



Willshee's Skip Hire Terms & Conditions

Willshee's Waste & Recycling Limited

Company Registration Number: 07919887

Registered Address: 22 Granary Wharf, Wetmore Road, Burton on Trent, England, DE14 1DU

Skip Hire Email: skiphire@willshees.co.uk

Skip Hire Telephone: 01283 702340

Website: www.willshees.co.uk

The company name, registration number and registered address are published by Willshee's Group. The dedicated skip hire email address and telephone number are provided on the Skip Hire Services from Willshees Skip Hire page.

1. Introduction

These Terms & Conditions apply to skip hire services supplied by **Willshee's Waste & Recycling Limited** ("Willshee's", "we", "us" or "our").

By placing an order for a skip hire service, the customer ("you" or "your") agrees to these Terms & Conditions.

Willshee's provides skip hire options for both domestic and commercial customers, suitable for a variety of requirements ranging from home improvement projects through to full site clearances.

[\[willshees.co.uk\]](http://willshees.co.uk)

2. Skip Sizes and Services

For domestic skip hire, Willshee's offers skip sizes ranging from **Mini Skips**, which can accommodate approximately **20–30 black bags of waste**, through to **8 cubic yard drop-down door skips**, which accommodate approximately **70–80 black bags of waste**. [\[willshees.co.uk\]](http://willshees.co.uk)

Commercial skip hire includes these sizes, together with **12-yard skips** and **two sizes of Roll On Roll Off (RORO) skips**, providing options for up to approximately **400 black bags of waste**. [\[willshees.co.uk\]](http://willshees.co.uk)

Domestic skip hire may be available for **same-day delivery where booked before 10:00**, subject to availability. [\[willshees.co.uk\]](http://willshees.co.uk)

3. Placing an Order

The published ordering process requires customers to enter their postcode, select the skip required and proceed through checkout. [\[willshees.co.uk\]](http://willshees.co.uk)

When placing an order, it is the customer's responsibility to provide accurate information, including the delivery location and any relevant instructions regarding where the skip should be positioned.

4. Delivery

You do **not** need to be present when your skip is delivered. Delivery and placement instructions can be added for the driver during the booking process. [\[willshees.co.uk\]](https://willshees.co.uk)

Willshee's will endeavour to deliver the skip on the date selected by the customer. However, delays can sometimes occur. Skip deliveries take place between **07:00 and 17:00**. [\[willshees.co.uk\]](https://willshees.co.uk)

Customers should therefore ensure that suitable access is available throughout the delivery period.

5. Access Requirements

A **minimum of 10 ft clear access space** is required when placing any skip. [\[willshees.co.uk\]](https://willshees.co.uk)

It is the customer's responsibility to ensure that the delivery location is accessible and that sufficient clear space is available for the skip to be safely delivered and subsequently collected.

6. Placement on Private Land

A skip can be placed on private land, such as a garden, driveway or other area owned by the customer. [\[willshees.co.uk\]](https://willshees.co.uk)

Customers are responsible for selecting an appropriate place for the skip and providing Willshee's with clear placement instructions.

7. Placement on Public Land and Permits

A skip may also be placed on public land. Willshee's defines this as land not owned by the customer, including a roadside, kerb or other public authority land. [\[willshees.co.uk\]](https://willshees.co.uk)

A **council permit is required for all public land sites**. This can be obtained during the ordering process and will incur a fee from the relevant local council. [\[willshees.co.uk\]](https://willshees.co.uk)

8. Wait While Loading Service

Willshee's offers a **Wait While Loading** service.

When this option is selected, the skip driver will wait for **30 minutes** while the customer loads the waste into the skip. The service can be selected on the booking form. [\[willshees.co.uk\]](https://willshees.co.uk)

9. Standard Hire Period

The standard Willshee's skip hire period is **10 days**. [\[willshees.co.uk\]](https://willshees.co.uk)

Unless an earlier collection or an exchange is arranged, Willshee's will collect the skip **10 days after delivery**. [\[willshees.co.uk\]](https://willshees.co.uk)

10. Permitted Waste

The Willshee's skip hire service accepts waste including:

- Packaging
- Furniture
- Furnishings
- Fixtures and fittings
- Paper

- Wood
- Metal
- Plastic
- Bricks
- Rubble
- Soil
- Stone

These materials are listed as accepted waste on the Willshee's skip hire page. [\[willshees.co.uk\]](https://willshees.co.uk)

11. Restricted and Prohibited Items

The following items **cannot be accepted** in Willshee's skips:

- Asbestos
- Batteries
- Paints and solvents
- Pressurised containers
- Gas bottles
- Any liquids
- Clinical waste
- Animal waste
- Fluorescent tubes
- Plasterboard [\[willshees.co.uk\]](https://willshees.co.uk)

Customers must ensure that these materials are not placed within the skip.

