



WASTE ONLINE CANCELLATIONS, WASTED JOURNEYS AND CHARGES POLICY

Skip Cancellations and Notice Periods:

Cancellations can be made up until 10am, on the working day before the service is due to be performed. In addition to your statutory rights available in the terms and conditions.

All cancellations can be requested in the “My Orders” section using the cancel order button. Once a cancellation is processed you will receive confirmation via email and text message.

Operating hours (Working Days):

Monday–Friday	07.30-17.30 (Excluding UK Public Holidays)
Saturday	08.30-12.00 noon
Sunday	Closed

Please note:

Waste Online do not operate on any UK Public Holidays or between 24th December – 2nd January.

Skip Permits for placing a skip on the public highway:

No refund will be issued where a permit has been applied for through the relevant council, irrespective of the notice provided.

Wasted Journeys and Charges:

Upon attending a site, if we cannot service the site with a delivery, collection or exchange (for example we cannot gain access), a wasted journey charge of £75 +Vat will apply.

Waste Online is a trading entity of Go Green Ltd
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Company Number 04073354 registered in England & Wales.
VAT Number GB 763 6540 16