

## Mattress FAQs

### **Why do I have to book this item?**

Bookings are being implemented to ensure there is space available in the container for you to be able to drop off your item and prevent a wasted journey to site.

### **Why are you putting limits on this item?**

This item is being limited to manage the quantities being brought to site due to very few disposal outlets within the UK and their availability to collect

### **If I have a permit for a van or trailer, am I only allowed to go to my permitted site?**

Yes, you can only visit your permitted site. Available dates and times will be added frequently so please keep checking

### **What will happen if I am late?**

The time-slots are 1 hour long, if you do not arrive within this timeframe your booking will be invalid

### **What will happen if I miss my scheduled day/time?**

You will need to contact Streetscene on 01352 701234 if you are looking to re-schedule

### **What can I do if I have more than the allocated amount?**

Additional mattresses may be collected as part of a bulky waste collection (attach link) or by a licenced waste carrier

### **I have 2 single mattresses, does this count as one double?**

No, each mattress regardless of size counts as 1 item