**Terms & Conditions**

All bookings are taken on the understanding that the following conditions will apply in full in all circumstances.  A confirmed booking, verbal or written, is an agreement that the customer will abide by the companies terms & conditions at all times.

All horses and equipment travel at owner's risk, and all horses to be fully insured by the owner.  Please note that you are personally liable for your horse during transport.

All veterinary costs or additional stabling, in excess of that included during the journey, must be covered by the owner.  Should your horse 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.

It is the responsibility of the sender to prepare the horse for travel, and it is entirely the owner's decision to dress the horse as they wish.  We will transport the horse as he/she is given to us, and use any boots, tail guard etc appropriately.

ETA and it's employees will take all reasonable precautions; however, in the event of an accident please note that you are personally liable for your horse in the event of injury or damage sustained to or by your horse.  Any damage to the vehicle must be paid for and the owner will be liable to cover the cost of any repairs.

45 minutes loading time is included, after which it is £10 per 15 minutes thereafter.  Should it not be possible to load your horse, and the transport cannot take place, you will be charged a cancellation fee of between 50 - 100% depending on circumstances.

We reserve the right to refuse to continue to transport the horse once loaded or during the journey, if we believe that it cannot be transported safely without risk to the horse, the horsebox, or our staff, and a cancellation fee will still be chargeable.  Should it be necessary to unload the horse at an alternative location, the owner will be fully responsible to pay all stabling and veterinary fees, and all costs must be settled in full before the horse will be released to the owner.  It will then be the owner's responsibility to organise the further movement of the horse.

Prices quoted are based on the information given by the customer at the time of booking, if that information is incorrect or changed and results in any additional journey time, this may result in an extra charge.  Waiting time is charged at £50 per hour.

We can carry a limited amount of tack or rugs with your horse, but the insurance for these items is your responsibility.  All contents are entirely your responsibility, and we will not be held liable for any loss or damage.  If there is a large amount of equipment that needs to travel with the horse, additional partition space can be provided for a further fee.

Cancellation within 24 hours incurs a 50% fee, within 12 hours a 100% fee.

In order to confirm a booking we require a booking fee of £50, which will be deducted off the invoice total. This can be made by bank transfer or PayPal. The balance must be settled in full by delivery at the latest.

Methods of payment include, bank transfer in advance, PayPal, (proof of the transfer should be sent to us) or cash on delivery. Please note that we do not accept cheques under any circumstances.

ALL HORSE/PONIES/DONKEYS MUST BY EUROPEAN LAW TRAVEL WITH THEIR PASSPORTS AT ALL TIMES DURING THEIR JOURNEY WITH US