



## Transport - Terms & Conditions

- **Risk** - All horse/ponies and equipment are transported at the owner's risk.
- **Horse/Ponies Insurance** – It is your (the owner's) responsibility that your horse is insured to travel and has the relevant public liability/risk insurance. Neigh Hassle Horsebox Hire & Transport accepts no responsibility for any injury caused to your horse/ponies whilst travelling.
- **Booking cancellations** – A full refund would be given if cancelled within five days prior to the transport date. Alternatively, the full amount can be transferred to another transport date if there is availability. If the transport is cancelled within less than 5 days of the transport 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 transport fee is payable on booking.
- **Transport Charges** – Contact Neigh Hassle Horsebox Hire & Transport for a quote. All stabling, in excess of that included during the journey, must be covered by the owner. Should your horse/pony require urgent veterinary attention in our opinion, and the owner is not contactable, we reserve the right to contact the vet on your behalf, however the owner will still remain under all circumstances entirely responsible for all veterinary or emergency charges incurred.  
The client accepts an additional charge of £10 per 30 minutes upon arrival at the collection address, in the event of the horse/pony refusing to load after the initial 20 minutes loading time included in the quotation.
- **Horse/Ponies Passport** – On collection prior to loading the driver must be given the passport belonging to the Client's horse/pony. Failure to provide the horses/ponies passport will result in the transport being cancelled and no refund given. An exception to this is only in the case of veterinary urgent care being needed.
- **Loading & Travelling** – It is the client's responsibility to confirm that the horse/ponies being transported do load and travel without concerns or without company. It is the client's responsibility to inform Neigh Hassle Horsebox Hire & Transport of any concerns they might have about the horses/ponies being transported.
- **Damage Liability** - Neigh Hassle Horse Box Hire & Transport will not handle horses/ponies of a dangerous or damaging nature nor any horses/ponies suffering from infectious or contagious diseases or those who have been in contact with such animals. Any losses, injury or damage that is suffered from non-disclosure of the fore-mentioned will result in the client being liable for all costs and compensation being paid to the Neigh Hassle Horsebox Hire & Transport.

Neigh Hassle Horsebox Hire & Transport reserves the right to return the Client's horse/pony back to the collection address if the driver observes it displaying dangerous or damaging behavior, either to itself, the property or persons of Neigh Hassle Horsebox Hire. The Company reserves the right to refuse to Carry the Client's Horses/Ponies and any accompanying property if it cannot be done so safely. The Client will not be entitled to a refund under these circumstances.

- **Collection & Destination** - All times given for collection and destination are an estimated time, although we are very punctual and at all times take into consideration to attempt to minimize the length of each journey, traffic etc. is out of our control.

**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, in the event of any damage/loss and extra transport charges incurred during you transport booking**

**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:**