



# My Skills for Life Medics Ltd (MSFL Medics Ltd) Event Services

## Booking Terms and Conditions (T&C's)

Last reviewed: October 2019

Next review: May 2020

### Contents:

Section	Headings	Page No.
1.	Definitions	2
2.	The Event Organisers & MSFL Medics Ltd responsibilities	2
3.	Flow diagram explaining the booking process of your event	4
4.	Booking Forms	5
5.	Quotations	5
6.	Accepting an event	5
7.	Confirmation Letters	5
8.	Deposits	5
9.	Fees and Invoices	5
10.	Payment Terms, Conditions and Cancellations	6
11.	Level of Event Medical Staff (EMS) and equipment Provided	6
12.	Mobile EMS and Driving on course	7
13.	Insurance	7
14.	Risk Assessments, Emergency Action plan and calling for Emergency Services	7
15.	Accident & Incident Reporting, Collecting and Recording	8
16.	Sanctions, HSE Guidance & Publications	8
17.	Quality Audit Checks	8
18.	Feedback, Comments & Complaints	8
19.	Welfare	9
20.	Security and DBS	9



## Definitions

“You”, “your” or “Yourselves”	Meaning the client or Event Organiser (EO) of a third party who has booked medics for an event.
“Us”, “our” and “we”	Meaning us as My Skills For Life Medics Ltd staff (MSFL Medics Ltd)
“The Event”	Meaning the event at which you have booked our medical staff
“Contract”	Meaning the agreement between us and you
“Event Medical Staff (EMS)”	Self-employed staff which are contracted to work as the medical team at your event.
“Confirmation”	The action or state to which something is confirmed
“Quotation”	A quote of the cost for doing a particular job or service in this case the quote for providing EMS at an event
“Booking form”	A form which is sent to the EO in which they fill out all requirements they may need for their event

If you have any questions or queries within these terms and conditions please do not hesitate to contact MSFL Medics Ltd on either [events@myskillsforlife.com](mailto:events@myskillsforlife.com) or [bslade@myskillsforlife.com](mailto:bslade@myskillsforlife.com)

Please ensure you have read and understood these terms and conditions before any formal booking is made.

## Section 2

### Your responsibilities (Event Organisers)

**2.0** As the EO of your event you retain full responsibility and accountability. This includes producing Risk Assessments, Emergency Action Plans and where necessary In Case of Emergency (ICE) cards. However, any clinical decision will be made by the Event Medical Staff who are responsible and accountable for their decision. MSFL Medics Ltd can support with the completion of the relevant events safety documents with the EO input but the accountability still lies with the EO. This extra service may incur an additional fee.

**2.1** You must provide us with your written Risk Assessments, Safe Systems of Work, Extraction Points (it is the EO's responsibility to organise the extraction of any patient in conjunction with the Medical Teams advice), Emergency Action Plans, Course Routes and any relevant maps two weeks before your event.

**2.2** MSFL Medics Ltd where ever possible will request a site visit so we have a full appreciation of the venue, event, risk and obstacles.

**2.3** You must ensure that an area for the treatment of patients is clear and visible to competitors and any other potential patient covered in yours and our risk assessments. This area should be clean dry and where possible have access to water and heat. In cases of extreme weather conditions, the organiser must provide an internal room where MSFL Medics Ltd staff and any patients can shelter.

**2.4** Your event must supply adequate welfare facilities for both our MSFL staff and patients.

**2.5** Your marshals and event staff must be fully aware of which Event Medical Staff are attending your event and have contact details/ICE (In Case of Emergency) on the day along with any printed maps, printed extraction plans and any other printed documents that would aid our Medics. ICE Cards must be completed by you and sent to us at least 24 to 48 hours in advance of your event.

**2.6** All forms of communication must be done officially through emails or letters.



**2.7** Please ensure you set aside an area for the positioning of our ambulance and emergency vehicle if required. We would welcome a hard standing ground and to ensure it is accessible to all those highlighted in our risk assessment.

**2.8** You are responsible for ensuring that all necessary licenses for your event are accurate and comply with all authorities and governing bodies.

**2.9** In the unlikely event of Event Medical Staff not being able to attend due to illness, unforeseen/personal circumstances or vehicle breakdown we strongly recommend this is documented / accounted for in the risk assessment.

