St Barnabas Hospice Tree-cycle 2026/7 - FAQs

About Tree-Cycle

What is the purpose of Tree-cycle?

Tree-cycle is a fundraising initiative by St Barnabas Hospice designed to support essential hospice care services in Lincolnshire. By making a donation for us to collect your Christmas tree(s), you'll be directly contributing to the funding of these vital services.

How is recycling my Christmas Tree sustainable?

Instead of sending trees to landfills, we work with local arborists to chip the trees. These chippings are then used for various purposes, such as bedding for livestock, fuel for biomass boilers, or agricultural fertiliser.

What size tree can I submit for collection?

We can accept trees up to 6ft in height. If your tree is larger than this, please trim it down to 6ft or below so that it fits in our collection vehicles. This ensures that our volunteers can collect all trees efficiently.

What if I have a potted tree?

We are unable to collect potted trees and recommend that you make alternative arrangements.

Booking Tree-Cycle

Is my area included in Tree-cycle, and how can I check?

You can check if your area is covered by visiting our website and entering your postcode.

Unfortunately, we are unable to collect from gated communities.
https://stbarnabashospice.co.uk/tree-cycle/

How can I book my tree for collection?

Simply visit https://stbarnabashospice.co.uk/tree-cycle/ and fill out the registration form. It's quick, simple, and ensures your tree is added to our collection list.

Why are you not collecting in my area?

We apologise if your area is not covered this year. We need to consider collection areas carefully to ensure donations cover the cost of the travel, time and resource. Unfortunately, there are areas such as gated communities that we are unable to access and carry out collections from.

If you would like to help us raise vital funds to provide hospice care across Lincolnshire, please see alternative ways to support us here: https://stbarnabashospice.co.uk/get-involved/fundraise-for-us/

We are always working to expand our collections and are looking for additional vans, drivers, and volunteers. If you'd like to help, please contact us at fundraising@stbarnabashospice.co.uk

When do bookings open and close?

Bookings will open at 1pm on Tuesday 24th November, and will remain open until 4pm on Monday 4th January 2027. Be sure to secure your spot before the deadline to ensure your tree is included in our collection.

How much should I donate?

We suggest a donation of £24 per tree for collection, which could help fund the compassionate care provided by St Barnabas nurses throughout the year. You can choose your own donation amount when booking.

We reserve the right to contact you if your donation is significantly lower than the cost of collecting your tree and an additional payment is required to cover the extra costs. Any additional payment will not be eligible for Gift Aid.

What is Gift Aid, and can I use it?

Gift Aid is a tax incentive for UK taxpayers that allows charities to claim an extra 25p for every £1 donated, at no extra cost to you. If you're eligible, you can add Gift Aid to your donation during the booking process – please check your eligibility before selecting this.

Collections

When should I put my tree out?

Please place your tree in a clearly visible and accessible location by 8am on Thursday 7th January 2027. Collections are taking place from Thursday 7th until Tuesday 12th, so do not worry if your tree is not taken by the 7th.

Ensure the tree is left outside as our volunteers are unable to enter your property, back garden or shed. Once bookings have closed, you'll receive your collection details by email from our external route planning partner, Stream.

Will my information be shared with anyone else?

We need to input your data into a route planning software system provided by an external supplier to plan our drivers' routes and facilitate the collections. By providing your details, you consent to this use of your information for the purpose of ensuring an efficient and timely collection process.

Where should I leave my tree?

To make things easier for our volunteers, leave your tree in a visible, accessible location outside your property, preferably at the end of your driveway. Volunteers cannot enter your house, back garden, or shed to collect the tree, so please ensure it is placed somewhere they can easily see and access it.

When will my tree be collected?

Tree collections will take place from Thursday 7th January to Tuesday 12th January 2027. Please ensure your tree is placed outside in a clearly visible, accessible location.

You should receive an email with an estimated pick-up time and a confirmation email after the pick-up from our external route planning partner, Stream.

Who will be collecting my tree?

Our collection teams are made up of local individuals and volunteers from local businesses and organisations. As a result, not all vehicles will be branded with the St Barnabas Hospice logo. However, all collection teams will be provided with official letters of authority to collect trees on our behalf.

If you have any concerns or questions regarding the collection, please don't hesitate to contact our Fundraising Team on 01522 540300 or email fundraising@stbarnabashospice.co.uk.

Missed Collections

Why haven't you collected my tree?

If our volunteers attempt to collect your tree(s) but are unable to locate it, they will leave a calling card to let you know. Our collection teams are made up of volunteers from local businesses and organisations, so unfortunately, we are unable to arrange return visits. In this situation, we recommend making alternative arrangements to dispose of your tree.

If you have any questions or would like to speak to a member of the team about your collection, please email fundraising@stbarnabashospice.co.uk.

What should I do if my tree hasn't been collected yet?

Sometimes, due to the high volume of trees or adverse weather conditions, collections may take longer than expected. Please check your email for any updates or information regarding delays. We appreciate your patience and will do our best to collect your tree as soon as possible.

If our volunteers have attempted collection and have been unsuccessful, they will have left a calling card. Our collection teams are made up of volunteers and individuals from local businesses and organisations, so unfortunately, we are unable to arrange return visits. In this situation, we recommend making alternative arrangements to dispose of your tree.

You didn’t collect my tree last year

We’re sorry your Christmas tree was missed last year. Adverse weather conditions meant we had to delay collections, and technical issues with our route planning software system resulted in a small number of trees being missed. We’ve worked closely with our external supplier to review and improve our processes ahead of this year’s collection to help prevent this from happening again.

Cancellations

Do you have the right to cancel my tree collection?

We may need to cancel a collection due to unforeseen financial, logistical, or operational issues. If this happens, we will contact you to arrange an alternative or process a refund.

What happens if the Tree-cycle collection is postponed or cancelled?

If the Tree-cycle collection is postponed or cancelled, the following terms apply:

- ***Notification:*** Those who have booked will be informed of any changes via email and through our official communication channels as soon as possible.
- ***Refund Eligibility:*** Refunds will be considered for those who have booked a collection. Further details will be provided through our official channels.
- ***Force Majeure:*** We shall not be liable for any failure to perform our obligations under these terms if such failure results from events beyond our reasonable control, including but not limited to natural disasters, acts of government, or other unforeseen circumstances.

Are there alternative recycling options?

If our Tree-cycle fundraising initiative isn't the right option for you, don’t worry! Many local councils offer Christmas tree recycling services. These programs often provide convenient drop-off points or

collection services to help ensure your tree is recycled responsibly. Please contact your local council or visit their website for more information on their Christmas tree disposal and recycling options.

If you have any further questions, please contact us on 01522 540300 or email fundraising@stbarnabashospice.co.uk