



My Skills for Life Ltd (MSFL Ltd)

Event Services

Booking Terms and Conditions (T&C's)

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Section 1

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 Ltd staff (MSFL Ltd)
“EO and Client”	Yourselves (EO)
“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 in to work as the medical team on Your event. EMS
“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 Ltd on either events@myskillsforlife.com or 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 EMS who are responsible and accountable for their decision. MSFL 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 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 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 or events staff must be fully aware of which EMS are attending your event **and contact details/ICE (In Case of Emergency) cards are issued 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. We would welcome a hard standing ground and to ensure it is accessible to all those highlighted in our risk assessment. Where a 4X4 ambulance is required please make reference to this requirements on you event booking forms. Our staff may not have received any additional off road training and therefore they will have only basic off road awareness

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

Our Responsibilities (MSFL Ltd)

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

2.10 Where appropriate MSFL Ltd can advise on the level of medical care

2.11 We can provide a copy of the EMS's qualification if your require this as part of your diligence checks

2.12 In the unlikely event of an EMS changing at short notice we will endeavour to replace like for like in terms of experience and qualifications. However this may not always be the case

2.13 in the unlikely event of the EMS not attending the event for example illness or vehicle accident please contact the Company Director as soon as possible so we can action this non compliance

2.14 All EMS 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

2.15 All EMS will come prepared in full uniform (Green Ambulance trousers, White MSFL Ltd Shirt or Polo Shirt and MSFL Ltd green jacket and name badges

2.14 It is the responsibility of all EMS to complete medical forms (Section 15).

2.15 We will only provide equipment that has been requested by the EO

2.16 All equipment remains the property of MSFL Ltd or the relevant medic.

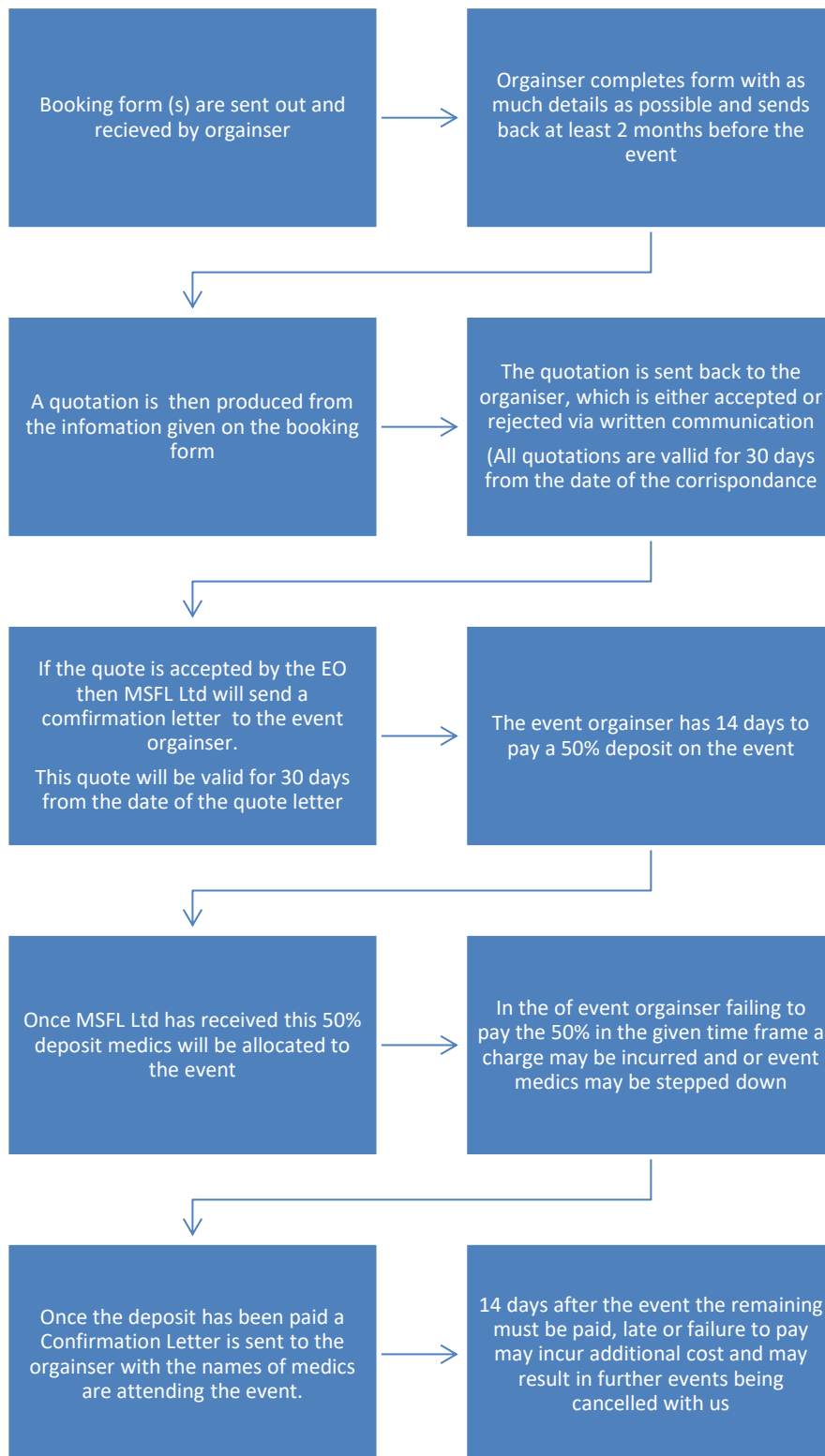
2.17 EMS will arrive 15 minutes before the time you have booked them, we strongly recommend you book enough time to allow the EMS to arrive a minimum of 30 minutes, familiarise themselves with the layout of the event/course and set up their Medic/First Aid post. If their position is on course/event and further away from the initial meeting point please allow the EMS time to get into their position. **Please note if the position of the EMS is further on course/event from the initial meeting point, this additional travel may incur additional cost**