#### **Our Responsibilities (MSFL Medics Ltd)**

**2.10** It is our responsibility to provide the level of medical care as per the EO's instructions, Risk Assessments, Safe Systems of Work, etc. See also Section 16.

**2.11** Where appropriate MSFL Medics Ltd can advise on the level of medical care.

**2.12** We can provide a copy of the Event Medical Staff's qualification if you require this as part of your diligence checks.

**2.13** In the unlikely event of an Event Medical Staff changing at short notice we will endeavour to replace like for like in terms of experience and qualifications. However this may not always be possible.

**2.14** In the unlikely event of the Event Medical Staff not attending the event for example illness or vehicle accident, please contact the Company Director as soon as possible.

**2.15** All Event Medical Staff will have appropriate equipment to the level of qualification and capabilities and to what the EO has booked with us as indicated on your booking form.

**2.16** All Event Medical Staff will come prepared in full uniform (Green Ambulance trousers, MSFL Medics Ltd Shirt or Polo Shirt and MSFL Medics Ltd green jacket).

**2.17** It is the responsibility of all Event Medical Staff to complete accident forms (Section 15).

**2.18** All equipment remains the property of MSFL Medics Ltd or the relevant medic.

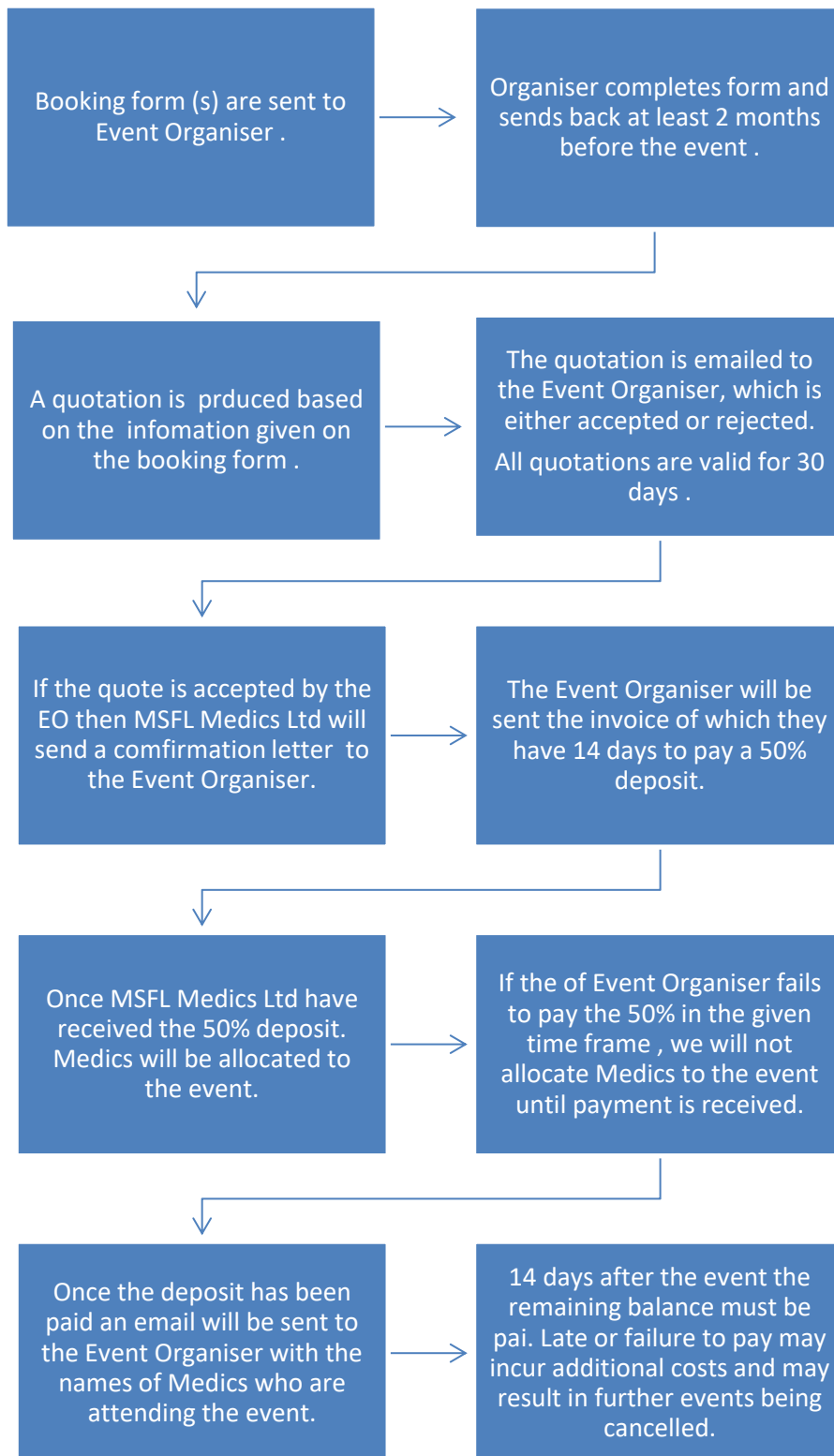
**2.19** Event Medical Staff will arrive 15 minutes before the time you have booked them, we strongly recommend you book enough time to allow the Event Medical Staff to get to their position and familiarise themselves with the layout of the event/course and set up their Medic/First Aid post. If their position is on course/event and further away from the initial meeting point please allow them time to get into their position. **Please note if the position of the Event Medical Staff is further on course/event from the initial meeting point, this additional travel may incur an additional cost.**

