

Environmental Health & Commercial Waste

Payment Terms and Conditions

Request for services or making a booking

1. Bookings or requests for service are subject to availability
2. Prices quoted are valid at time of booking

Payments

1. Payments are processed using the secure World Pay site (unless otherwise stated) and will show on your account within one working day. If payment is made on a weekend or a bank holiday, then your payment will not be processed until the next available working day.
2. The personal data collected whilst processing a payment will in full compliance with the Data Protection Act 1998 and in accordance with the Council's published Privacy Policy, a copy of which is available at any Council Customer Service Centre and Library on the Birmingham City Council privacy page

Cancellation by the service

1. Where the booking or request for service can no longer be accommodated by Birmingham City Council or we are unable to attend date and time, we will endeavour to provide you with as much notice as possible – a suitable alternative or full refund will be provided.

Cancellation by the customer

1. Where you (the customer) can no longer make the time or date of the agreed booking or request for service, you must inform Birmingham City Council at the earliest opportunity and at a minimum, 24hrs before the agreed date and time of the booking or request for service.
2. Failure to notify Birmingham City Council 24hrs before may result in any consequent refund request being refused.

Refunds

1. Refunds can and will be processed by Birmingham City Council where applicable. Requests for refunds will be considered on an individual basis and you will be contacted by phone or in writing by the service concerned.
2. Where materials have been procured by Birmingham City Council specifically at your request or for the required service, refunds will not be issued. However Birmingham City Council will try to accommodate the customer by arranging a suitable alternative/date time (subject to availability)

Liability

1. We do not exclude or limit liability for our negligence or negligent omission which causes you personal injury or death.
2. We shall only be liable for any loss of damaged suffered by you which is reasonably foreseeable consequence of a breach of this Agreement. In the event that any loss or damage suffered by you relates to your business activities [or use of the Premises we are providing a service for] then we exclude all liability and in particular we exclude all liability for loss of profits or other economic loss arising of a breach of this contract.
3. Birmingham City Council reserves the right to vary these terms and conditions.