

## South West Equestrian Transport Terms and Conditions

### Terms & Conditions

1. All horses should be insured for transportation. Whilst our driver takes all reasonable precautions and we are insured to transport horses for hire and reward, in the event of an accident, the customer is liable for any damage, injury or death that occurs to, or is caused by, their horse.
2. Should a horse we are transporting become unwell or very unsettled during a journey, we reserve the right to contact the nearest vet for treatment or sedation if deemed necessary. The customer will be liable for any veterinary expenses and any delay incurred. This is charged at £20 per hour.
3. The customer will be liable for the cost of repair of any damage caused to our horsebox, by their horse. There will be an opportunity to inspect the lorry for any existing damage before the journey.
4. We can carry two passengers and a limited amount of tack and other equipment at the owners risk.
5. Please ensure your horse has a passport. This is a legal requirement during transportation. The original document must be given to the driver before the start of the journey.
6. Prices quoted are based on the information provided by the customer at the time of booking. If that information is incorrect or subsequently changes and this results in any additional journey time, an extra charge may be levied.
7. Twenty minutes of loading time is included in the quote, Should your horse take longer to load, an additional fee of £5 per 15 minutes will be charged. Should it not be possible to load your horse, you will be charged a cancellation fee of at least 50%, which will take account of mileage already traveled and time taken attempting to load your horse.
8. A deposit of 30% will be required to confirm any booking which is more than two days in advance. Full payment must be made before the journey commences and on the day of transport at the latest.
9. Payments and deposits can be made via Pay Pal or Bank Transfer. Alternatively, cash or cheque (with guarantee card) must be presented on the day of transport.

I, \_\_\_\_\_, confirm I have read these terms and conditions thoroughly and I understand and agree to them. I am the customer and I hereby give permission for Heretherehorsetransport to transport my horse(s).

Signed \_\_\_\_\_ Date \_\_\_\_\_

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