**2.20** During the busy season and to meet demand we reserve the right to sub contract work out to our event cover partners. They will still be bound by our Terms and Conditions.



### Section 3

#### Flow diagram explaining the booking process of your event





## Section 4

### Booking Forms

**4.0** Booking forms should be completed at least two months in advance of your event where possible. Late booking forms may result in MSFL Medics Ltd being unable to facilitate your booking.

**4.1** All boxes will need to be completed correctly.

**4.2** The times indicated on the booking form of when Event Medical Staff are required are the times the invoice is calculated too. If you are unaware what time the event will be finishing we strongly recommend you enter a conservative time. Hours must be booked on the hour, 15 minutes past, 30 minutes past or 45 minutes past. Please note that we operate on a 4 hour minimum booking fee for each event, unless pre-arranged with the Event Medic Co-Ordinator.

**4.3** As soon as we have received the booking form and the confirmation letter has been sent to the EO, the booking is bound by our terms and conditions.

**4.4** For multiple bookings, there is an area on the booking form to accommodate this request.

## Section 5

### Quotations Letters

**5.0** Quotations are based on the information provided on the booking forms, if the information is not completed or not completed correctly this could lead to an inaccurate quote and invoice. Quotations are valid for 30 days, (from date of the letter); if they are not formally accepted within that period we reserve the right to change our quotation.

## Section 6

### Accepting an Event

**6.0** All events must be placed by emailing [events@myskillsforlife.com](mailto:events@myskillsforlife.com) with the appropriate booking form (see section 9).

**6.1** All EOs must read the terms and conditions and sign at the bottom of the booking form to acknowledge this.

## Section 7

### Confirmation Letters

**7.0** We will send you a confirmation letter via email (if you require the confirmation letter to be sent via Royal Mail, please indicate this). Once the confirmation letter has been sent to you, this is now a legally binding contract. However, we reserve the right to cancel the booking if there are circumstances beyond our control.

## Section 8

### Deposits

**8.0** After we receive your booking form we will send you a quote, if this quote is formally accepted via letter/ email, we will send you a confirmation letter. 10 days before your event we require a 50% deposit.

**8.1** If this 50% deposit is not paid within that time limit the event will not be processed and Event Medical Staff will not be found to cover your event.

## Section 9

### Fees and Invoices

**9.0** All final invoices are on a strict 14-day payment date.

**9.1** Payments should be made by BACS or cheque.



## Section 10

### Payment Terms, Conditions and Cancellations

**10.0** In order for us to provide event cover at a reasonable cost and to ensure that cancellations are kept to the minimum please read the following: -

- 48 hours before start of event Full cost of the event cost
- 2-14 days before start of event 50 % of the event cost

**10.1** The cost of the event is for the hours requested above. If at any time the Event Medical Staff have been requested to stay for a longer period than booked we will invoice accordingly. We strongly recommend that if the event is going to take longer than first anticipated you contact us at least 2 weeks beforehand, so the extra cover can be arranged.

Payment is to be made by BACS or cheque, within 14 days from the date on invoice. Late payment may result in additional charges.

