



MERSEYSIDE RECYCLING & WASTE AUTHORITY

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## HOUSEHOLD WASTE RECYCLING CENTRE (HWRC) VAN BOOKING GUIDANCE

### BEFORE YOU START

- If you have a van of any size, a trailer that between 2 – 3 metres in length or an estate/hatchback/4×4/car with rear seats permanently removed and/or blanked out side/rear windows or a pick up truck with a single cab, you will need to book an appointment online to access any of our Household Waste Recycling Centres (HWRCs).
- To make a booking at a HWRC, you must first create an account – more guidance on this is available in Step A1.
- Same-day HWRC bookings cannot be made. All appointments need to be booked in advance.
- Same day HWRC booking cancellations cannot be made. If you intend on cancelling a booking, please do so prior to the day of your booked appointment.
- If you have queries regarding your HWRC booking, you can call 0151 255 1444.
- More information is available at <https://www.merseysidewda.gov.uk/find-a-local-recycling-centre/>.

**CONTINUE TO PART A: CREATING VAN BOOKINGS ON PORTAL**



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## PART A: CREATING VAN BOOKINGS ON PORTAL

### STEP A1

Enter your portal username and password, then click 'Log in' button.

If you have not yet set up an account, click on 'Create Account'.

If you do not have a log in and password, please click 'Create Account' (on the right-hand side of the first screenshot) and fill in all the required fields to make the account.

Press 'Sign Up', to save your account and then proceed to step 2.

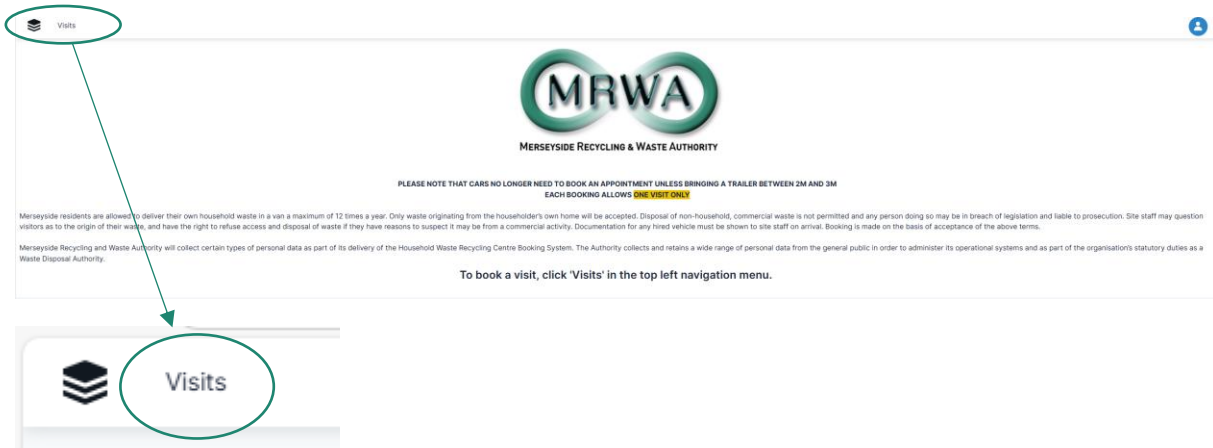
**Note-** the password you make for your account needs to comply with the rules (stated beneath the 'Password' box) to be a suitable and strong password for your account.



