

# HOUSEHOLD WASTE RECYCLING CENTRE BOOKING

## TERMS & CONDITIONS - ACCESS TO HOUSEHOLD WASTE RECYCLING CENTRES (HWRCs)

### General

The Councils' and their Contractor, HW Martin Waste, strive to ensure that a safe, efficient, and effective service is provided in line with statutory and legal requirements.

To maximise reuse, repair and recycling rates Service users are required to:

- Pre-sort materials before visiting the sites, this will make your site visit more efficient.
- Consider if the items brought to site may be suitable for repair or reuse, if in doubt please ask site staff
- Deposit all waste into the correct containers for recycling, these are clearly labelled at each HWRC site
- Ask site staff for any help, advice or assistance
- Restrictions and disposal limits apply for certain materials
- Asbestos and chemicals can only be disposed of via prior booking only
- Site staff reserve the right to question and refuse Service users wishing to dispose of unacceptable items, e.g. car parts, or excessive amounts of waste.

Service users must ensure that adequate time is available before the site closes to deposit their waste. Service users not leaving adequate time (15 minutes) to unload before closing time will be admitted at the discretion of the Site staff.

Depositing items outside of the entrance, in the immediate vicinity or on the access road to any HWRC site is classed as fly tipping and will be subject to enforcement action, prosecution and a fine. CCTV on site is in operation and will be used as evidence. Service users are not permitted to take items from the HWRC.

The HWRCs are provided for Barnsley and Doncaster residents only to deposit their household waste and recycling.

The Councils recognise that small businesses and tradespeople may not have the resources or the volume of waste to justify use of our commercial collection service. Therefore, the Councils offer a commercial waste service for businesses operating both in and out of the Barnsley and Doncaster area for specific materials at designated sites. **[Coming soon]**

### Safety

Safety on site is of paramount importance. HWRCs are working sites and can be very busy with people, vehicle movements and plant operating. It is essential that all Service Users follow the site rules.

Service users must pay due care and attention and comply with the following:

- Site speed limits and one-way systems
- Parking in designated parking areas
- Use marked paths or walkways, use the designated crossing points and remain within the designated area
- Sturdy footwear should be worn at all times (no flip-flops, no bare feet, etc.)
- Any spillages, incidents and accidents should be reported to site staff immediately
- Adhere to signage on site and instruction from Site staff
- Individuals' not depositing waste should remain in the vehicle
- Children and animals must remain in the vehicle at all times
- Vehicles are parked at your own risk
- Deposit items using ramps and gantries only - throwing of items from the ground is not permitted
- Walking from the road to the HWRC with waste is not permitted unless a booking has been made

### **Assistance**

If required, please ask a member of Site staff for assistance. Site staff will provide assistance to Service users who are unsure of where items should be deposited or experiencing difficulty with items brought to the site. Assistance provided by Site staff is at the Service users own risk. The Councils and the Contractor will not be responsible for any damage that may occur to vehicles or property resulting from assistance provided.

Operational requirements, including the compaction and movement of containers may cause delays or temporarily restrict access. Service users will be asked to wait at the site entrance, if already on site there may be a delay in using a container. Site staff will communicate the reason and time for any delay.

### **Zero Tolerance**

The Councils have a Zero Tolerance Policy in relation to inappropriate or threatening behaviour, verbal or physical abuse towards Site staff and Service users.

The Councils reserve the right to remove or restrict access, on a temporary or permanent basis where Service users exhibit inappropriate behaviour.

All HWRCs have CCTV installed, and staff will wear body cameras to help ensure the health and safety of all Service users. To assist in the investigation of incidents that have occurred on site recordings may be used.

**The Councils fully support HW Martin Waste in their management of the HWRCs.**

Please see our [privacy policy](#) for how we store and protect your data.