



# **Best Carriages**

*Hraefn Ham Farm  
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Totnes  
TQ9 7AD*

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## **TERMS AND CONDITIONS OF HIRE**

All deposits (50% of total) are non refundable

In cases of cancellation, notification must be given in writing.

However, if the wedding is cancelled six weeks or less, prior to the date full payment will be required.

We will endeavour to provide the turn-out requested, but must retain the right of substitution in cases of illness/ damage to vehicle /horses.

We do our utmost to allow plenty of travelling time to account for delays on the roads, however, should we be involved in an accident, motorway congestion or mechanical breakdown that prevents us from getting to your wedding we would give you enough notice to arrange for alternative transport and a full refund would be given.

In order to keep prices to a minimum, on occasion it may be necessary to provide a lift for the driver back to the transport vehicles

The safety of all is paramount to us. . We require compliance with all of the safety requirements. Your trip with us will be a wonderful and treasured experience, please do not let it be spoiled. We ask you to understand that if persistent flouting of these rules take place on the day, we reserve the right to leave the area and no refund will be given.

We are fully insured, which includes public liability.

### **Safety requirements**

- Please ensure that your guests are aware of the potential danger that horses and carriages could present.
- We must insist that children do NOT play, or go near to the horses unless accompanied by a member of our staff.
- Photographs can be taken, but flash photography close to the horse/s head/s will NOT be permitted.
- Party poppers or similar pyrotechnic devices are not permitted to be used in the vicinity of the horses and carriage.
- The horse/s wear/s blinkers and cannot see to the side or rear. Please when approaching to 'pat' the horse/s, do so from the front. This will prevent them from being startled and possibly jumping.

## Best Carriages terms and conditions of hire March 2013

- No one is to get on or off the carriage unless express permission is given by the driver or footman. This will ensure that the carriage has come to a stop, and the brake has been applied.
- Please remain seated whilst the carriage is in motion.
- Hands and feet must be kept inside the vehicle whilst in motion.
- Strictly no smoking in the carriage or around the horse/s.
- We will not wait outside a venue that is considered dangerous (from vehicles, machinery or other potential hazards) to persons or horses. we will advise on this before the booking is accepted. We will normally drop off the bride and then move to a safer spot to wait for the ceremony to finish, and then return to collect.
- We reserve the right at all times to change the journey route or waiting point if we believe that people or animals may be at risk.

### **Animal Welfare**

Due to animal welfare regulations, and because we care for our horses, there is a maximum weight limit that needs to be applied to the passengers carried in the carriages. Taking into account the driver and footman, and the carriage itself, the balance of weight that could be carried as passengers for the Brougham carriage (single horses) would be approx 250 Kg. This would equate to approx 2 average adults and two young children.. The "Hungarian" open carriage will be restricted to 5 average adults . These passenger guidelines may have to be changed depending on the terrain to be travelled. We will of course advise you of this before confirming the booking.

There is a maximum total journey of 5 miles for the horse and carriage. This is also to ensure that the journey is not so long as to upset timing of your wedding/reception.

### **Hills and Inclines**

The proposed route that the carriage journey will take is also important. Any long hills or gradients over 3% will need to be considered. When we plan the route with you, to the wedding and onto the reception, we will drive the route with you, in a car, to ensure that no problems will exist.

### **Lorry Parking**

When we arrive for your carriage drive we will require room for parking two vehicles and trailers and room to unload them. Each will require the equivalent of approximately four average cars spaces in length We will need to ensure this free space is available (fairly locally) on the day.