

Policy on visits and usage of recycling centres

1. Purpose of the recycling centres

Recycling centres are provided for North Somerset residents to dispose of household items including excess non-recyclable waste, DIY waste, garden waste, large electrical and electronic equipment (WEEE) and paint.

2. What we take

- a. A list of items which are accepted at the recycling centres is available on our [website](#).
- b. For some accepted items there are restrictions on the amount that can be brought in across all three sites. The restricted amounts are also detailed on the [website](#).
- c. Some items are chargeable. More information is provided in section 10 of this document.

3. Site usage

- a. Our recycling centres are provided for North Somerset residents only.
- b. Our recycling centres are for household waste only. We do not accept any commercial waste. This includes any waste collected for a fee such as house clearances, waste from shops and offices and gardening businesses.
- c. Site staff reserve the right to refuse access to the site if it is suspected that the waste is commercial in origin.
- d. Opening days and times are different at each site. There are also seasonal variations between opening times. Opening times for the sites can be found on our [website](#).
- e. Separate your waste before your visit and recycle as much as you can. We may carry out spot checks on rubbish bags to check no recyclable material is thrown in with normal rubbish.
- f. Please respect staff at the recycling centres, abuse is not tolerated. All sites are covered under a public space protection order (PSPO) and are monitored



- by CCTV. Residents can be banned from access to the sites if their behaviour is deemed unsafe or offensive to site staff or other members of the public.
- g. For safety reasons, access to recycling centres is not possible by mobility scooters, electric scooters, bicycles with or without trailers, or on foot.
 - h. Site users are advised to wear sensible, sturdy, closed-toed shoes (no flip-flops, sandals or high heels) when using the sites.
 - i. Staff at the sites can provide advice on where to place items, monitor safety and correct site use, take payment for chargeable items and restrict access to the site for anyone who has been banned.
 - j. Site users can request help from staff with items if required.
 - k. Site users are not allowed to take any items from the site.
 - l. Automatic number plate recognition can be used on sites.
 - m. North Somerset Council will not be held liable for any damage to vehicles during visits to the recycling centres.

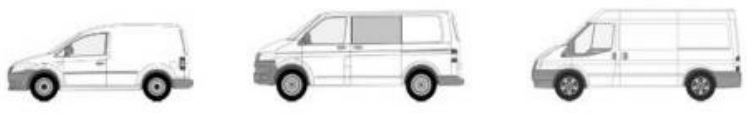

4. Booking system


- a. North Somerset Council (NSC) operate a booking system for residents wanting to visit a recycling centre. Residents should have a booking to visit the site.
- b. Slots are 15 minutes long and users are advised to arrive at the start of their slot to allow the maximum time to empty their vehicle within the timeslot.
- c. Residents do not need to be clear of the site by the end of their booked slot, however staff on site can request they leave if they have exceeded a reasonable timeframe for the visit.
- d. We may refuse entry if a resident has failed to make a booking or if they have missed their booked slot.

- e. Booking should be made online available at <https://n-somerset.hwrc.bookinglab.co.uk/>. An alternative is available by phone for those unable to use the online system.
- f. There are a limited number of places available in each time slot. Residents are requested to cancel their slot and make it available for other users if they are unable to attend.
- g. If the site has to close for unforeseen reasons, users with a booking will have the booking cancelled and a notification will be sent via email where an email address is provided.

5. Vehicle restrictions

- a. There are restrictions on access to the sites for some vehicles.
- b. There are no restrictions on:
 - cars
 - SUVs
 - trailers smaller than 1.8m in length towed by a car
- c. These vehicles are not accepted:
 - trailers over 2.4m in length
 - vehicles that have a gross weight of 3.5t or above
 - a trailer towed by a vehicle already needing a permit
- d. A permit is required if you want to bring waste to our recycling centres when using:

a van up to 3.5t including panel vans and campervans	
trailers 1.8m to 2.4m in length	

a 4x4 vehicle, land rovers, single cab pick-ups	
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6. Van and trailer permits

- Permits are free and are valid for 12 months from date of issue. A permit allows a maximum of 12 visits in a 12-month period and are valid across all three sites.
- It is the responsibility of the permit holder to renew their permit. Permits can be renewed up to two weeks prior to their expiry.
- Residents are advised to apply for a permit at least a month before they want to use it. Checks on vehicles will be made during the application process.
- You can only have one permit per address.
- Permit holders can't apply for another permit in the same period. If you change vehicle or address you will need to update your permit details. When a permit is updated, any remaining visits and the expiry date of the permit will be transferred across.
- A restricted vehicle without a valid permit will not be allowed onto site.
- If you book a slot to visit with a permit, the visit is deducted from your allocated visits at the time of booking. If you do not use that booking you will not get your visit back unless you cancel the slot ahead of your booking.
- North Somerset Council reserves the right to refuse or cancel the issue of any permit if provided with false or misleading information.
- Applications for a permit can be made online through the website at <https://n-somerset.hwrc.bookinglab.co.uk/>

7. DIY Waste and chargeable items

- a. Some items are chargeable – please see [fees and charges](#) listed on our website. These are updated annually in April.
- b. Payment for chargeable items is to be made on site and by card only.

This policy was updated in December 2025 as part of North Somerset Councils' work to improve our recycling centres and help meet the targets in our [Recycling and Waste Strategy](#).