



Terms & Conditions

Ambulance Transport & Repatriation

This section details the terms of conditions of the services that RTC Medical Solutions Ltd provide

Booking Confirmation

1. Confirmation of booking for all Ambulance and Repatriation services must be either in letter, email, SMS or invoice. There will be no guarantee of provision of transportation if you have not received confirmation in these forms. A quotation is not a binding offer until you have received written confirmation that RTC Medical Solutions will be providing either Ambulance or other medical support by way of invoice. Once confirmation has been sent, you will be contractually obliged to pay all sums owed unless you meet the criteria for refund (see cancellation below).

Payment

2. Payments must be made in full prior to the start of any journey or ticket booking unless an agreement is made in advance within the payment terms on your invoice. If you breach the terms of your invoice or payment terms and we apply any discount to your invoice, this will be voided and a new invoice issued minus discounts. Discounts only apply to accounts paid on or before the due date on your invoice. We reserve the right to withdraw services at any point if payment terms have not been met as per your invoice. If we agree to provide services you will be liable for the total amount owed. If we withdraw our services due to non-payment you will be liable for the total cost under the "less than 7 days' notice period". Additionally a late payment charge of 8% will be added to the total amount owed if payment exceeds the due date. Furthermore, you will be fully responsible for all court, legal or recovery agent's fees associated with recovering such costs.

Cancellation

3. Should you wish to cancel or amend you transport or medical support you must notify us by email and telephone as a late cancellation fee may be incurred.
Less than 7 day's notice: 100% charge
7-21 day's notice: 50% charge
More than 21 day's notice: No charge

Your responsibilities

4. Provide accurate information relating to the patients conditions, this include notifying us of infectious diseases during the booking process.
5. You must inform us of any reason which may lead to problems during transport.
6. You must cooperate fully with Border officials and you must be in possession of the relevant passport and travel documents for all countries you are travelling to.
7. You must be signed off as fit to travel by a Doctor.
8. You must ensure cleared payment for the services we provide.

Our responsibilities

9. We will provide the level of assistance as explained in your quotation
10. We will keep you up to date with any matter relating to your journey.
11. Where a Healthcare Professional is required we can provide evidence of their professional registration upon request.

12. We will ensure that vehicles and medical equipment is serviced and fully functional for use.
13. We may carry out our own risk assessments for yours and our own health and safety.
14. Neither we nor our personnel shall be liable under any circumstances, for any damages to personal property.
15. Neither we nor our personnel shall have any liability to you or any third party, for any loss, expense or damage of any nature, suffered or occurred arising from any breach of any condition of the Agreement.
16. Nothing in this contract shall be taken to exclude liability to any patient for death or personal injury resulting from our (or our personnel's) negligence.

Information provided to and by RTC Medical Solutions

17. With regard to details of persons treated by RTC Medical Solutions personnel, personal information will only be provided upon request by legal representation and / or by written consent of the individual concerned and are subject at all times to the Data Protection Act and current GDPR.

Complaints

18. Any complaints or disagreements regarding our services or our personnel should be taken up with Complaints team by writing to:

Complaints Department
RTC Medical Solutions
Unit 22 Park House Road East
Newcastle Under Lyme
Staffordshire
ST5 7RB

General

19. Each party will ensure that all confidential information received from the other, remains confidential subject to any disclosure required by law (when full consultation will take place between the parties prior to disclosure).