CSL Medical Solutions Limited

Event Medical Cover – Terms and Conditions

This document outlines the terms and conditions for medical cover provided by CSL Medical Solutions Limited. It aims to ensure clarity, transparency, and mutual protection for both parties.

---

1. Definitions

In these Terms:

- "Company" means CSL Medical Solutions Limited
- "Customer" means the contracting party
- "Services" means provision of event medical cover
- "Event" means the organised activity
- "Site" means the physical event location
- "Patient" means any individual receiving medical assistance

---

2. Contract Formation

2.1 A binding Contract is formed upon written acceptance.
2.2 These Terms prevail over any Customer terms unless agreed in writing.

---

3. Booking and Payment

3.1 A 20% deposit is required to secure the booking.
3.2 Full payment in advance may be made to prioritise scheduling and operational readiness.
3.3 Booking is only confirmed upon:

- Receipt of payment
- Written confirmation by the Company

---

4. Cancellation

4.1 ≥48 hours → full refund
4.2 <48 hours → 100% charge
4.3 Company may recover incurred costs

---

5. Rescheduling

5.1 Subject to availability
5.2 Payments transferable
5.3 If unavailable → treated as cancellation

---

6. Arrival and Operational Period

6.1 Staff arrive 30 minutes prior (free of charge)
6.2 Used for:

- Clinical setup
- Equipment checks
- Team briefing
- Risk review

6.3 Chargeable time begins at agreed start time

---

7. Overtime and Extension

7.1 Charged hourly
7.2 Rounded to full hours
7.3 Subject to staff safety and legal working limits

---

8. Scope of Services

8.1 Services provided on-site only
8.2 Cover aligned with HSE Purple Guide / event risk profile
8.3 Final clinical decisions rest with the Company

---

9. Clinical Governance and Medical Standards

9.1 Services delivered by appropriately qualified personnel
9.2 Operates under recognised clinical governance frameworks
9.3 All care delivered within:

- Scope of practice
- Professional registration standards

9.4 The Company reserves the right to:

- Escalate care
- Request emergency services
- Override unsafe decisions

---

10. Major Incident and Escalation

10.1 The Company may declare a major incident where required
10.2 In such cases:

- Clinical priorities override event operations
- Resources may be reallocated

10.3 The Company may liaise with:

- Emergency services
- Local authorities

---

11. NHS and Emergency Services Interface

11.1 The Company may engage NHS services where clinically required
11.2 Transfer of care occurs upon handover
11.3 The Company is not responsible for:

- Ambulance response times
- Hospital capacity

---

12. Medical Responsibility Limitation

12.1 Responsibility limited strictly to on-site care
12.2 Ends when Patient:

- Leaves Site, or
- Is handed to external services

12.3 Post-event support is non-clinical and advisory only
12.4 No guarantee of clinical outcomes

---

13. Customer Responsibilities

Customer must ensure:

- Safe environment
- Crowd control
- Adequate stewarding
- Access routes for emergency vehicles
- Compliance with event regulations

Failure may result in service suspension without refund

---

14. Operational Control

14.1 The Company retains full authority over medical operations
14.2 Decisions made by senior clinician are final on medical matters
14.3 The Company may:

- Pause event
- Stop activities
- Withdraw staff

---

15. Health and Safety

15.1 Unsafe conditions → refusal or withdrawal
15.2 Risk assessments may override event planning

---

16. Insurance

Company maintains appropriate insurance cover
Customer must hold event liability insurance

---

17. Payment Terms

17.1 Payment shall be made within ten (10) working days following completion of the Event.
17.2 The standard payment term may be extended up to thirty (30) days only where expressly agreed in writing between the Company and the Customer.
17.3 Unless otherwise agreed in writing, the ten (10) working day payment term shall take precedence.
17.4 The Company reserves the right to charge statutory interest on late payments in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

---

18. Termination

Immediate termination if:

- Safety risk
- Abuse towards staff
- Non-payment
- Material breach

---

19. Limitation of Liability

19.1 Liability capped at total fees paid
19.2 No liability for:

- Indirect loss
- Consequential loss
- Loss of revenue / reputation

---

20. Indemnity

Customer indemnifies Company against claims arising from:

- Unsafe conditions
- Non-compliance

---

21. Force Majeure

No liability for events beyond control

---

22. Data Protection

Compliant with UK GDPR

---

23. Medical Records

Retained for 7 years

---

24. Subcontracting

Permitted with full liability retained

---

25. Service Exclusions

- Long-term care
- Hospital transport beyond NHS
- Prescription medication

---

26. Entire Agreement

This constitutes full agreement

---

27. Governing Law

English law applies