



## Self-drive Hire Terms & Condition

- **Proposed hirers/drivers** - Must be between the ages of 22 and 75 years and must have held a full UK or EC driving licence for a period of at least 2 years prior to the proposed date of commencement of hire.

Neigh Hassle Horsebox hire reserve the right to refuse hire to any person who in their reasonable opinion is not suitable to hire the horsebox. In a case of refusal to hire all payments made by the hirer will be refunded in full.

- **On the day of the hire** – you will need to bring with you 2 recent utility bills or other documents stating you name and address (no more than 3 months old) and your photo driving licence as proof of identification. Neigh Hassle Horse Box Hire & Transport will take copies of these documents and retain them for a period of 12 months for insurance purposes.

Neigh Hassle Horse Box Hire reserves the right to cancel the hire at collection if any document does not meet the relevant hire criteria. In these circumstances all payments made will not be refunded. On collection, a car or any other vehicle may be left at Neigh Hassle Horsebox Hire's premises, under the strict agreement that the vehicle and contents are left entirely at the owner's risk.

- **Booking cancellations** – A full refund would be given if cancelled within five days prior to the hire date. Alternatively, the full amount can be transferred to another hire date if there is availability. If the hire is cancelled within less than 5 days of the hire date (not including the collection date) then no refund will be given.
- **Payments** - can be made by Bank transfer, PayPal Debit and Credit Cards at the time of booking through our online booking system (No cash payments accepted). The full hire fee is payable on booking.
- **Hire charges** - are inclusive of a mileage usage of 250 miles full day and 125 miles half a day hire. You will be liable to an additional charge of 45 pence per mile for all mileage over and above the inclusive mileage allowances.

Half day hire is for a period not in excess of 4 hours -The horse box must be returned to Neigh Hassle Horsebox Hire at the hire time agreed otherwise you are liable for additional charges at £10.00 per hour over each hour past the agreed return time. No refunds given for early returns.

- **Fuel** - Please note that the horsebox runs on DIESEL fuel. Should the wrong fuel be used you will be liable for all associated costs of repair including business interruption. The horsebox will come with a full tank of DIESEL. Please ensure that it is returned full. Should the horsebox not be returned with a full tank of DIESEL, the hirer shall incur the extra costs.
- **Horse Passport** – It is a legal requirement under the Horse Passport (England) Regulation 2004, that all horses and ponies must travel with a valid passport at all times.
- **Horses/Ponies Insurance** – It is your (the owner) responsibility that your horse is insured to travel and has the relevant public liability insurance Neigh Hassle Horsebox Hire & Transport accepts no responsibility for any injury caused to your horse whilst travelling.

- **Hirers responsibility and liability** – The hirer/driver is liable for all fines (speeding, parking etc) during the hire time.  
All hirers/drivers must have completed the insurance hirers questionnaire before hire commences. Only those persons named as drivers in the insurance proposal form may drive the horsebox and it must not be used for hire and reward. Collection must be carried out by the hirer/driver.  
The horsebox must not be taken out of England, Wales, Ireland or Scotland.
- **Damage liability** - You are liable for all costs associated (including business interruption) with the repair of the horsebox for any damage caused by your horse, other people's horses, driver or other people travelling in the horsebox. This will include either, paying for the repair and associated costs in total outright or payment of the insurance excess of £500.  
All damages must be reported on return of the horse box.  
All accidents must be reported immediately to Neigh Hassle Horsebox Hire on 07785396682.
- **Breakdown & Recovery** – In the event of breakdown all relevant contact numbers will be found in the passenger side of the cab. The hirer must immediately contact Neigh Hassel Horse box hire on 07785396682.
- **Carrying weight limit** - It is the hirers responsibility to ensure that the carrying weight limit of the vehicle is not exceeded (900kg) Neigh Hassle Horsebox Hire accepts no liability for any fines or charges incurred by the hirer in the event that the regulations are breached.
- **Returning the horsebox** – Neigh Hassle Horsebox Hire will check the horsebox for damage, cleanliness, fuel, condition of tyres, windscreen, bumpers, mirrors, doors and internal cab, horse area and groom's area and complete the return report with the hirer.

**Smoking is prohibited in any area of the vehicle. No hays to be tied to the outside of the horsebox at any time, no dogs allowed.**

Please ensure that all belongings, rubbish, hay and droppings are removed before returning. In the event that the horsebox is not returned in an appropriate condition you will be liable for a £50.00 extra charge.

**By signing below, you are agreeing to all the above terms and conditions. You are authorising Neigh Hassle Horsebox Hire to irrevocably recover any monies due to them from credit/debit card details taken at collection, in the event of any damage/loss, fuel and extra hire charges incurred to the horsebox whilst on hire to yourself**

**By signing below, the hirer agrees to Neigh Hassle Horse Box Hire retaining personal information under the Data Protection Regulation Act 2018 (GDPR)**

**Signature:**

**Print Name:**

**Date:**