



Terms & Conditions

1. The customer is to provide a legal passport at time of travel.
2. A deposit will secure your booking. Deposit fully refundable up to 72 hours before travel. Full payment must be made 48 hours before travel which is valid for refund up until 24 hours before travel, no refund will be given if cancelled within 24 hours unless horse is deemed to be unfit for travel as advised by a vet.
3. If a deposit is paid and the remaining balance is not paid within the above time frame and no contact has been made, we will deem this a cancelled booking and deposit will not be refunded
4. Any damage or loss caused by customers horse/goods will be recharged at the customers expense and will be carried out by a repairer of our choice
5. Jump Aboard Essex LTD will not be held accountable for any loss, damage or death and customer must have horse insured
6. Jump Aboard Essex Ltd have the right to call a vet out to customers horse whilst in their care if deemed necessary. Any costs will be the responsibility of the customer. In the unfortunate event that a horse, be euthanised at the recommendation of the vet, all costs will be the responsibility of the customer. Jump Aboard Essex Ltd reserve the right to make the decision for euthanasiation with the advice of the vet without the customers consent if it is deemed an immediate welfare issue
7. We will carry a limited amount of equipment/ belongings at Jump Aboard Essex's discretion and by prior arrangement at no additional charge. The client is entirely liable for any equipment carried including any loss or damages and is responsible for ensuring said equipment is insured if necessary.
8. Jump Aboard Essex Ltd will transport between the booked start and finish postcode. Any amendments will be done if we have availability and any additional cost charged to the customer

9. Jump Aboard Essex Ltd reserves the right to cancel the transport if the horse shows aggressive or dangerous behaviour, signs of infectious diseases or is unfit for travel (with the exception of a booking being made for transport to the vets) . No refund will be given
10. Transport costs include 15 minutes loading time (bandaging, loading tack etc does not count as loading time). Waiting time will be charged after the 15 minutes which is to be paid before transit. If the horse will not load at all, no refund will be given.
11. Verbal / Physical abuse will not be tolerated from the customer or any of the customers associates. We reserve the right to leave the premises and cancel the booking, No refund will be given.
12. We reserve the right to return any equine(s) to the collection address and cancel the contract, in the event of the equine(s) displaying any dangerous or damaging behaviour during the course of a journey which poses a risk to the equine(s), vehicle, company personnel, other road users, or prevents a journey from being carried out safely. In this instance the client would not be entitled to a refund.
13. Jump Aboard Essex reserves the right to cancel the contract with the client at any time.
14. Whilst the driver will take all reasonable precautions, you the client remain fully liable for your horse in the event of injury or damage sustained to or by your horse during the care of Jump Aboard Essex Ltd
15. We agree that loading will be performed in a calm and respectful manner. We will NOT use forceful techniques, or any techniques liable to cause distress to the animal. Should the owner feel that this is the only course of action available to them, in order to load the horse, then Jump Aboard Essex Ltd reserve the right to cancel the trip, with full quote amount non-refundable.