

# Christmas Tree Collection

Frequently Asked Questions

2022



St. Richard's  
Hospice

CARING FOR LIFE

Reg. Charity No. 515668

## • How much should I donate?

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You can make a donation of your choice, and if you are a UK tax payer you can also Gift Aid your donation. Gift Aid is a government scheme for UK charities to reclaim the tax you have paid and gain 25% more at no extra cost or hassle to you. Where possible, please can you consider adding Gift Aid to your donation if you are a UK taxpayer.

Please see our website for further information about the difference your donation will make towards our free specialist care.

## • Who will be collecting my tree(s)?

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Our Christmas tree collection service is entirely supported by corporate businesses and hospice supporters, who will come with a van to take your tree(s) away. They are giving up their time and resources to help collect and recycle trees, this means that every penny of donations received will come directly to St Richard's Hospice, helping us continue our specialist care and services for people in Worcestershire.

## • Where do I leave my tree(s)?

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We require your tree(s) to be left in the specific area you have chosen during registration. It will need to be in a visible and accessible spot outside your house/organisation. If visibility from the road is poor, please make a note of this when registering your tree collection. Our collection service does not include removing the tree(s) from inside your house/organisation.

## • When will my tree(s) be collected?

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You will need to put out your tree on Saturday 8th January for collection on Sunday 9th or Monday 10th January. Our volunteers will be out very early to start collections on Sunday 9th January so please ensure your tree(s) are out in a visible and accessible spot outside your house/organisation.

## • Can I choose the time for collection?

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No, we can't specify collection time. Your tree(s) will be collected on either Sunday 9th or Monday 10th January.



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## • Do I have to be home when you come to collect my Christmas tree(s)?

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No, you do not have to be home/present for us to collect your tree(s). Once your booking is confirmed, we do not need you to sign anything and our volunteers won't knock the door when they arrive. Just prepare your tree(s) for collection on Saturday 8th January and we will do the rest.

## • I have multiple sites with trees. Can I have my trees picked up from different locations?

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Yes, however you will need to register each location for tree collection separately.

## • What will happen if I do not put my tree(s) out in time?

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We will not be able to collect your tree(s) if you fail to put it out on Saturday 8th January in a visible and accessible spot outside your house/organisation.

## • Will the collection go ahead if there is severe weather/heavy snow?

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We will advise you of any changes to the collection date if there are issues with the weather. We will do everything we can to collect your tree(s) within 14 working days. The safety of our volunteers is paramount and we will be guided by weather warnings. We will advise you accordingly via email if there is a change of date for collection. Please keep an eye out for emails from us if there are severe weather warnings in place.

## • Do you collect and recycle artificial trees?

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No, we do not offer collection and recycling service for artificial Christmas trees, however if your artificial tree is in excellent condition you can donate this to one of our hospice charity shops.

## • Do you remove and recycle decorations?

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Our collection service does not include removing decorations off your tree(s). We require all the decorations and stand/bucket to be removed prior to collection.



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- **What happens to my tree after it is collected?**

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We take all Christmas trees that we collect to our experienced volunteer chippers, who will chip your tree(s) to be then be reused in multiple, environmentally friendly ways.

- **What if I've put my tree(s) out in time but you haven't collected it on Sunday 9th or Monday 10th January?**

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Please contact the Fundraising Department immediately on 01905 958262 or email [christmastrees@strichards.org.uk](mailto:christmastrees@strichards.org.uk).

- **What do I do if my tree is taken prior to the collection?**

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If your tree is taken or it is moved before Sunday 9th January 2022 please advise the Fundraising Team 01905 958262 or email [christmastrees@strichards.org.uk](mailto:christmastrees@strichards.org.uk) so we can alter our volunteer routes.

- **Is there a maximum height that you will collect?**

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We can collect any size tree(s), however if your tree is over 7ft and you are able to, please can we kindly ask it is chopped down into more manageable pieces for our volunteers to collect and get into the vans.



St. Richard's Hospice

CARING FOR LIFE Reg. Charity No. 515668

St Richard's is an independent charity and relies on donations and gifts in Wills for the majority of its income with 20% funded by the NHS.

Each year the hospice team supports more than 2,900 patients with a serious progressive illness, improving their quality of life from diagnosis, during treatment and to their last days. They also support their family members, loved ones and other bereaved people in Worcestershire.



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