

Devon Shire Carriages – Terms & Conditions

Thank you for choosing Devon Shire Carriages. We are delighted that you have booked a nostalgic Shire horse and carriage experience with us and look forward to welcoming you.

Please take a few moments to read our Terms & Conditions before your booking. If you have any questions, please contact Victoria on 07581 384 907 (email is preferred wherever possible).

Booking & Guest Responsibilities

By making a booking, you confirm that you and all members of your party are fit, well, and able to safely travel on our horse-drawn carriage.

Hand sanitiser will be available throughout your experience.

Please arrive promptly at your agreed meeting point and booking time, where you will be welcomed by your Driver and Groom.

Weather Policy

The safety and welfare of our horses, passengers and staff is our highest priority.

If weather conditions are deemed unsafe—including, but not limited to, ice, snow, thunderstorms, lightning, high winds, storms, flooding or extreme heat—Devon Shire Carriages reserves the right to postpone your carriage ride.

Bookings postponed due to extreme weather are not eligible for a refund. Instead, we will work closely with you to rearrange your experience and will do our very best to offer an alternative date and time that is convenient for you.

This policy allows us to operate responsibly while ensuring the welfare of our horses and the safety of everyone involved.

Safety During Your Carriage Ride

For your safety and the safety of others, all passengers must follow the instructions of the Driver and Groom at all times.

- Remain seated at all times.

- Keep your arms, legs and head inside the carriage.

- Do not stand up or change seats while the carriage is in motion.

- Do not attempt to open the carriage door or leave the carriage until instructed that it is safe to do so by the Groom.

- Do not touch or hold onto anything outside the carriage, including trees, bushes, signs, vehicles or pedestrians, as this may cause serious injury or damage.

When the carriage has stopped, please remain seated until the Groom is positioned at the rear of the carriage and has confirmed it is safe to open the door and disembark.

The only exception to this instruction is in the event of an emergency where immediate evacuation is necessary for the safety of passengers.

Around the Horses

Our Shire horses are calm, gentle and highly trained. However, they are large animals and can be startled by sudden loud noises or unexpected behaviour.

Please do not shout, scream, whistle, wail or make excessive loud noises, as this may frighten the horses and could result in them becoming unsettled. Such behaviour may increase the risk of injury to passengers, staff, the horses, or damage to the carriage or personal property.

Your Responsibility

By taking part in a Devon Shire Carriages experience, you acknowledge that horse-drawn carriage rides involve inherent risks associated with working around horses and travelling in a moving carriage.

You agree to follow all instructions given by the Driver and Groom throughout your experience.

Devon Shire Carriages accepts no responsibility for injury, loss or damage arising from a passenger's failure to follow instructions or from risks inherent in participating in a horse-drawn carriage experience, except where liability cannot be excluded by law.

Voucher Bookings

Gift vouchers are non-refundable and cannot be exchanged for cash.

Voucher holders should redeem and book their carriage ride well in advance, as all dates and times are offered strictly subject to availability. Booking in advance is advised.

To book your voucher, please email:
vic@devonshirecarriages.co.uk

Thank You

Thank you for choosing Devon Shire Carriages. We look forward to sharing a memorable and enjoyable carriage experience with you while ensuring the highest standards of safety, care and horse welfare.