



GP EQUESTRIAN
SERVICES

TERMS AND CONDITIONS

Conditions of Contract

In these Terms and Conditions:

- "Company" refers to GP Equestrian Services Ltd.
- "Client" refers to the individual or organisation entering into a contract with the Company.
- "Contract" refers to the legal agreement between the Company and the Client for the supply of services as outlined herein.
- "Booking" refers to a confirmed request for services, along with the Client's acceptance of these Terms and Conditions.

By making a Booking with GP Equestrian Services Ltd, the Client automatically agrees to be bound by these Terms and Conditions.

1. Making a Booking

1.1 Bookings may be made via social media, email, telephone, online, or by post.

1.2 A Booking is confirmed once the Company issues written confirmation and receives the relevant deposit or payment, at which point the Contract comes into effect ("Date of Commencement").

1.3 By booking a service, the Client agrees to comply with all conditions herein.

1.4 These terms override any others the Client may propose, including those implied by trade, custom, or practice.

2. Payments

2.1 All payments must be made in advance of service delivery. No services will be provided unless payment has been received.

2.2 The Company accepts ad hoc bookings where availability allows. To secure a regular stable space or service slot, the Client must commit to monthly recurring bookings, paid in advance.

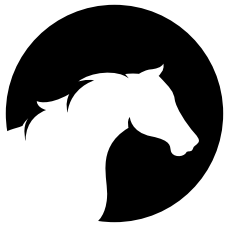
2.3 Regular monthly bookings are prioritised over ad hoc or last-minute requests. Ad hoc bookings do not guarantee availability.

2.4 The Company will issue invoices for regular bookings on a monthly basis. These must be paid by the due date to avoid disruption to service.

2.5 Late or non-payment may result in cancellation of services and loss of the Client's allocated space.

2.6 If the Client misses a scheduled service and has not provided sufficient notice (minimum 24 hours), the session will be charged in full and not credited or refunded.

2.7 Refunds are only issued if the Company cannot fulfil the booking and no suitable alternative is available.



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3. Service Disruption and Credits

3.1 If a service cannot go ahead due to a Company-side emergency (e.g., staff illness, facility issue, or equipment failure) and no suitable alternative is available, a credit will be issued for use within the same calendar month, as agreed with the Client.

3.2 In cases where a regular staff member is on leave, the Client will be offered a choice of:

(a) Moving the booking to an alternative date, or

(b) Using an alternative, suitably qualified staff member familiar with the horse(s).

If the Client declines both options, the booking will be forfeited without refund or credit.

4. Special Requirements

4.1 Clients must notify the Company of any behavioural, dietary, or medical needs in advance (e.g., specific feed, medication, or veterinary conditions).

4.2 The Company will assess whether it can safely accommodate these requirements.

5. Behaviour, Safety, and Welfare

5.1 If a horse behaves aggressively or unpredictably, the Company reserves the right to refuse or terminate services.

5.2 The Client is responsible for any costs arising from their horse causing injury or damage to other animals, people, or property.

5.3 Horses must be suitable for shared turnout if participating in group turnout unless pre-approved for individual stabling.

5.4 Horses must be up to date with vaccinations, worming, and any relevant treatments.

5.5 If the Client states that their horse is suitable for group turnout but behaviour suggests otherwise, the horse may undergo a trial period under supervision. If integration is deemed unsafe, the Client will be informed and the horse may be stabled individually.

6. Photography, Filming, and Social Media

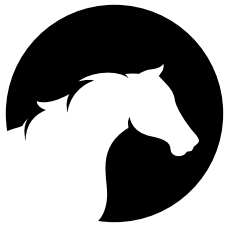
6.1 The Company may photograph or film horses during services for promotional purposes, unless the Client explicitly opts out in writing.

7. Professional Conduct and Staff Relations

7.1 It is a breach of contract for any current or former staff member of GP Equestrian Services Ltd to offer equestrian services independently to clients of the Company.

7.2 Clients must not solicit or employ Company staff directly for services outside of GP Equestrian Services.

7.3 The Company is happy to recommend vetted, welfare-conscious equestrian professionals if a referral is required.



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8. Cancellations and No-Shows

8.1 The Client may cancel or reschedule a booking with a minimum of 24 hours' notice.

8.2 Cancellations with less than 24 hours' notice are non-refundable.

8.3 No-shows will be treated as cancellations without notice and will not be refunded or credited.

8.4 If the Company cancels a service without a suitable alternative, a credit will be issued for use within the same calendar month.

9. Data Protection

9.1 GP Equestrian Services Ltd is both Data Controller and Processor.

9.2 Personal data is used only for the purposes of service delivery.

9.3 Data will never be shared with third parties without consent, unless required to deliver services (e.g., emergency veterinary care).

9.4 Clients may request access to, or deletion of, their data by emailing: [insert email] with the subject line "Data Protection".

10. Insurance

10.1 Clients are responsible for insuring their horse(s).

10.2 The Company holds public liability and business insurance, covering its own negligence and failure to follow Client instructions that result in injury or harm.

11. Force Majeure

11.1 The Company shall not be liable for delays or cancellations caused by events outside its reasonable control, including but not limited to: illness, emergencies, or acts of God.

12. Admission and Right of Refusal

12.1 The Company reserves the right to refuse or terminate services for any horse it deems unsuitable for group or individual care, at any time.

13. Amendments

13.1 The Company reserves the right to amend these Terms and Conditions at any time. The latest version will be available upon request or via our website.