## Section 11

### Level of Medic Event Staff and equipment they can use

**11.0** MSFL Medics Ltd has a vast level of Event Medical Staff available with a variety of qualifications for any event. The list below illustrates the level of cover and the equipment we are able to provide; please indicates which level of cover you will require for us to quote appropriately on your booking form

- A. Lifeguard-** Only used for open water, beach or swimming pool cover, if requested they can be provided with a basic first aid kit and water safety equipment. Please see section 16 below.
- B. First aid at Work Qualification-** This level of qualification cover can be used to cover most low risk events and will be provided with the following equipment, Basic First Aid Kit and if requested Automatic External Defibrillation (AED). Please see section 16 below .
- C. FPOS (i)/FREC or ECA/Student Paramedic-** This level of qualification can cover most events (Please see section 16 below) They will be provided with Basic Life-support (BLS), Intermediate Life Support (ILS), (Airway Management, Manual Suction etc.) Oxygen, AED, \*Entonox ©, Spinal Cord Injury Management (collars), Basic Observation & Monitoring Equipment and Fracture and Soft Tissue Management equipment.
- D. \*Paramedic –** This level of qualification can be used to cover any event and should be used in events where there a higher likelihood risk of injury (OCR's, Equine, Motor Racing) please see section 16 below. Paramedics are equipped as with C above but can also include Pain Relief Drugs etc.

11.1 We are also able to provide:

- Canoeist
- Front Line Event Ambulance
- 

**\*Please note any additional items of equipment may incur additional costs to the EO, we would strongly recommend you check with section 16 below and indicated accordingly on your booking form if you require additional equipment.**



## Section 12

### Mobile Medics and Driving on Course/Event

**12.0** Due to most basic car insurances not covering our Event Medical Staff whilst driving at work, we may not be able to offer Medics that are mobile on course, however if you would like them to be, the following options are available to you:

**12.1 Option One** Where your Risk Assessment and/ or sanctioning body (see Section 16 below) requires you to have an ambulance you may hire one of ours. We have access to an ambulance that may or may not operate on blue lights. The ambulance will allow our staff to be transported to the patient and for the patient to be transported to a more suitable position or to the hospital. (Please note if a vehicle is used for patient transfer to hospital this may conflict with your risk assessments and leave your event without the proper cover as documented in your relevant Health & Safety documentation). Please ensure you specify on your booking form if you require an ambulance as most of our Event Medical Staff are not trained on Blue Lights therefore if an Ambulance requiring to operate on Blue Lights is needed special measures will have to be put in place. Please note there may be an additional cost for the 12.1

**12.2 Option Two** Event Medical Staff who have the appropriate business vehicle insurance can be deployed in their own vehicle, but this may be limited. With this option the Event Medical Staff will only be able to drive to the patient, the patient will not be able to be transported in their car. If you do require an Event Medical Staff to be mobile with business insurance this will incur a 25p mileage charge for any mileage covered whilst at your event. This will then be added on to your final invoice. They will be subject to the Road Traffic Act, not be able to speed, go through red lights etc. and if not insured and trained correctly be able to drive on blue lights. Please note if the position of the Event Medical Staff is further on course/event from the initial meeting point, then this additional travel may incur additional cost that the EO may be invoiced for.

**12.4 Option Three** is for a push bike to be used by the Event Medical Staff, however; this will incur extra charges. The push bike will only be used if the terrain is suitable and safe and is included in the EOs Risk Assessment.

## Section 13

### Insurance

**13.0** Our Malpractice, Public and Product Liability Insurance covers our nominated medics for up to 10 million pounds. We are happy to send you a copy of our insurance.

**13.1** Please ensure you have the correct Public Liability (etc.) and level of insurance for your event and where necessary cover all those parties involved in your event.

**13.2** Only medics with the relevant business insurance on their vehicles will be able to drive on course (see section 12 for more details).

## Section 14

### Risk assessments, Emergency Action plan and calling for Emergency Services

**14.0** MSFL Medics Ltd has risk assessments for all people affected by MSFL Medics Ltd work activities.

**14.1** As an EO you retain full responsibility and accountability for your event. This includes producing risk assessments, Emergency Action Plans and where necessary In Case of Emergency (ICE) cards.

**14.2** Any clinical decision will be made by the Event Medical Staff and they will be responsible and accountable for their decision. MSFL Medics Ltd can support with the completion of the relevant events safety documents with the EO input but the accountability still lies with the EO. This extra service may incur a fee.



