collected. Your fee will also be forfeit if the items are not located in front of the property in a clearly visible and easy to access location (or where agreed if items are unable to be left at the front of the property).
11. Please contact us at the earliest opportunity if you decide to cancel your collection. If you do not cancel your collection within 1 working day (Mon-Fri) before you collection is due your fee may be forfeit.

If you have any queries, email us at recycle@gov.gg or call us on Tel. 221234.