**MRWA VAN BOOKING SYSTEM**

**FREQUENTLY ASKED QUESTIONS**

**VAN BOOKINGS**

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| 1. **ALLOWING VANS AND LARGE TRAILERS ON SITES** |
| We are now allowing a limited number of vans and large trailers onto the Recycling Centres each day. |
| 1. **CAN I BRING A CAR AND A TRAILER?** |
| Please note that those bringing a car and trailer must book through the **VAN** booking option not the car booking option. |
| 1. **CAN I ACCESS THE SITE WITH A VAN WITHOUT AN APPOINTMENT?** |
| Visits are strictly via a pre-arranged booking only and anyone turning up without a pre-booked visit will be turned away. |
| 1. **HOW DO I MAKE A BOOKING?** |
| Residents wishing to make a booking can do so by booking online at [www.merseysidewda.gov.uk](http://www.merseysidewda.gov.uk) |
| 1. **IS THERE A LIMIT TO HOW MANY VANS CAN ACCESS A SITE IN ONE DAY?** |
| Once the total number of permitted vans or large trailers per day has been reached for a particular site, then no more bookings for that day will be taken and residents will need to choose an alternative day that has availability. |
| 1. **DO I NEED A TIMES SLOT FOR MY VAN?** |
| There is no need to book a specific time slot and, once the date of a booking has been confirmed, the vehicle registration details will be provided to site attendants and residents can turn up at any time on their allotted day.  If there are queues at site, residents with a van allocation booking will need to join the queue. |
| 1. **HOW MANY VISITS CAN I HAVE?** |
| Visits in a van or with a large trailer will be strictly limited to 2 appointments per week for each vehicle/household with a maximum of 12 visits per year. Green waste is classed as one of the 12 visits. |
| 1. **WHAT CAN I BRING TO SITE?** |
| Only household waste is permitted at site and you may be refused access if it is suspected that the waste you are bringing has arisen from trade or commercial activity. |
| 1. **I’M USING A HIRE VEHICLE – WHAT DO I NEED TO BRING WITH ME?** |
| Those with a hire vehicle booking will be asked to present the hire documents. Residents with hire van bookings that arrive at site without the correct documentation will be refused entry to the site. |
| **WHAT DO I NEED A BOOKING FOR?** |
| A booking is required to access all Household Waste Recycling Centres in a van, whether hired or owned or for a trailer between 2m and 3m. |
| **HOW MANY APPOINTMENTS CAN I HAVE?** |
| Residents are allowed to book up to two appointments per week up to a maximum of 12 per year. One appointment allows one visit only to the chose Recycling Centre. The week runs from Sunday to Saturday. |
| **CAN I ACCESS THE SITE WITHOUT AN APPOINTMENT?** |
| Residents who arrive at a Recycling Centre in a van (owned or hired) or have a trailer between 2m and 3m without a booking will not be permitted access to the site. |
| 1. **CAN I BOOK TO VISIT THE SITE ON THE SAME DAY?** |
| Appointments cannot be booked for that same day. All appointments need to be booked in advance. |
| **HOW DO I MAKE A BOOKING?** |
| Bookings for vans can only be made online by visiting [www.merseysidewda.gov.uk](http://www.merseysidewda.gov.uk) |