

# Terms & Conditions

## U04- Guest House Service Application Form

These terms and conditions apply to the registered customers under Guest House service application form provided by or through Waste Management Corporation Limited (WAMCO). Upon submitting the online form by any other means customer deemed to have read, understood and accepted these Terms & Conditions.

### Customer Obligations

#### Service registration:

- Customer needs to register for service by providing information about the location, name of the business and basic information about the business and the number of rooms.
- Customer must ensure the rooms are selected as per the permit.

#### Waste packing standard and Waste segregation

- Customers must ensure that the waste to be disposed is packed properly in bags which are in a standard to be handled by our staff.
- Customers must ensure that the waste to be disposed of must be packed properly so as to avoid spills, leaks or odors. Organic or bio-degradable waste must be packed separately from other waste.
- Customer is responsible for sorting waste, to General waste, Plastic, other waste and metal and Glass.
- If the bins are placed customer is responsible for the cleanliness of the bins and the placement of the bins.
- The customer shall facilitate easy access to the building and waste collection area.

#### Missed collection

- Customer is responsible for reporting missed collection within 24 hours.
- If a customer would like report missed collection, they can contact our hotline 1666.

#### Billing and Payment

- Customer must notify via the 'U05-Guest House Service Application Form' any changes to the registered service information, within 5 days of the change.
- The customer agrees to pay all charges applicable to the service
- Customer agrees to pay all charges for the Product within the 10 days of receipt of bill by using one of the payment channels specified in the bill issued by WAMCO.

- Customer agrees to suspend service, for all unsettled bills beyond the aforementioned period and losses resulting from this suspension must be borne by the customer.
- Customers will be billed according to the number of rooms with in the Guest house.

### **Responsibilities of Waste Management Corporation Limited (WAMCO)**

- Services will commence within 2 working days of the submission of a valid application.
- Services will be provided (including on public holidays) as specified in the service agreement with the registered customer.
- Services will be provided for general waste only.
- Kitchen waste is not included within the service.
- If the Guest House has a restaurant, restaurant needs to register as commercial waste collection service.
- If the customer reports missed collection, service will be provided within 24 hours.
- If a customer would like to dispose of bulky waste, they can contact our hotline 1666 and request our Call and Pickup Service (CAPS) or Call and Pickup Service Lite (CAPS Lite).

### **Excess Waste**

- Each room is allotted with a maximum of 8 liters per room per day. Waste will be collected accordingly.
- Customers will be informed and charged for any additional waste presented for collection.
- The charge per 120-liter bag will be MVR 35 per bag.

### **Governing Law and dispute**

The Customer intends to be bound in good faith to receive the Service and abide by this “Terms and Conditions” as well as the Waste Management laws, regulations and guidelines of the Republic of Maldives.

The packing and segregation of waste shall be done in accordance with the relevant guidelines published in [www.wamco.com.mv](http://www.wamco.com.mv).