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



Section 3

Flow diagram explain the booking process of your event



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Section 4

Booking Forms

4.0 Booking Forms should be completed at least two month in advance of your event. Late Booking Forms may result in MSFL 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 EMS's are required are the times the invoice 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 EMS times will be "Locked In". **Stepping down of EMS early is strictly prohibited** unless agreed before with a member of the MSFL Ltd Management team.

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 or invoices. Quotations are valid for 30 days, (from date of the letter), if they are not formally accepted within that time frame 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 with the appropriate booking form (see section 9).

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

Section 7

Confirmations 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. We will aim to inform you as soon as possible.

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 and or 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 EMS 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. Payment can now be made online, or booked via our website.

9.2 If cash is being paid this must be in a sealed envelope with a copy of the invoice and given to the Lead EMS on the day.



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 EMS have been requested to stay for a longer period than booked we will, and then adjust the 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 Ltd has a vast level of EMS 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 large and small 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

- Divers
- Canoeist
- 4x4 Ambulance - This will only contain equipment which accompanies the EMS, additional equipment for the Ambulance for example Pain Relief Drugs, Oxygen, AED can be provided*

***Please note any additional items of equipment marked and or EMS Level with a * 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 insurance not covering our EMS whilst driving at work, we may not be able to offer EMS that are mobile on course, however if you would like the EMS to be mobile 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 a 4X4 patient transport ambulance that may or may not operate on blue light or an Ambulance that may or may not operate on blue lights. Please indicate on your booking form what vehicle you require. Either vehicle 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 transferal 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 which vehicle you require as most of our EMS 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 EMS who have the appropriate business vehicle insurance can be deployed in their own vehicle, yet this will limit the amount of EMS' to be allocated to the event due to the EMS having to have the appropriate insurance on their vehicle. With this option the EMS will only be able to drive to the patient, the patient will not be able to be transported in the EMS car. If you do require an EMS 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 or trained correctly be able to drive on blue lights. Please note if the position of the EMS 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 EMS 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 cover 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 Ltd has risk assessments for all people affected by MSFL 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 However any clinical decision will be made by the EMS and these staff are therefore responsible and accountable for their decision. MSFL 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 Ltd where ever possible will 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 EMS Team has 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 the EMS 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 4X4 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 Ltd has various documentation where we capture 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 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 EMS 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.

17.1 We welcome your feedback on the performance of our staff when these checks don't take place.

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 EMS 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, Twitter etc. (if you would prefer us not to then please indicate this in writing)

18.2 MSFL 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 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 EMS, 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 Ltd will endeavour to have all EMS with name badges

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

20.2 If the event requires the EMS to have radios please specify on the booking form whether you require MSFL Ltd to provide them or if you as the organiser will be providing them.

20.3 If Lost Child is to share the same area as lost property, then EMS should be accompanied by another adult/marshal

This policy has been approved & authorised by:

Name: Bryan Slade
Position: Managing Director
Date: October 2017
Signature:

Version: Version 3

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