

## Terms and Conditions of Transport

The acceptance of a person to be transported by an Exora Medical vehicle / crew involves a relationship of mutual trust and professionalism. You are assured that we do our utmost to care for patients in all circumstances and undertake to provide a safe, clean and pleasant atmosphere.

However to do so we have to maintain an extensive fleet at a substantial cost and are thus required to establish a general service agreement with each Patient or Customer stating clearly the definition of the relationship. Below are listed our basic Conditions of Transport for our mutual benefit.

- A handover of patient details from a General Practitioner, Registered Nurse, Social Worker or relevant Responsible Individual must take place prior to transport being provided. Without this, the vehicle and the crew cannot be guaranteed as fit for purpose.
- For Patients on long journeys, enough medication to last the entire journey must be documented and brought in along with any wound dressings, catheters, dietary supplements, incontinence pads and any other prescription only items. Qualified Crew must be informed of all such items and any assistance required for their usage or administration at the start of the journey - Patients will be assumed to be self-administering unless Qualified Crew are informed otherwise.
- The nature of the vehicle provided will be discussed at the point of booking. We reserve the right to change a Patient's vehicle if required, normally for reasons of repair. In this or any other circumstances, it would be through consultation between the Patient and the Registered Manager.
- For private bookings, payment is required at the time of confirming the booking. Funds are kept ringfenced until the completion of the journey. Cancellation of a booking within 24 hours of the journey scheduled start time will incur full cost. If the company is unable to fulfil a booked journey the full charge will not apply. An administration fee of 5% and a proportion of the quoted fee relative to the costs borne by us will be charged. All refunds will be made within 30 days.
- The company reserves the right to make additional charges in the event of unexpected waiting times and or unplanned circumstances that were not factored in to the original quotation. Additional charges will be at the discretion of the Registered Manager and will not be unreasonable.
- Any cultural/religious needs will be noted and respected. Any special requirements must be made known at the time of booking.
- Any damage caused by a Patient notwithstanding any accidental breakage which would be covered by our normal insurance cover will need to be settled by the patient concerned in consultation with the Registered Manager
- Our existing Insurance Policy covers personal effects up to a maximum of £200 per journey. If property of significant value is carried by the patient these must be covered by the Patient's own insurance cover. Public Liability Insurance is held by the company for all journeys.
- Queries and complaints, if any, should be addressed to the Registered Manager who will endeavour to respond within three working days. If further queries or complaints arise these should be referred to the Director.
- The Company reserves the right to refuse to accept any booking without attributing any reason.

You are advised to read the conditions shown above before confirming a booking. Failure to do so does not excuse you from compliance with them.