

Recycling centres booking system frequently asked questions (FAQs)

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When are you introducing a booking system?

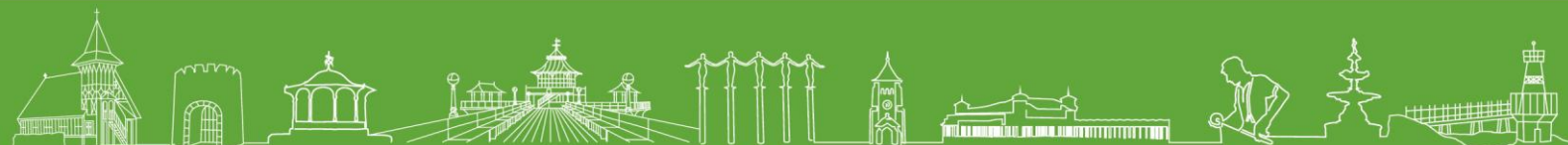
Bookings open at Weston-super-Mare on Monday 2 February. Visits made after this date should be booked in advance. Bookings will open at Portishead and Backwell on Monday 2 March.

Why have a booking system?

The aim is to make visits faster, safer, and more efficient. It should also bring environmental and financial benefits by cutting carbon emissions from idling vehicles, preventing unauthorised use by people from outside the area, and ensuring commercial and DIY waste is managed correctly.

Who will need to book?

Everyone – whether in a car, a permit vehicle, or a hire vehicle – will need to make a booking.



How do I book?

Bookings can be made online at: www.n-somerset.gov.uk/recyclingcentres

The link will also be available on the North Somerset Council app.

You can book up to two weeks before your visit – and, if there's space, as little as 10 minutes before a slot starts.

You will get a booking confirmation email with a reference number. Reminder emails are also sent.

You can also book on behalf of someone else, such as a resident without internet access. For residents without internet, telephone bookings are available.

How long are the slots?

Slots are 15 minutes long. Please arrive at the start of your timeslot to make the most of your unloading time. You don't need to be finished exactly when your slot ends, but staff may ask you to leave if your visit runs beyond a reasonable timeframe.

Can I make a booking for someone else?

Yes – you can make a booking for someone else. You'll just need their details, such as the type of waste they are bringing, and the details of the vehicle they'll be using.

What if I need to change or cancel my booking?

Bookings can be cancelled or amended online. If you're no longer able to attend, please cancel your slot so someone else can use it.

Is there a limit to the number of slots I can book?

There is no limit to the number of slots you can book or the number of visits you have as a standard user. However, staff may question you if the number of visits and types of waste being brought in appear to come from a business rather than household waste.

The rules for permit vehicles haven't changed: visits are limited to a maximum of 12 in a 12-month period and permits expire after 12 months.

What will happen when I arrive at the recycling centre?

You will be greeted on site by a member of staff who will check you in. They will confirm your booking details with you.

If you have any chargeable items, they will take payment for these when you arrive.

What happens if I don't have a booking?

If you don't have a booking, staff might have to turn you away, and you will not be able to empty your vehicle. Please make a booking before visiting.

What happens if I'm late?

We may refuse entry if you have missed your booked slot; however, staff will try to accommodate visits wherever possible.

Will this change result in more fly-tipping?

Other councils that have introduced a booking system have not seen a rise in fly-tipping. This includes our neighbouring authorities: Bath & North East Somerset, Bristol and South Gloucestershire. Fly-tipping is illegal. We will follow up on reports and inspect dumped waste for evidence to prosecute offenders who fly-tip.

Do permit holders need to do anything now?

We will be contacting current permit holders shortly by email (or by post if we do not hold a valid email address). Permits will be moving over to the new online system. You do not need to take any action at the moment.