12. Items Subject to an Additional Fee

Certain items can be accepted but are subject to an **additional fee**. These include:

- Mattresses
- Tyres
- Fridges and freezers
- Upholstered sofas and chairs
- TVs
- Dishwashers
- Washing machines
- Tumble dryers [\[willshees.co.uk\]](https://willshees.co.uk)

These items can be added individually during the booking process.

If additional-fee items are placed inside the skip but have **not been declared and paid for**, Willshee's reserves the right to **refuse collection until the applicable items have been paid for or removed from the skip**. [\[willshees.co.uk\]](https://willshees.co.uk)

13. Loading the Skip

All skips must be **level loaded**.

Waste must not be loaded higher than the height of the sides of the skip. This requirement enables Willshee's to transport the skip safely. [\[willshees.co.uk\]](https://willshees.co.uk)

Customers should not overload a skip or allow waste or materials to project above its sides.

14. Skip Collection

Under the standard hire arrangement, collection will take place **10 days after delivery**. [\[willshees.co.uk\]](https://willshees.co.uk)

If your skip is ready earlier, you can request an earlier collection by contacting:

Email: skiphire@willshees.co.uk

Telephone: 01283 702340 [\[willshees.co.uk\]](https://willshees.co.uk)

15. Skip Exchanges

If you require the existing skip to be exchanged for another skip, please contact:

Email: skiphire@willshees.co.uk

Telephone: 01283 702340 [\[willshees.co.uk\]](https://willshees.co.uk)

16. Refunds and Cancellations

Refunds will only be accepted 48 hours prior to the delivery date agreed.

Customers requesting a refund must therefore make their request at least **48 hours before the agreed delivery date**.

Requests made within 48 hours of the agreed delivery date will not be eligible for a refund under this policy.

17. Payment Methods

Willshee's accepts:

- Major credit cards
- Major debit cards
- Bank transfer payments
- Cash payments [\[willshees.co.uk\]](https://willshees.co.uk)

Where additional chargeable items are included in a skip, the appropriate additional fee must be paid.

18. Insurance and Waste Carrier Status

Willshee's states that it is a **fully insured and licensed Waste Carrier**. Insurance certificates and licences are available through the Downloads section of the Willshee's website. [\[willshees.co.uk\]](https://willshees.co.uk)

19. Customer Responsibilities

The customer is responsible for:

- Providing accurate delivery and collection information.
- Ensuring a minimum of **10 ft clear access space** is available for skip placement. [\[willshees.co.uk\]](http://willshees.co.uk)
- Ensuring prohibited materials are not placed in the skip.
- Declaring and paying for items which attract an additional fee.
- Ensuring waste is level loaded and does not exceed the height of the skip sides. [\[willshees.co.uk\]](http://willshees.co.uk)
- Ensuring an appropriate council permit is obtained where the skip is to be positioned on public land. The Willshee's booking process provides for this permit to be obtained, subject to the relevant local council fee. [\[willshees.co.uk\]](http://willshees.co.uk)
- Providing clear delivery and positioning instructions if they will not be present when the skip arrives.

20. Safety

Customers must not fill a skip above the height of its sides. Loads must remain level so the skip can be transported safely. [\[willshees.co.uk\]](http://willshees.co.uk)

Willshee's may refuse collection where specified additional-fee items have been placed in the skip without being paid for, until payment is made or the items have been removed. [\[willshees.co.uk\]](http://willshees.co.uk)

21. Delivery Times and Delays

Willshee's will endeavour to deliver the skip on the selected date, but the company advises that delays can sometimes occur. Deliveries are made between **07:00 and 17:00**. [\[willshees.co.uk\]](http://willshees.co.uk)

Customers should take this delivery window into consideration when arranging access to the site.

22. Contacting Willshee's Skip Hire

For early collections, skip exchanges or queries relating to your skip hire:

Willshee's Waste & Recycling Limited

22 Granary Wharf
Wetmore Road
Burton on Trent
England
DE14 1DU

Skip Hire: 01283 702340

Email: skiphire@willshees.co.uk

The registered office and Company Registration Number **07919887** are published on the Willshee's website. The skip hire contact details are published on the skip hire page