**MRWA CAR BOOKING SYSTEM**

**FREQUENTLY ASKED QUESTIONS**

**CAR BOOKINGS**

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| 1. **WHICH SITES NEED A BOOKING FOR A CAR?** |
| Merseyside residents must book an appointment before they can visit any of:   * Formby Recycling Centre (Altcar Road) * Rainhill Recycling Centre (Tasker Terrace) * Sefton Meadows (Sefton Lane)   \*Please only book a slot if it is essential that you dispose of this waste. |
| 1. **WHAT INFORMATION DO I NEED TO PROVIDE WHEN MAKING A CAR BOOKING?** |
| Residents will be required to provide a car registration and the address of their household as part of the booking process. These will both be checked at the Recycling Centre to allow access. |
| 1. **HOW MANY APPOINTMENTS CAN I HAVE?** |
| Appointments are limited to one per household. If no appointments are available, please try again another time. A household will be allocated one visit for each appointment booked with a maximum of two appointments allowed each week. |
| 1. **WILL I RECEIVE A CONFIRMATION OF MY BOOKING?** |
| Book online and you will receive an email confirming your specific time slot to attend the Recycling Centre. |
| 1. **WHO ADMINISTERS THE CAR BOOKING SYSTEM?** |
| The Household Waste Recycling Centre Car Booking System is administered by Merseyside Recycling and Waste Authority. |
| 1. **WHAT IS THE CAR BOOKING SYSTEM FOR?** |
| The Booking System is for residents to book slots to access the Sefton Meadows, Formby, and Rainhill Household Recycling Centres. The Booking System is for cars at the three sites mentioned and for vans and commercial-type vehicles at all Centres in Merseyside. |
| 1. **HOW CAN I BOOK AN APPOINTMENT?** |
| Appointments can be booked online at www.merseysidewda.gov.uk. |
| 1. **WHO IS THE CAR BOOKING SYSYEM FOR?** |
| The Booking System is for Merseyside householders only. |
| 1. **PICK-UP TRUCKS AND ESTATE CARS** |
| Pick-up trucks and estate cars should book under the car booking system rather than through the van booking system |
| 1. **APPOINTMENT TIMES - CARS** |
| The Booking System will provide a timed appointment for a car based on an application from a household. Please note that a timed slot provides an indicative time within a certain hour– there may be additional delays at sites during times when the Centres need to be serviced during the working day. |
| 1. **CAN I ACCESS THE SITE WITHOUT AN APPOINTMENT?** |
| Vehicles will not be admitted to any of the three sites without a booked appointment. Please do not travel to site unless you have an appointment. |
| 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. |
| 1. **I NEED TO CANCEL OR ALTER MY APPOINTMENT** |
| If you wish to alter or cancel your appointment please visit the online booking system at [www.merseysidewda.gov.uk](https://sitebookings.merseysidewda.gov.uk/). |
| 1. **SUSPECTED COMMERCIAL OR BUSINESS WASTE** |
| The Authority reserves the right to refuse an appointment to a vehicle or a household if it suspects that the individual is disposing of commercial or business waste. |