

Recycling centres booking system frequently asked questions (FAQs)

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When are you introducing the booking system?

Bookings are now open at Weston-super-Mare to book your next visit. 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 needs to book?

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

How do I book?

- online at: www.n-somerset.gov.uk/recyclingcentres
 - on the North Somerset Council app
 - at a library using public computers
 - on behalf of someone else, such as a resident without internet access
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- For residents without internet, telephone bookings are available. Phone calls to the council will go through to an automated system which takes around 5-6 minutes per call. It is quicker and easier to book online.

When do I need to book?

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

Do you receive any confirmation of your booking?

You will get a booking confirmation email with a reference number. Reminder emails are also sent for your booking. If you wish to amend your booking you can follow the link in your booking confirmation email.

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.

In the first few weeks if you arrive without a booking staff will provide you with information and ask you to book next time you visit.

What happens if I don't have a booking?

Once the system is established, 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.

What do permit holders need to do?

If you have a valid permit a new digital version has been created for you with your existing customer number found on your permit letter. To book a slot to visit you will need your permit number.

If you are a permit holder and use the Weston-super-Mare site, you should now book your visit using the online system.

If you are a permit holder and are currently using either Portishead or Backwell, you can continue to visit your normal site with your existing permit booklet. Your digital permit is also active and can be used to book a slot at Weston-super-Mare should this be more suitable on the day you wish to make a visit.