

RECYCLING CENTRE TERMS AND CONDITIONS

This agreement is made between the customer (you) and the London Borough of Harrow (the council) and sets out the terms and conditions of use of the council's recycling centre.

1. You can only use the recycling centre free of charge if you are:
 - a. A resident of the borough
 - b. You have booked your slot using the councils online booking system, if you are coming by car
 - c. Coming by foot without a booking but will need to bring a valid photo ID and proof of your address
 - d. Using a vehicle that is not a van.
2. You must ensure you have made a booking online unless you are coming by foot. Bookings cannot be made at the site. If you are unable to make a booking online, you can ask a friend or family member to book a slot on your behalf.
3. You will only be allowed entry into the recycling centre if you have:
 - a. A valid photo ID (driver's license preferred - if you have a driver license without a photo you can still use it, but it will need to be shown with a bank or credit card with the same name.)
 - b. Proof of address (utility bill or council tax bill)
4. If coming by vehicle to the recycling centre it must have the same registration as the vehicle you made the booking with.
5. You must arrive at the recycling centre within your 30-minute allocated slot. If you arrive before or after this time, you will not be allowed into the recycling centre.
6. Your slots are booked for 30 minutes. Once you have made your first disposal of waste, you will not be able to return even if it's within the 30-minute slot. You will have to book another slot on a different day, unless you are coming by foot.
7. If you are clearing a property on behalf of someone who has passed away, you can request special access to the recycling centre using the [special access form](#). You will not be able to dispose someone else's waste unless you have filled in the form.
8. You can recycle any of the following (this is subject to change depending on legislation):
 - a. anything that would go in your household waste bin
 - b. mattresses
 - c. metals
 - d. textiles (wearable clothes should be donated to charity if possible)
 - e. fluorescent tubes
 - f. wood and timber
 - g. cooking oils, motor oils
 - h. small electrical appliances e.g. mobile phones, printers, toasters, batteries, irons and kettles

- i. large appliances e.g. cookers, fridges, washing machines, televisions and computers
 - j. garden waste (including Christmas trees)
 - k. rubble etc. (Only 3 bags per car visit)
9. Asbestos will not be accepted at the recycling centre. See further information on [how to dispose of asbestos](#)
10. If you are helping a friend or relative clear rubbish, you must enter their Harrow address details when making a booking. Someone who lives at that address must go with you and bring relevant proof of address and ID documents. If they are not with you and they do not have the correct documents, you will not be allowed to use the recycling centre.
11. You must bring a car to the recycling centre unless you are coming by foot. Vans are not allowed as these are classed as commercial vehicles. You can drop seats within a car to make extra space, but they must not be removed. Only vehicles measuring no higher than 6'6" will be allowed into the recycling centre.
12. If you must change vehicles, then you must amend the booking to show the registration number of the different vehicle that you are bringing.
13. AT ALL TIMES: Switch off your engine and apply your parking brake before unloading.
14. Ask site staff for advice and assistance if needed. Please treat the site staff with respect.
15. Always observe the speed limits and consider pedestrians and other vehicles using the site.
16. If bringing children onto the site, please always keep them with you as you are responsible for their safety.
17. Animals must remain in your vehicle at all times.
18. Keep your personal belongings and car secure when you are away from your vehicle. The council will not be held liable for any belongings going missing.
19. Respect and adhere to all the site information signs and safety notices.
20. Wear footwear that encloses and protects your feet. Open toed footwear is not suitable.
21. Consider wearing gloves to protect your hands.
22. Please do not attempt to remove any items from the site.
23. Do not take explosives, ammunition or fireworks to a recycling centre for disposal – see [hazardous waste](#) for guidance.
24. Please note that you cannot take petrol and diesel to the recycling centre. Petrol and diesel should be taken to a garage for reuse or disposal.
25. It may be necessary to close the site at short notice due to severe weather, staff shortage or for site maintenance. This is at the discretion of the site manager.
26. When materials are deposited at recycling sites, they become the property of the council. Separated items are passed on for reuse or recycling and, where this is not possible, sent to costly, wasteful landfill.
27. When recycling or disposing of electrical and electronic items, including mobile phones, laptops and PCs, remove any sim cards, and ensure all sensitive information is fully deleted.

28. Closed circuit television and automatic number plate recognition systems operate on all sites for safety and security.
29. Trailers of any kind are not permitted.
30. All waste must be from your own household only, and you cannot include any commercial waste types or waste from any trade or business.

DATA PROTECTION STATEMENT

We collect information about you when you subscribe to this service. The information

collected is:

- your name
- property address
- email address
- phone number

We have a duty to keep records up to date therefore we require customers to notify us of any changes to their personal details.

When you make a booking for the recycling centre, we collect information about you to enable us to provide the service and to contact you when the service is impacted.

The council will use the information, including personal information, provided by you to process your application. This information may be used by the council and its partners to deliver and improve the service, and not for any other purpose.

The council is a Data Controller under the Data Protection Act 2018. We hold information for the purposes specified in our notification to the Information Commissioner and may use this information for any of them.

All personal information will be processed in accordance with the act and will only be kept as long as it is necessary and will be destroyed after 12 months once the service ceases.

MARKETING - Your personal details will not be passed to any other organisation or third party. We may send you a feedback form in order to improve the service. You can opt out of this or participation in any customer satisfaction surveys.