

Fetlock & Co.

Terms & Conditions – UK & European Transport

Responsibility of the Client:

For legal purposes the Client is deemed to be the person or company making the booking to travel horses
All horses must be insured for transportation
All horses must have a valid passport to be held by the driver before departure
Accompanying grooms, staff or owners must be correctly insured and take appropriate measures to ensure their own safety
All personnel must provide a copy of their passport 5 working days before travel and carry it with them when travelling
Accurate information must be given during the booking process
In the event of an accident, the Client is liable for any damage, injury or death that occurs to, or is caused by the horse either to a person or the lorry
The Client may inspect the lorry before the journey
An agreed amount of tack, belongings or equipment may be carried on the lorry at the Client's risk
It is the Client's responsibility to pay invoices by the requested date
Additional personnel travelling do so at their own risk
All those using the vehicle must be respectful of the facilities, and are responsible for tidying up, stripping the beds used, emptying bins and returning the living space back to former condition

Responsibility of Fetlock & Co

To be insured to transport horses for hire and reward in the UK and Europe
To have drivers with the correct professional training, qualifications, and insurance to drive the vehicle
To ensure that drivers take all reasonable precautions to ensure the safety, health & welfare of the horse for the duration of the journey
To plan the best and most comfortable route and stops, including stabling, to the destination
To provide and collate transport and customs paperwork in accordance with the legal requirements of the transiting and destination countries
To reserve the right if the horse becomes unwell during transit to contact the nearest vet for treatment or sedation if deemed necessary
To keep the Client informed of unexpected issues and to raise invoices promptly for additional costs

Additional Financial Matters

Import/Export duty incurred will be invoiced when completed and is due by return
We reserve the right to pass on extra costs incurred due to inaccurate supply of information
Time over the allowed 20 Minutes loading time per horse may incur an additional fee
Veterinary expenses and delay incurred due to unplanned care requirements will be passed on to the Client
Additional costs we incur due to matters outside of our control ie bad weather, industrial action at ports or other train or ferry delays may be passed on to the Client
Costs that may also be passed on to the Client could include additional overnight stabling, driver time or amendments to paperwork etc

Booking & Cancellation Policy

An invoice deposit of 50% is required on Booking
The balance of the invoice is required prior to departure
We reserve the right to charge an administration fee for bookings cancelled 1 month prior to the travel date.
We reserve the right to charge a cancellation fee of up to 50% if the booking is cancelled less than 10 days prior to the travelling date and 75% if cancelled less than 48 hours prior to the travelling date
We reserve the right to refuse to transport a horse if, in our opinion, it is not fit to complete the proposed journey, and a cancellation fee may be incurred.

