

# Raynesway FAQs

## Can I visit anytime?

No – you must book a date and time slot online at [mipermit.com/derby](http://mipermit.com/derby). Opening times have changed so please check these before you book.

## Is there a cost for booking?

No – the booking service is free.

## Should I turn up early?

You can turn up a few minutes before your time slot but please don't turn up too early (more than 30 minutes) as this will increase queues. Please do not arrive before the site has opened each day – you could prevent us from emptying other residents bins.

## Will there be queues?

If everyone uses the booking system, queues should be minimal. If people arrive without a booking, it will cause delays and queues for others. We will do our best to keep waiting times down but please be patient and understand that we're trying to keep you and others safe.

## What waste and recycling can I bring to Raynesway?

You can find a full list of what is accepted on the Raynesway webpage. Please note that the site layout has changed – follow the signs on site to make sure you put the right items in the right skips.

## Can I bring my van or trailer?

Yes – but we are expecting that lots of people will want to visit the site so we're asking people to not bring excessive amounts of waste as it could cause delays for other users. Please remember that the site is only for Derby residents to bring their own waste and we cannot accept commercial waste. We will keep this under review.

## Is Raynesway my only option to get rid of waste?

No – Visiting Raynesway should be a last resort and only if waste cannot be stored safely at home. Other options include:

- Making the most of your kerbside (wheelie bin) collections, including the free garden waste service
- Our bulky waste collection service.
- You could also hire a skip or a licenced waste carrier



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## Can I bring someone to help me?

Where possible, only one adult from each household should visit the site.

Two people from a household can visit together if they are bringing large waste items such as a fridge freezer or sofa.

Staff on-site will not be able to help to unload items for the vast majority of visitors – this is so we can maintain social distancing. However, help will be available for those that genuinely need it and you can ask.

## What happens if delays mean I'm late for my slot?

If delays caused by queues mean you arrive later than your booked slot (up to an hour), you will still be allowed to enter the site.

## How long do I have on site to get rid of my waste?

Each timed slot is 15 minutes but we appreciate it may take slightly longer to unload.

## What will happen if I turn up and I haven't booked – will I still be allowed into the site?

No – if you turn up and haven't booked you won't be able to enter the site and you could cause delays for those that have booked. Make sure you've booked a slot online at [mipermit.com/derby](http://mipermit.com/derby)

## What happens if people don't stick to social distancing on site?

We will have to completely close the site until we can be sure that social distancing can be maintained, and we can keep everyone safe. Please follow the signs on site. Residents should only visit if it is essential and waste cannot be stored safely at home.

## How can I keep myself safe when I visit?

Please read the information on our website before you visit and follow our advice. This includes wearing gloves, trying not to touch surfaces, keeping at least 2 metres apart from other users, and washing your hands as soon as you get home.

