# GETTING READY FOR YOUR COLLECTION

Short practical guides from Van-Go Clearance Ltd | Company No. 17347913 | CBDU652706

Follow these checklists to avoid wasted journey charges and to make your collection quick and safe.

## 1. GENERAL CHECKLIST - ALL SERVICES

■ **Booking accurate?** Check waste type, volume and weight matches what you booked. Send new photos if it changed.
■ **Someone present?** Ensure someone 18+ is on Site or you have agreed unattended collection in writing.
■ **Access clear?** Unlock gates, side doors, garages. Move cars, bikes, bins blocking path.
■ **Pets & children:** Keep pets inside and children away from loading area and vehicle.
■ **Valuables removed:** Remove passports, documents, jewellery, cash, devices from waste. Waste cannot be recovered once collected.
■ **Parking:** If you have driveway, clear it. If on-street, try to save space for van/skip near waste. Tell us about permits, double yellows, low bridges, weight limits.
■■ **Tell us BEFORE dispatch if:** address changed, access issue, waste increased, you found asbestos/chemicals/paints/oils, or you need to cancel/reschedule.

## 2. MAN & VAN / CAGED-TIPPER - HOW TO PREPARE

■ **Make it accessible:** Move all waste to one accessible point - front garden, driveway, ground floor room. Not scattered across loft, garden and shed unless labour booked.
■ **Bag small items:** Bag loose rubbish, clothes, toys in strong bags. Don't use black bags for WEEE or batteries.
■ **Keep pathways clear:** Clear hallway, stairs, garden path. Cover fragile flooring if needed.
■ **Sort restricted waste:** Keep separate: mattresses, sofas (POPs), fridges, TVs, tyres, plasterboard, WEEE, batteries, vapes. Tell driver on arrival.
■ **Heavy items:** If booked labour, tell us about stairs (how many flights), lifts, long carry (over 15m), need for dismantling (wardrobes, sheds).
■ **Do NOT include:** Asbestos, gas bottles, chemicals, oils, paints, clinical waste, sharps, loose vapes. Load will be refused.
■ **On arrival:** Show driver waste, confirm volume, point out fragile areas.

## 3. SKIP HIRE - HOW TO PREPARE

■ **Ground check:** Flat, firm ground that can take weight of skip + lorry (up to 18 tonnes). Not soft grass, drains, manhole covers.
■ **Space:** Need 3m width for lorry access and 3m overhead clearance (cables, branches). 9m straight road for delivery.
■ **Permit:** If skip on road - permit needed from council (3-5 days). We can arrange as agent - fee non-refundable. You must provide lights & cones if permit requires.
■ **Parking:** Move cars day before delivery and collection. Failed delivery/collection = wasted journey charge up to 100%.
■ **Loading:** Fill level - not above waterline/top. No fires. Heavy waste (soil/rubble) only in small skips (max 6yd). Don't move skip.
■ **Do NOT put in skip:** Asbestos, WEEE, fridges, TVs, batteries, vapes, tyres, mattresses, sofas (unless agreed), plasterboard, liquids, gas bottles, hazardous.
■ **Covers:** Cover skip overnight if in public area to stop fly-tipping by others (you are responsible).

## 4. WAIT & LOAD SKIP - HOW TO PREPARE

■ **Be ready:** Operator waits only booked time (usually 20-30 mins). All waste must be ready on ground floor outside.
■ **Manpower:** Have enough people to load quickly. Driver does NOT load - you load.
■ **Sort before lorry arrives:** Separate prohibited/restricted waste. Driver will refuse unsafe or prohibited loads.
■ **Access:** Same as skip hire - 3m width, firm ground, no low cables.
■■ **Extra waiting charged** at Operator's standard rate if you exceed included time.

## 5. GRAB HIRE - HOW TO PREPARE

■ **Pile waste within reach:** Within 4-6m of road edge, not behind walls/fences.
■ **Clear overhead:** Tell us about overhead cables, phone lines, tree branches - grab arm needs 6-8m clearance.
■ **Ground:** Firm, level, no underground services, drains, soft ground, septic tanks near pile.
■ **Separate:** Soil, concrete, green waste, general waste - keep separate if possible for cheaper disposal.
■ **Access for 32-tonne lorry:** 3.5m wide, 4.5m high, needs to extend stabiliser legs 2m each side.

## 6. WHAT HAPPENS ON THE DAY & AFTER

■ **Driver will:** Check waste, confirm volume/weight, load safely, Waste Transfer Note will be emailed to you.
■ **Recycling:** Waste goes to licensed facility for sorting - we aim for reuse/recycling before disposal per Waste Hierarchy.
■ **Payment:** Any extra volume/weight/ waiting due to difference from booking payable before vehicle leaves where possible.
■ **Problems?** If access issue or extra waste, call us immediately on 07701256110 - we can often send larger vehicle or reschedule and avoid 100% charge if you tell us BEFORE dispatch.
■ **Aftercare:** Photos of collection available on request. Invoice/receipt emailed. Waste Transfer Note kept for 6 years.

## 7. QUICK REMINDER - AVOID WASTED JOURNEY CHARGES

You may be charged up to 50% if we have to divert after dispatch, or up to 100% if driver attends but cannot collect due to: wrong waste, prohibited items, no access, overweight/overloaded skip, no one on Site, wrong address, blocked road.
**How to avoid:** Double-check booking the night before, send updated photos if waste grew, clear access/parking, be available on phone.
**Need to cancel?** More than 24h before = full refund less permit costs. Within 24h = up to 50%. Same day after dispatch = up to 100%. See full Terms Clauses 15-19.