

## Terms & Conditions - Medical Cover

v1.3 (Jan 2014)

### Advice

Southwest Medical Services provides advice with the best intentions and based on guidance by leading organizations including the Health and Safety Executive and our professional experience. We are unable to accept liability for advice given and ultimate responsibility for the correct medical resources lies with the event organizer.

### Payment Terms

Payment must be made within 10 days of the invoice date. Overdue payment will carry a 15% (of invoice total) per week or any part thereof.

Clients booking for the first time are required to pay 50% of the invoice total prior to the event with the remaining 50% to be paid as above.

We can accept payment by cash, cheque or BACS.

### Event Times

It is suggested that medical attendance is booked to include any setting up or closing down of the event including queuing. Southwest Medical Services will arrive and depart from site according to the times stated on the application form. If a finish time is questionable, prior arrangement should be made between the organizer and Southwest Medical Services. You will be charged the published overtime rates if Southwest Medical Services are required to provide medical assistance outside the applied hours. This will be calculated by the hour or any part thereof.

### Health & Safety

Southwest Medical Services may withdraw cover from any event if it becomes apparent that the event is being held illegally or the event organizers are deliberately ignoring any advice based on health & safety.

### Booking Confirmation

Confirmation will be sent in writing and will usually be received within 5 working days of our receipt of the application. Responsibility for confirmation lies with the organizer and no liability will be accepted by Southwest Medical Services for non attendance if a confirmation hasn't been received.

### Cancellation

Cancellation should be made in writing by the client and can carry charges.

They are as follows:

14 days or more	No Charge
10 - 13 days	25% of total cost
5 - 9 days	50% of total cost
Less than 5 days	75% of total cost
Less than 48 hours	Full Payment must be made

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### **Interagency/Organisational Working**

When working with another medical services provider, if our clinician holds the highest clinical rank, their decision about patient management will be final. Likewise, if working alongside more senior medical grades of clinician it would be expected that that clinician would take clinical responsibility.

### **Complaints**

Complaints should be taken up with the Duty Officer at the time of the event. If, however, you are not satisfied with the result, a written complaint must be made within 14 days and should be addressed to:

Mr C. Parsons  
Southwest Medical Services  
72 Moor Park  
Clevedon  
N.Somerset  
BS21 6TA

You will be contacted within 2 working days to discuss the complaint.