



### Information for Business Customers

Thanks for choosing to compost with us and be part of the movement towards a more sustainable Wellington! Here's the full info about composting with Kaicycle at your workplace.

#### About us

Kaicycle is an urban farming and composting initiative based in Newtown, Wellington. Our purpose is to keep food waste out of landfill and turn it into high-quality living compost, regenerate local soils, grow healthy food for locals, provide education about soil health and food systems, and build community and environmental resilience through local food. You can read more about us and our work at [kaicycle.org.nz](http://kaicycle.org.nz).

Kaicycle Composting provides an ebike-based food waste collection and composting service for workplaces that produce small amounts (<60 L) of food waste each week. Kaicycle Composting is run by Kaicycle Incorporated (NZBN 9429043313952). We are not-for-profit and pay our small and enthusiastic team a living wage. We greatly appreciate your support, which helps us build healthy soil, not landfills!



*We collect your food scraps, transform them into beautiful compost, and use it to regenerate local soils and grow healthy food*

## **Buckets**

We provide you with one or more 20-litre Kaicycle buckets (pictured above left) with a small amount of woody mulch in the bottom to help keep things fresh, for you to keep in your kitchen and fill with [accepted food scraps](#). Please refer to our [website](#) and the attached compost bucket guide about what can and can't go in your bucket, and let us know if you have any questions. Please print this bucket guide to put in your kitchen where it will be visible to staff.

Each of our buckets has a tight-fitting lid; please ensure it is closed properly after use, and smell won't be a problem.

## **Collections**

We collect your food waste once a week on your collection day (which you will be informed of via email) during normal working hours. One of our friendly Kaicyclists will come into your office to empty your bucket and leave a clean one.

Your food waste is then taken to our composting hubs, and a few months later, it will be transformed into beautiful compost. At least half of our compost is donated to local food-growing projects, to nourish our community and environment.

### ***Putting your service on hold***

Please let us know if you need to skip any collections or put your service on hold for a period, e.g., due to holiday periods or other office closure.

### ***Missed collections***

If for some reason we are unable to make a collection from you, e.g. due to road/extreme weather disruptions or an error on our part, we can refund you for the missed collection. If your bucket was not made accessible to us (e.g. the building was locked but we were not informed), we won't make a refund.

## **Costs**

Our rate for business customers is \$77+GST/month per Kaicycle bucket (20L). We offer a discounted rate of \$44+GST/month per Kaicycle bucket to fellow nonprofit organisations. Our standard service is one bucket collected weekly, but up to two additional buckets can be provided on request. As we focus on providing a composting solution for small-scale organic waste producers (who are not currently catered for by other services), we generally do not collect amounts larger than 60L per week, but this is negotiable.

If your Kaicycle bucket gets damaged or lost while in your possession, we may charge a \$20+GST replacement cost.

## **Invoicing and Payment**

Tax invoices are sent to your nominated email address. We send out invoices on the first day of each month, which cover your collections for that month. Invoices are due within 30 days of receipt. Please let us know if your business requires a different payment schedule to be arranged.

We will send you email reminders when you have overdue invoices.

We currently accept payment for invoices via bank transfer only, into our TSB account: Kaicycle Composting, 15-3971-0068124-01. For manual payments, please include the invoice number in the reference. For automatic payments, please include your business' name.

### **Termination of service**

You may cancel your Kaicycle service at any time by giving us 1 week's notice.

By becoming a Kaicycle customer, you agree to comply with our bucket guide and with our collection and invoicing policy as detailed above.

We reserve the right to suspend or cancel your service with 1 week's notice, e.g., if multiple overdue invoices remain unpaid, or if you do not adhere to our bucket guide; i.e., if we receive significant contamination in your buckets (meat, compostable packaging/serviceware, rubbish, etc.) on an ongoing basis.

### **Communications**

Please email us at [compost@kaicycle.org.nz](mailto:compost@kaicycle.org.nz) if you have any questions or feedback. You can find handy information at our [website](http://kaicycle.org.nz) (kaicycle.org.nz), and follow @KaicycleWgtn on [Facebook](#) and [Instagram](#). You can also subscribe to our monthly newsletter [here](#) or on our website to get the latest on our composting and urban farming projects.

You can also visit us in person at 5 Hospital Rd, Newtown – our site is always open to the public, and we run [volunteer sessions every week](#), all welcome!

Let us know if you'd like to arrange a guided tour for your group, or for us to come to you and speak about what we do.

Thanks for composting with us, and helping to grow food, not landfills!

Ngā mihi nui,  
the Kaicycle Composting team