

Garden waste terms and conditions (2026-27)

These garden waste collection service terms and conditions apply from 1 April to March 31. The fee applies irrespective of the date of subscription. Please be aware there is no pro-rata charge. New subscriptions or renewals can be made from January to November each year with the service starting on 1 April.

1. The agreement is made between the resident (“Customer”) and Runnymede Borough Council (“Council”) and sets out the terms and conditions under which the Customer may use the Council’s garden waste collection service (“the service”).
2. The cost of the service for 2026/27 is
 - £67 per 240 litre bin or
 - £46.50 per 140 litre bin
3. The Customer may subscribe to any number of bins per property, but the cost of the service is per bin, accordance with the yearly charge. There are no discounts for multiple bins at the same address.
4. Garden waste bins will be provided free however a delivery and administration fee applies. The for 2026/27 is
 - Large wheelie bin (240 litres) - £41 bin cost/per bin
 - Small wheelie bin (140 litres) - £31 bin cost/per bin
5. Customers can either pay
 - online
 - by telephoning 01932 838383 to make a one-off payment
 - by setting up an annual Direct Debit
7. We aim to deliver the bins within 10 working days, but it may take up to four weeks.
8. Schools, places of worship and community centres can access the service and the same fees apply.
8. Only Customers who have paid their subscription are eligible to receive this service.
9. Collections will not be made on the day payment is made, even if this is the scheduled collection day. The first collection will be on the next scheduled collection following payment.

10. Where households have an assisted collection, the garden waste bin(s) will be collected from the same location as the refuse and recycling bins.
11. Where a household which has an assisted collection wishes the garden waste bin(s) to be collected from a different location, they must advise the Council. The Council will then assess the request. Therefore there will be a delay of up to one month before assisted collections for garden waste can start. We will advise the Customer of the date of the first assisted garden waste collection.
12. Subscriptions cover the period 1 April - 31 March of the respective year and are payable in advance. Subscriptions set up during the year will be charged at the full yearly rate. There will be no pro-rata charge where subscriptions are started midway through the year.
13. There are no concessions or refunds.
14. Garden waste collections will take place once every fortnight. Please refer to website for collection days.
15. The service will be suspended for two weeks over the Christmas and New Year period. The dates of the festive period suspension will be published on the Council's website.
16. The Customer may only use the designated, paid for wheelie bin(s) for the collection of garden waste. The Council will not collect garden waste presented by any other method.
17. All bins remain the property of Runnymede Borough Council.
18. Customers will be responsible for the bin(s) which shall remain at the property; however they are transferable to another property where Customers are moving within the borough. If a Customer wants to transfer the subscription to another address within the borough it is their responsibility to move the bin(s) and to notify the Council of their change of address by
 - advising us online
 - telephoning Customer service 01932 838383 (during office hours)
 - updating their OneAccount
20. The Council reserves the right not to empty any container that in its reasonable opinion poses a health and safety risk to the operatives e.g. if it is overflowing or overweight and unsafe to move and/or place on the lifting equipment. If containers are too full or overweight, it is the Customer's responsibility to reduce the weight of the container and remove any overflowing items. If the container(s) continues to pose a health and safety risk, the Council may remove it.

21. Bin lids must be fully closed prior to collection. Overweight bins and excess (side) waste will not be collected.
21. The collection crew will not return for bins that have not been fully emptied due to overloading or because the contents are frozen/stuck to the bin. Customers must take action to prevent this situation occurring.
22. If any collections are not made due to severe weather, or disruptions relating to issues outside the Council's control, the Customer will not receive a partial refund of their subscription fee.
23. Customers may use the service for the disposal of garden waste only. Any bin found to contain material not specified on our website may not be collected. The Customer will be required to remove the non-permitted material and the bin will be emptied on the following scheduled collection day, provided the contamination has been removed.
24. If the Customer continues to put unacceptable material in the garden waste bins the service will be terminated. In these circumstances no refund will be given for the garden waste subscription.
25. Bins shall be left at the boundary of the property by 6.00am on the scheduled collection day. The bin handle should be facing the street or road. Bins should be retrieved by the Customer within 24 hours of collection.
26. Any missed collections should be reported to the Council within 24 hours. The quickest way to report a missed collection is by using the online form. If a bin is reported as missed, but the reason for not collecting it is because it was contaminated, we will not return to collect the bin until the next scheduled collection day.
27. The scheduled collection day for Garden Waste bins may be a different day of the week than that of the blue-lidded recycling bins or black residual waste bins. Subscribers should check their next collection day.
28. Bins that are damaged or lost and reported as such will be replaced free of charge.
29. On termination of the Customer's right to receive the service (however such termination occurred) the Council reserve the right to remove the bin(s) from the Customer's property. If a Direct Debit is set up and cancelled within the first 14 days, the service will be cancelled. If a Direct Debit payment is cancelled during the subscription year, the service will continue but not renewed for the following financial year.
30. The Customer's statutory rights are unaffected.