

Champagne Carriages

Terms & Conditions

Deposits

1. A 50% deposit is due and payable on acceptance and confirmation of the quote. An invoice will be sent to you with all details and our bank details on it.

Refunds

2. Depending on cancellation, a reasonable cancellation fee will be charge and the balance refunded.
3. If the bride is more than 2 hours late for the predetermined pick-up time, we will remind the wedding party that there is a strict time allowed to which they should adhere. Any time over the agreed upon time, will be charged overtime, and should be paid in full on the day.
4. If for any reason we do not have a horse available for the date for which we have been booked, we will make every effort to find an alternate service provider. Should that not be possible, we will refund whatever monies have been paid over to us.

Safety

5. At all times it should be remembered that horses are sentient beings. Their space should be respected, and we strongly suggest that you and your guests are aware of the accidental damage that can be caused, we don't want to squash toes!
6. Please don't let children run around or under our horses. They would never intentionally hurt anyone, but it is a very unsafe place to be.
7. Any reasonable instruction given by Champagne Carriages' staff should be adhered to, it is for everyone's' safety.
8. Please never step onto the carriage unless the driver is in the seat with reins in hand.
9. Please don't touch the horses while in harness, unless under supervision.
10. These are not riding horses, and as such, when they are in harness, they have a job of work to do. Champagne Carriages' staff should be approached before any activity takes place around them.

Photographs

11. We offer an opportunity for photographs with the horse and carriage but please work with the Champagne Carriages staff when wanting to pose with the carriage and/or horse.
12. We are not in control of the weather, it can make roads impassable for vehicles and trailers, as well as if it is raining for the wedding, photographs may not be possible. Open for discussion, but as always, safety first.