

Merryll Wheeler trading as
Brumfields Self Drive Horsebox Hire and Transport

Transport Terms & Conditions

**Please read this document in full before making your booking.
You will receive a copy by email for your records.**

All horses/ponies must have their passports with them during travel – this is a legal requirement under the Horse Passports (England) Regulation 2004. We regret that we cannot transport your horse/pony if it does not have its passport with it and a fee to cover costs already incurred will be charged.

Under the Welfare of Animals (Transport) Order 1997 (WATO) we cannot transport any animal unless it is fit for travel. It is the owner's responsibility to ensure that their horse or pony is allowed and fit for travel. If your horse or pony is incapable of, or unfit for, travel, in our opinion, we reserve the right to refuse to transport it and a call-out fee will be charged to cover any costs we have already incurred.

Whilst our own insurance covers any horse or pony that we transport for death/accidental injury and for Third Party Liability, this insurance only covers the loading/unloading and transport.

Reasonable wear and tear to our horsebox is expected and covered in our fee for transportation, but customers may be liable to cover the cost of repair for any excessive damage caused by their horse/pony to the horse transport vehicle.

Any quote for transport will include loading time of 15 minutes. Any additional loading time thereafter will incur a charge of £10 per every 15 minutes. Whilst every effort will always be made, in the rare event of a horse being incapable of being loaded a charge will be made of £1 a mile for the round trip.

Either the customer, owner or someone nominated by the customer is required to be present whilst the horse is being loaded/unloaded, unless previously agreed otherwise.

We are happy to carry some tack or other equipment along with your horse/pony and have a small storage area for this, but any loss or damage to

personal items is not covered by our insurance and is the customer's responsibility.

A deposit of £50 must be paid at the time of booking to secure the transport this is non-refundable.

All journeys are to be paid for in full no later than 24 hours prior to transportation unless alternative arrangements have been made.

A cancellation fee of 50% will be issued for any booking cancelled within 48 hours of the date of transport.

By accepting a quote from Brumfields Self Drive Horsebox hire and Transport and confirming a booking the customer agrees to the Terms and Conditions outlined above.

Clients Name.....

Clients Signature.....

Date.....