

Harry's Equine Services Ltd

Horse Transport Terms and Conditions

These Terms and Conditions form an agreement between **Harry's Equine Services Ltd** ("Harry's") and the person making the booking ("the Customer"), whether they are the owner, purchaser, keeper or authorised representative of the horse(s).

By booking transport with Harry's, the Customer agrees to these Terms and Conditions.

1. Transport Service

Harry's agrees to transport the horse(s) specified in the booking between the collection and delivery addresses provided by the Customer.

2. Horse Passports and Insurance

The Customer is responsible for ensuring that each horse being transported has a valid passport where required by law.

Harry's strongly recommends that all horses are covered by appropriate insurance, including cover for injury, illness, death and transportation risks.

3. Fitness to Travel

The Customer confirms that all horses presented for transport:

- Are fit and healthy to travel.
- Are free from any contagious or infectious disease.
- Have not been advised by a veterinary surgeon not to travel.
- Have been accurately described to Harry's before transportation.

Harry's reserves the right to refuse transport where a horse appears unfit to travel or where transport may compromise the welfare of the horse, other animals, handlers or the vehicle.

4. Loading and Travel Behaviour

The Customer confirms that each horse can be safely loaded, unloaded and transported in a horsebox or suitable trailer.

Any known loading, travelling or behavioural issues must be disclosed before booking.

Harry's is not responsible for loading or unloading horses and reserves the right to refuse transport if a horse presents a risk to itself, handlers, other animals, members of the public or property.

5. Loading Delays

Harry's allows up to 20 minutes for loading.

Additional waiting time will be charged at **£20 for each additional 30-minute period or part thereof.**

If transportation cannot proceed because a horse refuses to load, the agreed transport fee remains payable in full, together with any waiting time charges incurred.

6. Deposits and Cancellation

A booking deposit is required to secure transportation.

The deposit will be deducted from the final transport charge.

Deposits are non-refundable where cancellation occurs within seven days of the agreed transport date.

Harry's may, at its discretion, transfer a booking to an alternative date where circumstances reasonably allow.

7. Payment

Full payment is required on the day of transportation unless otherwise agreed in writing.

Harry's does not offer payment plans.

8. Vehicle Standards

Harry's will ensure that any horsebox or trailer used for transportation is:

- Roadworthy.
- Properly insured.
- Taxed where required.
- Maintained and serviced.
- MOT tested where applicable.

9. Damage Caused by Horses

The Customer is responsible for any damage caused by their horse(s) to Harry's vehicles, equipment or property during transportation.

Where damage occurs, the Customer will be responsible for:

- The reasonable cost of repair; or

- The applicable insurance excess, currently £800, where an insurance claim is made.

If damage renders the vehicle unusable, Harry's reserves the right to recover reasonable losses directly resulting from the vehicle being unavailable for business use.

All costs relating to damage must be paid in full. Part payments and payment plans will not be accepted.

10. Veterinary Emergencies

If, in Harry's reasonable opinion, a horse requires urgent veterinary attention during transportation, Harry's may seek veterinary assistance on the Customer's behalf.

The Customer remains responsible for all veterinary, farrier, physiotherapy and related costs incurred.

11. Delays

Harry's will make every reasonable effort to collect and deliver horses at the agreed times.

However, collection and delivery times cannot be guaranteed and may be affected by circumstances beyond Harry's reasonable control, including:

- Traffic delays.
- Road closures.
- Road traffic accidents.
- Severe weather conditions.
- Vehicle breakdowns.
- Veterinary emergencies.

Harry's shall not be liable for losses arising from such delays, including competition entry fees, stabling charges or other consequential expenses.

12. Limitation of Liability

Harry's will exercise reasonable care and skill in providing its services.

Except where liability cannot legally be excluded, Harry's shall not be liable for loss, injury, illness, damage or death resulting from:

- The behaviour or actions of the horse.
- Undisclosed health, behavioural or loading issues.
- Circumstances beyond Harry's reasonable control.
- Information provided incorrectly or incompletely by the Customer.

Nothing in these Terms and Conditions excludes or limits liability where such exclusion is prohibited by law.

13. Emergency Out-of-Hours Transport

Harry's offers emergency out-of-hours transportation services.

An emergency call-out fee of **£200** applies in addition to the standard transportation charge.

14. Business Hours

Normal business hours are:

Monday to Friday
09:00 to 17:00

Services requested outside these hours may be subject to additional charges.

15. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

Any dispute arising from these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Acceptance

By making a booking with Harry's Equine Services Ltd, the Customer confirms that they have read, understood and agree to these Terms and Conditions.