

# **Garden Waste Collection Scheme - direct debit**

## **Frequently asked questions**

### **When is my payment taken?**

Payments are taken annually on the 1 April (or first working day after that). If you sign up after 1 April your payment will be taken on the first working day of the following month.

However, requests made in the last three working days of the month will start the collection service immediately but the direct debit payment will not be collected on the first working day of the following month instead it will be collected on the first working day of the month following that.

For example - for a request made on the 30 March 2020, the service would start commencing 1 April 2020 and the full direct debit payment would be taken on the 1 May 2020.

### **When is my annual renewal due?**

All annual payments, regardless of when they were first requested will be renewed the following year on the first working day of April.

You will be sent a reminder email each year confirming the annual subscription amount and the day the direct debit payment will be collected.

### **What happens if my direct debit fails?**

As soon as we are notified by your bank that your direct debit has failed we will cancel your service. If you wish for your service to start again you will need to contact us and make another payment.

### **Can I cancel my direct debit at any time?**

Yes, you can either cancel your direct debit direct with your bank or you can contact us on 01284 776119 to cancel.

## **What happens if I cancel my direct debit?**

If the payment for the year has already been taken, your service will continue to be provided until the end of March, unless you tell us you have moved house. If you wish the service to continue the following year you will need to contact us and make another payment

If the payment for the year has not yet been taken, the collection service will be cancelled immediately. If you wish for your service to start again you will need to contact us and make another payment.

## **What happens if the price changes?**

We will contact you well before any price changes are made (no less than ten days in advance of the direct debit collection date by email) to advise you of any price changes made to the service. It will be up to you if you wish to continue with the service. Please note you can cancel your direct debit at any time.