Trot Wheels - Terms & Conditions

Please read these Terms and Conditions carefully. It is the customer's responsibility to read and understand the following conditions before booking transport with AA Horse Transport Ltd. By paying your invoice, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions.

All horses and ponies must travel with their valid passport at all times. This is a legal requirement under the Horse Passports (England) Regulations 2004.
If Trot Wheels arrives to commence a journey 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 digital copies will be accepted.

Trot Wheels holds Care, Custody and Control insurance up to a maximum of **£10,000 per animal**. By booking transport, the customer confirms that they accept this level of cover.

Trot Wheels strongly advises that horses are not travelled in full travel boots due to safety considerations. If the customer chooses to use travel boots, this is entirely at their own risk.
If leg protection is used, brushing boots, tendon boots and overreach boots are recommended, provided they are well-fitted and the horse is accustomed to wearing them.

All horses and any belongings are transported entirely at the customer's risk. The customer is responsible for ensuring that appropriate insurance cover is in place for injury, illness, or death of the horse during transport.

The customer must provide accurate and honest information regarding the horse's behaviour, loading ability, and travel experience at the time of booking.

The customer must inform Trot Wheels if the horse:

- Has never travelled before
- Has had a previous bad experience
- Has any behavioural or loading concerns

The driver reserves the right to refuse or abandon transport at any time if, in their professional judgement, the horse is:

- Unfit to travel
- Showing signs of distress
- Displaying dangerous behaviour
- Likely to cause injury to itself, other horses, or damage to the vehicle
- In such circumstances:
- The journey may be cancelled or terminated
- The full transport cost will remain payable

Where necessary, a veterinary surgeon may be called (for example, for sedation). All veterinary costs are the responsibility of the customer. This will incur an extra waiting time charge.

A maximum of **30 minutes** will be allowed for loading. After this time, a charge of **£20 per additional 1 hour** will apply.
If the horse cannot be safely loaded, or is deemed too stressed to travel, the journey will be abandoned and the full transport cost will remain payable.

Trot Wheels, The Quadrus Centre, Woodstock Way, Boldon Colliery, NE35 9PF
Tel: 07360 600 509 Email: hire@trotwheels.co.uk Web: www.trotwheels.co.uk

All loading will be carried out calmly and without force. Under no circumstances will forceful or distressing methods be used. If safe and humane loading is not possible, the driver reserves the right to refuse transport. In such cases, the full agreed cost remains payable.

All bookings must be made by a person aged 18 or over. Where a booking is made on behalf of a minor, a parent or guardian must be present at all times.

Trot Wheels shall not be liable for:

- Loss of entry fees
- Missed events
- Indirect or consequential losses

arising from delays, cancellations, or unforeseen circumstances.

At the time of booking, the customer must provide:

- Full collection and delivery addresses
- Full name, address, contact number and email address of owner(s)
- Date transport is required
- Weight, height and number of horses to be transported
- Any waiting time required for wagon / driver
- The horse must be ready to load at the agreed time, with passport present.
- If no one is present at collection:
- Trot Wheels will attempt to make contact
- A maximum waiting time of 30 minutes will apply
- After this time, the booking will be cancelled

The full transport cost will be payable and must be paid within 12 hours.

The vehicle is cleaned and disinfected between each transport. However, the driver must be permitted to remove droppings at the destination where necessary to reduce the risk of disease transmission.

Cancellations made within **48 hours** of the agreed transport time will not be charged, any cancellations after this will be charged at the full transport cost.
Payment is to be made via our invoice system by the date stated on the invoice.

The customer is fully responsible for any serious damage caused to the vehicle by their horse.
This includes (but is not limited to):

- Kicking
- Biting
- Scrambling
- Pawing

All repair costs must be paid within **12 hours** of invoice.

Trot Wheels may take photographs of horses during transport for marketing and social media purposes.
If the customer does not wish for photographs to be used, they must notify Trot Wheels at the time of booking.

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