

Terms and Conditions

By registering for St Helena Hospice's Christmas Tree-cycle, you are agreeing to be bound by the following terms and conditions.

St Helena reserves the right to update and change the terms of conditions from time to time without notice. Continued use of the website after any such changes shall constitute your consent to such changes. You can review the most current version of the terms and conditions at any time on this page.

1. The Collection

The tree-cycle is the collection of 'real' Christmas trees from residents in the CO1 to CO9, CO11 and CO13 to CO16 area, and the transporting of those same Christmas trees to Colchester Borough Council Recycling Centre, Tendring District Council Depot and Birch Airfield composting services. For the avoidance of doubt, 'real' refers to organically grown Christmas trees with no artificial construction, as per common understanding, as opposed to 'artificial' trees.

2. Booking

We provide a facility for you to make a booking for collection of your tree, after which you will receive via email a confirmation of your registration and later further information. Donations must be made via the website by using a debit or credit card.

3. Delivery of service

We shall attend your property on Saturday 8th January 2022 during daylight hours and shall collect from the location you specified when registering, an unadorned 'real' Christmas tree. We reserve the right to reject any Christmas trees that have not been stripped of decorations - including pot or stand - and to refuse refund of donation, to cover our costs incurred. Similarly, if your tree is not in a place accessible to us, you will not be entitled to a refund of donation.

We are unable to enter your property or gain access to the rear of your property to collect your tree. Your tree must be placed in the location stipulated at point of registration. This must be accessible from the road or driveway. Trees not located in the stipulated location will not be collected.

3. Weather

We will make every effort to collect your tree on Saturday, 8th January 2022. If we are faced with inclement weather conditions that we deem will put the safety of our volunteers and staff at risk we will attempt to reschedule the collection to the next available weekend. We are unable to provide a refund if we do not collect your tree on the specified date. However, if we are not able to reschedule the collection at all, you will be entitled to a refund.

4. Covid-19

We will make every effort to collect your tree on Saturday, 8th January 2022. In these unprecedented times if we are faced with conditions that we deem will put the safety of our volunteers and staff at risk or we are unable to use services needed for the tree-cycle, we will attempt to reschedule the collection. We are unable to provide a refund if we do not collect your tree on the specified date. If we are unable to reschedule the collection at all, you will be entitled to a refund.

5. Refunds and Cancellations

We will not be liable for any damage, costs, loss or injury incurred by you as a result of our failing to carry out the service on the nominated day.

6. Complaints

If you feel you have any cause to complain about any aspect of our collection, or wish to offer suggestions for its improvement, please contact us either by phone, e-mail, or at the address below.

7. Contact

If you have any questions about these terms and conditions, please contact us at the below

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