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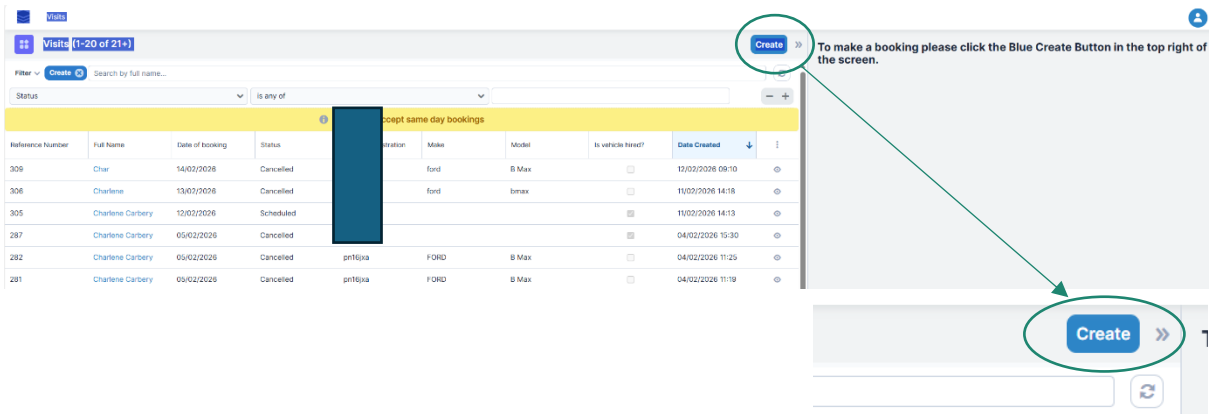
## STEP A2

Follow the instructions given above (click 'Visits', top left corner of page)



## STEP A3

This is an example of what your account will look like (below). To make a booking, follow instructions on the right-hand side and click on 'Create' button on right hand side (not to be confused with the 'Create' button on the left).



CONTINUE TO STEP A4



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**STEP A4** – Fill out all details on the form. Instructions and rules for booking are to the right of the page in the grey box. After you have completed all details on the form, click on ‘Make Booking’ button to save.

**How to make a booking for a van or trailer (between 2m & 3m)**

- Type your full name in the first box (must include first name and surname)
- Either type in the site you would like or press 'search and select' to find your chosen site.
- Select the date you would like to visit (you can only book up to 7 days in advance). You cannot book for the same day.
- Type in your vehicle registration. Please make sure it is correct as any error will mean you will be refused entry at site.
- Fill in the make and model of your vehicle.
- If you are hiring a vehicle tick the hired vehicle box. You will not then need to enter the registration, make or model. Please make sure to take your hire documentation with you to the site.

Make sure all of the details are correct before pressing save. If there are any issues with your booking error messages will appear.

Errors may include:

- Missing information from the booking
- You may have exceeded your 12 visit allowance

For any queries, please call the booking line on  
**0151 255 1444**

**Site Availability**  
Select a site on the form to check how many available slots are left for the dates provided

## PART B: CANCELLING A BOOKING

### STEP B1

Reference Number	Full Name	Date of booking	Status	Vehicle Registration	Make	Model	Is vehicle hired?	Date Created
309	Char	14/02/2026	Cancelled	[REDACTED]	ford	B Max	<input type="checkbox"/>	12/02/2026 09:10
306	Charlene	13/02/2026	Cancelled	[REDACTED]	ford	bmax	<input type="checkbox"/>	11/02/2026 14:18
305	Charlene Carbery	12/02/2026	Scheduled	[REDACTED]			<input checked="" type="checkbox"/>	11/02/2026 14:13
287	Charlene Carbery	05/02/2026	Cancelled	[REDACTED]			<input checked="" type="checkbox"/>	04/02/2026 15:30

Click on your name in blue text.

**Note:** If you wish to cancel a booking, it should appear as ‘Scheduled’. (Once bookings have been cancelled, they appear as ‘Cancelled’).



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## STEP B2

Click on the '+Cancel Booking' button bottom right-hand side of page.

A screenshot of the MRWA booking management interface. The page title is 'Charlene Carbery'. The left sidebar lists various fields: Site (South Sefton), Date of booking (12/02/2026), Vehicle Registration, Vehicle is Hired?, Make, and Model. On the right side of the page, there is a '+Cancel Booking' button. A green oval highlights this button, and a green arrow points from a smaller '+Cancel Booking' button in the bottom right corner of the page to the larger one.

## STEP B3

Click 'Save' to cancel your booking.

A screenshot of the MRWA booking management interface showing the 'Save' button. The page title is 'Cancel Booking: Charlene Carbery - 25/3/2026'. The left sidebar lists various fields: Date Created. On the right side of the page, there is a 'Cancel' button and a 'Save' button. A green oval highlights the 'Save' button, and a green arrow points from the 'Save' button in the bottom right corner of the page to the larger one.