



## First 4 Horsebox Hire

### EQUINE TRANSPORT TERMS & CONDITIONS

1. All bookings are taken on the understanding that the following conditions will apply in full in all circumstances. A confirmed booking, verbal or written, is an agreement that the customer will abide by the companies' terms & conditions at all times.
2. All horses and equipment travel at owner's risk, and all horses are assumed to be fully insured by the owner. Please note that you are personally liable for your horse during transport. If you would like a quote for short term transit insurance, we would recommend contacting Lycetts 01638 676 700.
3. All veterinary costs must be covered by the owner. Should your horse require urgent veterinary attention in our opinion and the owner is not contactable; we reserve the right to contact the vet on your behalf. The owner however will still remain under all circumstances entirely responsible for all veterinary or emergency charges incurred.
4. ETA and its employees will take all reasonable precautions; however, in the event of an accident please note that you are personally liable for your horse in the event of injury or damage sustained to or by your horse. Any damage to the vehicle must be paid for and the owner will be liable to cover the cost of any repairs.
5. It is the responsibility of the sender to prepare the horse for travel, and it is entirely the owner's decision to dress the horse as they wish. We will transport the horse as he/she is given to us, and use any boots, tail guard etc appropriately.
6. 45 minutes loading time is included, after which it is £15 per 15 minutes thereafter. Depending on the circumstances it may not be possible to wait longer than 60 minutes on a shared load. Should it not be possible to load your horse after the 60 minutes, and the transport cannot take place, you will be charged a cancellation fee of 50% the total cost of transport.
7. We reserve the right to refuse to continue to transport the horse once loaded or during the journey, if we believe that it cannot be transported safely without risk to the horse, the horsebox, or our staff and a cancellation fee will still be chargeable. Should it be necessary to unload the horse at an alternative location, the owner will be fully responsible to pay all stabling and veterinary fees, and all costs must be settled in full before the horse will be released to the owner. It will then be the owner's responsibility to organise the further movement of the horse.
8. Prices quoted are based on the information given by the customer at the time of booking, if that information is incorrect or changed and results in any additional journey time, this may result in an extra charge. Waiting time is charged at £60 per hour.

9. We can carry a limited amount of tack/ rugs with your horse, but the insurance for these items is your responsibility. All contents are entirely your responsibility, and we will not be held liable for any loss or damage this includes all travel equipment halters, ropes, boots etc.
10. Cancellation within 24 hours will incur a 50% fee.
11. In order to confirm a booking, we will require a £50 deposit, which will be deducted off the invoice total. This can be made by debit or credit card over the phone or by bank transfer. The balance must be settled in full at least 3 days prior to the scheduled day of transport.
12. All horses must have a passport and be microchipped or have an up to date set of markings easily identifying the horse in the passport.

**IMPORTANT NOTICE** Whilst we would love to be able to deliver and collection during daylight (or sociable) hours it is not always possible especially during UK Daylight Saving Time. If you are especially concerned about this, please contact us in advance.