**14.3** MSFL Medics Ltd when necessary may request a site visit so we have a full appreciation of the venue, event, risk and obstacles. This is also a valuable activity so that we are able to have input from the EO, agree a plan of extracting patients and have a meeting point agreed with the emergency services should we be required to do so.

**14.4** Marshals will have the ability to call 999 or 112 in an event of an emergency.

**14.5** In the event of any emergency please ensure the Event Medical Staff Team have been advised of the incident; so that they are able to attend to the patient before the arrival of the emergency services. (County Ambulance) This is to ensure they have triaged the patient, completed the relevant paperwork and treated them accordingly.

**14.6** The EO should mark on the ICE cards and maps for all evacuation points and access to the event for the emergency services. This should also include an area for an Emergency Medical Helicopter to land if required.

**14.7** Please ensure if you require the use of our ambulance that your risk assessment identifies whether there is a need for us to respond at your event on blue lights to reach a patient.

## **Section 15**

### **Accident & Incident Reporting, Collecting and Recording**

**15.0** MSFL Medics Ltd has various documentation for detailing accidents and incidents. Due to patient confidentiality, we cannot share patients personal details but we will offer a summary sheet releasing basic information about the patient, e.g. name (bib number if applicable) what happened, what treatment was given etc. There will be on occasion the necessity to release private information relating to the patients; however, this would only be at the request of the EO's Legal Representation Where for example a criminal or civil request that may or may not lead to prosecution. This official request must be in writing from the EO's Legal Representation.

You are welcome to complete your own accident/incident report forms. These forms may be used for evidence with regards to the course/event etc.

## **Section 16**

### **Sanctions, HSE Guidance & Publications**

**16.0** You as the EO have the responsibility to ensure the correct level of qualification and the numbers of medics required for your event. MSFL Medics Ltd can advise where necessary.

**16.1** We suggest that you consult with your sanctioning body and your written risk assessment, as to the provisions and level of medical care for your event e.g. UKA, The Purple Guide to Health, Safety and Welfare at Music and other Events <http://www.thepurpleguide.co.uk/> and The event safety guide (Guidance on running events safely) <http://www.hse.gov.uk/event-safety/> (pg113-124) this webpage also contains links to Managing Crowd Safety and Guide To safety at sports grounds.

## **Section 17**

### **Quality Audit Checks**

**17.0** Quality assurance checks are to be carried out throughout the year on our Event Medical Staff to ensure we continue to deliver high quality medical cover. The Quality Assurance Inspector will make themselves known to the EO before any check has been carried out.





**Section 18**

**Feedback, Comments & Complaints**

**18.0** We welcome all forms of feedback and any negative feedback from either you or us will be fully investigated.

**18.1** If you wish to communicate any positive feedback, you are welcome to use any public forum and or social networking sites, you may also feedback through our Event Medical Staff and you may also feedback via email or letter. From time to time we will post this positive feedback on our various social network sites, Website, Facebook, Instagram etc. (if you would prefer us not to then please indicate this in writing).

**18.2** MSFL Medics Ltd takes complaints very seriously and will do its best to resolve them as efficiently and quickly as possible. If you have formal complaints please send it in writing either in an email or a letter to the MSFL Medics Ltd office. We will not reply to any other form of media unless this media compromises our professional integrity.

**18.3** We intend to responds to all levels of feedback within 7 working days.

**Section 19**

**Welfare**

**19.0** You as EOs should provide adequate welfare facilities for Event Medical Staff, if the event is longer than four hours these facilities should include toilets, rest areas and a place to eat.

**Section 20**

**Security and DBS**

**20.0** MSFL Medics Ltd will endeavour to have all Event Medical Staff with name badges

**20.1** Please inform us on your booking form if you require staff to have relevant DBS.

**20.2** If the event requires the EMS to use radios please specify on the booking form if you will be providing them.

**20.3** If Lost Child is located close to the Medical area, then Event Medical Staff should be accompanied by another adult/marshal.

**This policy has been approved & authorised by:**

**Name:** Bryan Slade  
**Position:** Managing Director  
**Date:** October 2019  
**Signature:**

**Version:** Version 3

<b>Document Title: - Event Organisation Terms and Conditions V_4</b>		
<b>Date Issued: - October 2019</b>	<b>Last Revised: - October 2019</b>	<b>Revision Number: - V_4</b>