

**St Helena Hospice Tree-cycle 2026
- Terms and Conditions**

By signing up via the St Helena Hospice Christmas Tree-cycle website, 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. Our service/collection

The Christmas Tree-cycle is the collection of 'real' Christmas trees from residents in the CO1 to CO9, CO11 to CO16 area, and the transporting of those same Christmas trees to Colchester Borough Council Recycling Centre, Birch Airfield or Tendring District Council Depot. 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 regarding the collection of your tree. Donations must be made via the website using debit or credit card.

3. Delivery of service

We shall attend your property between Friday 9th January 2026 and Monday 12th January 2026 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 will be unable to enter your property or gain access to the rear of your property to collect any trees. 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. Registration closes on Sunday 4th January at 11.59pm. Trees registered after this date will not be collected.

3. Weather

We will make every effort to collect your tree between Friday 9th January 2026 and Monday 12th January 2026. 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. 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 service, or wish to offer suggestions for its improvement, please contact us either by phone, email, or at the address below.

7. Contact us

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

Address:

St Helena Fundraising Office
Unit 6 The Atrium
Wyncolls Road
Colchester
CO4 9AS

Phone: 01206 931 468

Email: fundraising@sthelena.org.uk