

Shires Medical Services Ltd

Terms and Conditions for provision of Event Medical & Welfare Services

1. Orders / Acceptance of Services

The term “customer” refers to the Organisation or Individual requesting service. The term “Contractor” refers to Shires Medical Services Ltd. The term “Commitment” refers to any confirmed bookings received by Shires Medical Services Ltd or a request for our services, during the continuance of the agreement of these Terms and Conditions “The Agreement”. We shall supply our services, and you shall purchase the same subject to these Terms and conditions.

All bookings for us to provide services to you, must be placed using our Event Quotation Form. The issue by us of a quotation is not a binding offer and we will only assume contractual liability once we have received the signed Contract and Terms and Conditions that the quotation meets your requirements.

Short notice clients (less than 72 hours) will require a signed Contract/Terms and Conditions and payment prior to arrival before Shires Medical Services Ltd proceeds.

2. Charges

Our charges are subject to change at any time without notice, although once a quotation has been received by us and signed by you, charges for that commitment may not change outside of those acceptable charges outlined within the quotation. These may include additional expenses where applicable (e.g. mileage, parking).

Commitments outside normal hours (08:00–18:00) may be subject to an “Unsociable Hours Charge”, which will be made clear in any quotation. If an event continues past quoted hours the event will be charged the hourly rate per member of staff till event ends.

Deposits

On booking a event with Shires Medical Services Ltd we request a 20% deposit to confirm you’re booking. This is nonrefundable

Cancellations are subject to the following fees:

- More than 30 days: 0%
- 14–30 days: 25%
- 7–14 days: 50%
- Less than 3 days: 100%

If a deposit has been paid this will not be refunded.

Payment terms are 14 days before the event. Late payments will incur a 10% weekly surcharge. “Very Short Notice” bookings (within 72 hours of the event) will incur a 20% surcharge.

3. Customer Responsibilities

As the organiser you retain responsibility for ensuring a satisfactory risk assessment has been completed and for providing safe working conditions. You must ensure free access for emergency vehicles, inform us of any additional medical personnel, and comply with staff instructions during emergencies. You are also responsible for obtaining all necessary event licences.

4. Contractor Responsibilities

Shires Medical Services Ltd will provide services in line with good practice and staff skill levels, subject to limitations. We may withdraw cover if safety concerns arise or if the event is larger/higher risk than stated. We accept no liability for event cancellation losses and recommend organisers take out Event Cancellation insurance.

5. Information

Event details provided must be accurate. We reserve the right to amend or withdraw services if event details change or are incorrect. Patient information is handled in line with Data Protection legislation.

6. Complaints

Complaints should be raised with the onsite manager or, if unresolved, submitted in writing to our Managing Director.

7. General

Confidentiality will be maintained except where disclosure is required by law. Intellectual property rights remain with the originating party. The contract is governed by English law and subject to the exclusive jurisdiction of the English Courts.

8. English Law and Jurisdiction of English Courts

The agreement shall be governed by English Law and the parties consent to the exclusive jurisdiction of the English Courts.