

Garden Waste Collection Subscription

Cancellation Request

Right to cancel

You have the right to cancel your garden waste collection subscription within 21 days without giving any reason.

The cancellation period will expire after 21 days from the day that the contract for the garden waste collection services is concluded.

The contract will be concluded when you have provided the Council with a completed Direct Debit mandate for the initial subscription (we will assume that your bank will honour the instruction), or full payment is made for the subscription period by another payment method.

How to cancel

To exercise the right to cancel, you must inform the Council of your decision to cancel your subscription by a clear statement e.g. by doing one of the following things:

1. Complete the online cancellation form at:
www.westberks.gov.uk/gardenwastecancelform
If you use this option we will send you an email acknowledgement without delay;
2. Complete this cancellation form and return it to us; or
3. Write to us via email at: gardenwaste@westberks.gov.uk or send a letter to: Waste Management, Environment, West Berkshire District Council, Council Offices, Market Street, Newbury, Berkshire, RG14 5LD.

You may use the cancellation form but it is not necessary. If you choose not to use the form it would be helpful if you would include the date the subscription was made, the name and telephone number of the person who paid for the subscription and the address the subscription is for.

To meet the cancellation deadline, it is sufficient for you to send your cancellation communication to us before the cancellation period has expired.

If we have any queries regarding your request we will contact you to discuss them.

Effects of cancellation

If you cancel your subscription before the end of the cancellation period, we will give you a full refund of any amounts already paid. No refunds will be applicable if a request for cancellation is received outside of the 21-day cancellation period.

We will make the refund without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel your subscription.

We will make the refund via bank transfer using the details supplied on your Direct Debit mandate. In the event that some other form of payment was used we will make the refund using the same means of payment as you used for the initial transaction; in any event, you will not incur any fees from the Council as a result of the refund.

Please also cancel any future Direct Debit instructions with your bank directly to prevent any automatic payments in respect of the following subscription period.

We will collect any surplus green bins from you at our own expense.

Cancellation Form

Please complete and return this form only if you wish to cancel your garden waste collection subscription.

By email to: gardenwaste@westberks.gov.uk

Alternatively, you can mail the completed form to: Waste Management, Environment, West Berkshire District Council, Council Offices, Market Street, Newbury, Berkshire, RG14 5LD

I hereby give notice that I wish to cancel my subscription for the supply of the following service: Garden Waste Collection.

Subscription Order Date	
Full Name of Person who authorised the Direct Debit mandate/ made card payment	
Telephone number	
Subscription Address	
How many green bins do you need us to collect as a result of this cancellation?	
Signature of the Subscriber	
Date	