

TERMS & CONDITIONS FOR HORSE TRANSPORT

Please read these terms and conditions carefully, it is the customer's responsibility to read the following conditions before booking transport with us, if you book transport you are agreeing to the following conditions.

- All horses and ponies must always have their passport with them when being transported. This is a legal requirement under the Horse Passports (England) Regulation 2004. If Open Strides Transport arrives to commence a trip, and the horse's passport is not present, the transport will be abandoned, and the full agreed transport cost will be charged. No photocopies or screenshots of passports will be accepted; the passport must be present.
- We are insured for care, custody, and control up to a maximum of £50,000 per animal. Booking transport with Open Strides Transport confirms that you are happy with this maximum amount.
- You are liable to cover the cost of repairs if our box is damaged by your horse. You have the opportunity to inspect the vehicle before departure and agree on any damage, as arguments will not be entered into later. Any damage will be repaired by Open Strides Transport to maintain the specifications and safety of the box.
- General wear and tear are expected, however, for tears, rips, deep kick marks in wall matting, the customer will be charged.
- Horses should ideally travel wearing suitable travel boots to ensure their safety and comfort. Alternatively, over-reach, brushing, tendon, or exercise boots may be used if preferred, provided they are well-fitted, and the horse is comfortable and accustomed to wearing them. However, if the customer prefers, horses may travel without boots.
- Headcollars to travel your horse is your responsibility unless otherwise discussed.
- The equine and all belongings shall be carried at the customer's risk. It is always the responsibility of the customer to maintain a policy of insurance in respect of injury to or death of the equine for the duration of the transportation being undertaken by Open Strides Transport.
- The customer warrants that each equine in the consignment has been properly described when booking transport and does load and travel without concern. The customer will be as honest as possible about the horse's previous experiences (good & especially bad) and if the transporter arrives and feels the need to refuse to transport a horse, has the right to do so and the pre-agreed cost for transport will be paid in full by the customer.
- Abandonment of the journey is entirely at Open Strides Transport drivers discretion. The driver reserves the right to return the equine back to the customer should it display dangerous or damaging behaviour to either itself or the horsebox and the customer will be charged full transport cost/not be entitled to a refund. Alternatively, if far into the journey to call out an emergency vet to sedate your horse. You will be liable for any veterinary

expenses.

- A time frame of 30 minutes will be given to load the horse, after this, a charge of £15 per half hour will be added. Whilst every effort will be made, In the rare event of the horse being incapable of being loaded or the horse seems too stressed to continue, the full cost agreed for transport will be paid in full by the customer.
- Any horse being loaded will be done in a calm manner, under no circumstances will anyone use forceful techniques, or attempt to load in a way it may cause distress to the animal. If feels the need to do so the driver will refuse to transport the horse and the full pre-agreed cost for the transport will be paid in full by the customer.
- All bookings must be made by an adult over the age of 18. Any bookings made for a under 18 must always have a parent or guardian present.
- We transport only within the payload of our vehicle, questions will be asked regarding weight/height of the horse prior to booking.
- Liability is not accepted for loss of entry fees or any other related expenses in the event of delayed or cancelled journeys for any reason.
- Please provide a haynet for your horse for the journey, due to safety and bio-security reasons we do not provide hay/haylage. However, If you are unable to provide a haynet for your horse for whatever reason, please let us know beforehand and if you want us to bring a net of hay we can make sure we do.
- Please make sure access to where you are wanting to load is clear and accessible. Loading area must be level for us to safely load.
- If person booking is not going to be at collection address & drop off address, the persons name and contact details must be given for both collection & delivery who is meeting the horse/pony and a correct, full address. If our transporter arrives and nobody is present we will try to contact you. If we cannot get hold of any of the contact details given, we will wait for a maximum of 15 minutes, if nobody is present after this time we will leave & the full cost of transport will be charged & must be paid within 12 hours via bank transfer.
- Please make sure when the transport arrives at the time arranged, the horse is prepared & ready to load, along with the passport.
- Our box is cleaned and disinfected after every horse, however, when the horse is at their destination, our driver can remove droppings at this venue to help stop any spread of disease bringing this back to our own horses.
- Cancellations made 48 hours before the date of transport will be charged a cancellation fee of the full transport cost.

- A 50% payment is required to confirm and hold the booking. Unless otherwise agreed in writing, the remaining balance must be paid in full prior to the date of transport.

- Photos of horses we transport might be used on our social media for advertising purposes, please specify on booking if you do not want your horse to potentially be photographed.

- The parties agree that these terms and conditions shall be interpreted and construed in accordance with the laws of England and Wales and shall be subject to the jurisdiction of the English courts. By submitting payment, the paying party confirms that they have read, understood, and accepted these terms and conditions in full.