

Garden Waste Collection Subscription

Cancellation Request

Right to cancel

You have the right to cancel your garden waste collection subscription within 14 days without giving any reason. The cancellation period will end 14 days after the day you subscribed to the service.

To exercise the right to cancel you must inform the Council of your decision to cancel your subscription by doing one of the following things;

- Complete the online cancellation form at www.westberks.gov.uk/gardenwaste
If you use this option we will send you an email acknowledgement without delay.
- Complete this cancellation form and return to us.
- Write to us via email at gardenwaste@westberks.gov.uk or send a letter to 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.
- Call us on 01635 519080

To meet the cancellation deadline it is sufficient for you to inform us that you are cancelling your subscription 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 notify us of your wish to cancel your subscription before the end of the cancellation period, we will give you a full refund. We will contact you by telephone to complete the refund transaction.

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 using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the refund.

If you ordered an additional bin we will collect it at our own expense.

Cancellation Form

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

To West Berkshire District Council, Council Offices, Market Street, Newbury, Berkshire, RG14 5LD

Or by email to gardenwaste@westberks.gov.uk

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

| | |
|---|--|
| Subscription date | |
| Details of person who paid for the subscription | |
| Mr/Mrs/Miss/Ms/Other | |
| First Name | |
| Last Name | |
| Telephone number | |
| Subscription Address | |
| Post Code | |
| Signature of the Subscriber | |
| Date | |