CB Horse Transport

Terms & Conditions

Throughout these Terms & Conditions, “CB” refers to CB Horse Transport.

The “Hirer” is defined as the individual who makes payment for the booking and is responsible for all costs. The Hirer must also be the person driving the Horsebox and must satisfy all driver eligibility criteria. Payment for the hire must be made using the Driver’s payment method. If payment is made by another person, CB reserves the right to request payment directly from the Driver. In such cases, the original payment will be refunded minus a £10 fee for website and Stripe fees.

1. Driver Eligibility

To hire and drive the Horsebox, the Hirer/Driver must:

* Be between 25 and 75 years of age.
* Hold a full UK driving licence for at least 2 years.
* Have no more than 6 penalty points on their licence.
* Never have had motor insurance refused, cancelled, or declined.
* Have no non-motoring criminal convictions.
* Have had no more than one fault claim/accident.

No additional drivers are permitted unless prior approval has been granted by CB and all required documentation has been completed before the hire date.

2. Payment and Cancellations

Full payment for the hire is required at the time of booking.

* Cancellations made 14 days or more before the hire date will receive a full refund minus a £10 fee.
* Cancellations made between 7 and 14 days before the hire date will receive a 50% refund.
* Cancellations made within 7 days of the hire date are non-refundable.

To cancel a booking, contact CB via:

Email: chloehorsetransport@gmail.com
Phone: 07981818828

3. Rescheduling

Bookings may be rescheduled up to 14 days before the hire date for a £10 fee, payable using the original payment method.

Rescheduling within 7–14 days of the hire date will result in a 50% refund of the original booking, with the new booking charged at the current rate.

Bookings cannot be rescheduled within 7 days of the hire date.

To rearrange a booking, please contact CB at chloehorsetransport@gmail.com

4. Cancellation by CB

CB reserves the right to cancel a booking at any time. CB accepts no liability for competition fees, travel expenses, or any other losses arising from cancellation of the Horsebox hire.

5. Hire Documentation

Prior to collection, the Hirer/Driver must complete the relevant hire documentation:

* A “New Hirer Form” for first-time customers.
* A “Repeat Hirer Form” for returning customers who completed a New Hirer Form within the last year.

Failure to meet the eligibility requirements may result in cancellation without refund.

The Horsebox must not be sub-hired, loaned, or driven by any unauthorised person during the hire period.

6. Security and Damage Deposits

A £200 security deposit must be authorised before the hire begins. It is the Hirer/Driver’s responsibility to ensure sufficient funds are available. Failure to do so may result in cancellation without refund.

Following the return of the Horsebox, CB will carry out an inspection. If no damage is identified, the £200 damage deposit will be released within 24 hours.

The Hirer remains responsible for any loss or damage occurring during the hire period, regardless of fault.

The Hirer agrees to pay a £200 damage deposit upfront and agrees to pay the remaining £300 in the event of a claim or if the Horsebox needs to go through insurance for repairs.

7. GPS Tracking

The Horsebox is fitted with GPS tracking equipment. By proceeding with the booking, the Hirer/Driver agrees to the vehicle being tracked during the hire period.

8. Damage and Insurance

The Hirer/Driver is responsible for any damage caused during the hire period, including damage caused by horses, drivers, passengers, or third parties.

CB will provide an estimate for repairs within the holding period and may deduct relevant costs from the security deposit (£200 paid upfront when booking, plus £300 paid immediately when the Horsebox is returned).

An additional £100 charge will apply to cover loss of vehicle use during repairs.

The Hirer will either:

* Pay the full repair cost; or
* Pay the full £500 insurance excess where applicable.

Failure to report damage may result in the full deposit being retained. CB reserves the right to select and instruct its own repair providers and will not negotiate repair costs.

9. Collection the Evening Before

CB may offer collection of the Horsebox the evening before the booking date; however, this cannot be guaranteed.

Where permitted, the Horsebox may only be driven for collection purposes and must not be used to transport horses before the official hire period begins. Breach of this condition may result in a £50 charge and cancellation of the booking without refund.

Collection must take place before 20:30. If the night-before collection cannot be provided, the £20 fee will not be charged.

10. Vehicle Inspection and Existing Damage

Any existing damage must be photographed and reported by text or WhatsApp to 07981818828 before departure. The vehicle will also be inspected upon return.

The Hirer/Driver is entitled to inspect the Horsebox before use and may decline the hire if they believe the vehicle is unsuitable or unsafe for transporting their horse(s). In such circumstances, no refund will be issued.

11. Horses and Personal Responsibility

CB accepts no responsibility for injury, illness, damage, or loss involving horses, passengers, or other persons during the hire period.

The Hirer/Driver is responsible for ensuring all transported horses are adequately insured.

Horses must travel with valid passports at all times, in accordance with UK law.

12. Vehicle Capacity and Weight Limits

The Horsebox is licensed to carry:

* 1 driver.
* Up to 2 passengers.
* A limited quantity of tack and equipment.
* Either 1 horse or 2 small ponies.

The payload limit is 1000kg. The Hirer/Driver is responsible for ensuring the vehicle does not exceed the legal weight limit of 3.5 tonnes.

The rear grooms/tack area must remain clear at all times to allow emergency access to horses if required.

13. Smoking, Dogs and Cleaning

Smoking and dogs are strictly prohibited anywhere inside the Horsebox. Breach of this rule will result in a £50 cleaning charge.

All hay, bedding, and droppings must be removed before returning the Horsebox. Failure to do so will result in a £50 cleaning fee.

CB will disinfect and sanitise all horse areas between hires.

14. Parking and Personal Belongings

Vehicles and personal belongings left at:

Meadacre, Milton Lilbourne, Pewsey, Wiltshire, SN9 5LQ

are left entirely at the owner's risk.

CB accepts no liability for loss of or damage to personal belongings left inside the Horsebox.

15. Late Returns

Late returns will be charged at £20 per hour (rounded up) unless agreed otherwise in advance.

Returns after 21:00 will incur increased hourly charges, doubling each hour thereafter.

If a late return results in another booking being cancelled, the Hirer/Driver will also be responsible for covering the affected customer's refund.

All charges may be deducted from the security deposit.

16. Fuel

The Horsebox will be provided with a full tank of diesel and must be returned full.

Failure to refill the tank will result in the cost of the missing fuel being charged at £2.50 per litre.

Incorrect fuel usage will result in all associated repair and recovery costs being charged to the Hirer.

17. Fines and Road Charges

The Hirer/Driver is liable for any speeding fines, parking charges, tolls, or congestion fees incurred during the hire period.

If these charges are received after the security deposit has been released, CB reserves the right to recover the outstanding amount using the original payment method.

18. Additional Charges

CB reserves the right to deduct any additional hire-related costs, damages, penalties, or cleaning/refuelling fees directly from the £200 security deposit.

Acknowledgement and Signature

By signing below, the Hirer confirms that they have read and understood these Terms & Conditions.

Signed by: _____

Date: _____