



Any time you like, you can request to change to our annual payment option: pay for 11 months & get the 12<sup>th</sup> FREE. It saves a lot admin on our side and you can forget about payments until we send you an invoice once a year to remind you.



ECO BRICKS – Please remember that these can **only** be made using **2-litre** Sparletta/Sprite type bottles. If you stuff any other type of bottle, they have to be thrown away, unfortunately, as the bricks must all be exactly the same shape & size.



## We are CLOSED for one week from 23 Dec – 27 Dec

There will be NO collections during this week. We will collect, as normal on ALL OTHER PUBLIC HOLIDAYS; the next one falling on 16<sup>th</sup> December, and then another on 1<sup>st</sup> January - so no sleeping in late, nursing a sore head! As always, please help us by letting us know if you will be away.

### Missed Collections:

**WE WILL ALWAYS COLLECT ON YOUR COLLECTION DAY, COME RAIN OR SHINE OR PUBLIC HOLIDAY.**

Therefore, if your recycling was not collected by the end of your time slot, check...

- Was your recycling out by the beginning of your time slot (8.00am or 11.00am)?
- Do you have your collection days/weeks correct?
- Did we confirm receipt of your request for a one-off collection?

Give us a call or email straight away if any of your bags were not collected when expected, and we will sort it out.

Please don't just put your bags out the next day or the next week without letting us know that there was a problem, as we will not be in your area again until we have you on the list for your next scheduled collection.

Customers will be contacted individually to inform them of any delay or postponement to their collections due to any unforeseen circumstances.

With our customer base as it stands, we are filling our trucks with recycling about **100** times each month - so thanks again for helping us to continue to make a difference.....



We do still have to make more trips to the landfill than we should. Please do check the website periodically to confirm what can go into your recycling. If you are unsure, you can call or email to ask, or even send us a picture on Whatsapp of the item you are unsure of.

