



TERMS AND CONDITIONS

- All horses/ponies must have their passports with them during travel – this is a legal requirement under the Horse Passports (England) Regulation 2004. I regret that I 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) I cannot transport any animal unless it is fit for travel. It is the owner's responsibility to ensure that their horse or pony is fit for travel. If your horse or pony is incapable of, or unfit for, travel, in my opinion, I reserve the right to refuse to transport it and a call-out fee will be charged to cover any costs I have already incurred.
- Customers are not permitted to travel in the cab due to insurance restrictions.
- Whilst my own insurance covers any horse or pony that I transport for death/accidental injury up to £10000 per horse and for Third Party Liability, this insurance only covers the loading/unloading and transport. You must ensure that your horse/pony is properly insured to participate in any activities you intend to take part in before and after you arrive at your destination (including public liability for damage to persons/property caused by your horse).
- Reasonable wear and tear to my horsebox is expected and covered in my 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 45 minutes of loading time (20 minutes if on a shared load) free of charge. 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 75p a mile for the round trip, plus £10 per half hour or part thereof for any additional time spent loading in excess of 1 hour.

- **Either the customer or someone nominated by the customer is required to be present whilst the horse is being loaded/unloaded, unless previously agreed otherwise.**
- **I am 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 my insurance and is the customer's responsibility.**
- **All journeys are to be paid for in full on or before the day of transportation.**
- **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 Ackroyd's Equine Transport and confirming a booking the customer agrees to the Terms and Conditions outlined above.**
- **Please note - I am unable to confirm bookings unless customers provide all the required details of the journey and will not be able to undertake a route until a booking is confirmed.**