

First Line Medical Ltd | Terms and Conditions of Engagement (Revised 16/01/2026)

By accepting a quotation, or booking services from First Line Medical Ltd ("the Company"), it is agreed that you accept the following terms and conditions:

1. Booking, Deposit & Payment

- Acceptance of a quotation forms a binding agreement to pay for the services quoted, including any overtime incurred, due to circumstances outside of the Company's control such as, but not limited to, an event overrunning, or if the Company's staff are required to remain on scene with a patient(s) should an NHS resource be required, until its arrival and the patient(s) can be safely handed over to the attending resource, or if they are required to travel with the ambulance to a hospital.
- At the Company's discretion, a **50% deposit** may be requested from all new clients to confirm a booking.
 - The **balance, in full and without offset or reduction, is payable upon completion of the event or upon receipt of invoice**, whichever is sooner.
- All payments must be made by **BACS** transfer unless otherwise agreed in writing.

2. Late Payment Charges

- Invoices not settled in full and without offset or reduction, within the Company's agreed payment terms (typically 14 days, or as otherwise stated on the Company's invoice) will incur a **£85 late payment administration fee** per month.
- Additionally, daily statutory interest will be charged in accordance with the **Late Payment of Commercial Debts (Interest) Act 1998** (currently 8% above the Bank of England base rate at April 2025).

3. Cancellation Policy

- Cancellation charges apply as follows:

Within 7 calendar days of the event: 100% of the agreed fee – **Within 14 calendar days**: 50% – **Within 60 calendar days**: 25% – **Within 90 calendar days**: 10% – **More than 90 calendar days' notice**: No charge

4. Force Majeure

- The Company shall not be held responsible for failure to deliver services due to circumstances beyond its control, including, but not limited to:
 - Mechanical breakdown
 - Equipment failure
 - Power failure at the venue
 - Staff illness
 - Force majeure (including extreme weather, flood, fire, or lightning strike)

5. Control & Safety

- The Company retains **full control** over its staff and clinical decisions at all times.
- While the Company will liaise with event and safety organisers, it is solely responsible for the safety of its staff and for the medical care on site.
- If the event is deemed **unsafe**, including, but not limited to, conditions under **Amber or Red weather warnings issued by the Met Office**, the Company reserves the right to **withdraw its team**, and the full service charge will still apply.
- If the event scale is significantly larger than initially declared to the Company, **additional staff will be contracted and all associated charges** will be applied to ensure legal compliance and the safety of those attending.

6. Ambulance Usage & Emergencies

- If a **life-threatening emergency** requires an ambulance to transport a patient from site, this may render the event **clinically unsafe to continue**. The Company's **most senior staff member** on site will confer with the **event safety team and the Company's Strategic Commander** to manage the situation.
- If the Company's crew is delayed at a hospital, or if they are detained on-site post-event whilst waiting with a patient(s), the **additional time will be chargeable** to the client. Other medical resources may be stood down as appropriate, without compromising patient safety. All of the Company's crews work in pairs.
- In cases where an **NHS ambulance** is called to site, the **on-site Paramedic** may accompany the patient, according to their clinically based discretion, if the receiving crew is not equally trained.

7. Delayed Arrival

- Should the crew be delayed due to their legal obligation to assist with public emergencies (e.g. being waved down in a marked ambulance), the Company will endeavour to arrive as soon as possible. However, the Company will not accept any **claims for costs, damages, or compensation** in such cases.

8. Parking & Access

- If **free parking** is not provided, the client will be invoiced for any parking costs, including Penalty Charge Notices. Road tolls, Congestion Charges, or Low or Ultra Low Emission Zone fees that the Company incurs as a result of attending the event will also be charged.
- **Constant vehicle access** must be maintained throughout the event. The Company will determine which of its vehicles require access, which may include ambulances, response cars, or support vehicles.

9. Equipment & Damage

- The Company will provide all equipment and consumables necessary to carry out the level of service booked.
- Any **damage to equipment or vehicles** during the event, or any **loss/damage of medical supplies or drugs** (including when assisting another provider), will be charged to the client.

10. Overtime

- If the Company's crew are required to **remain beyond the agreed booking time**, additional time will be **charged at the agreed hourly rate**, rounded up to the next **30 minutes**.

11. Liability

- The Company's maximum liability under this agreement (excluding injury or death caused by negligence) is **limited to the value of the contract**.
- The Company **cannot be held financially responsible** for cancellation of the event, regardless of involvement or cause.

12. Facilities & Welfare

- Event organisers must ensure that all medical staff have access to: **Fresh, clean drinking water – Toilet and handwashing facilities – A designated break area**

13. Complaints

- Any complaints or concerns must be raised **immediately at the event**, or if this is not possible, **no later than 24 hours** of the event ending. Complaints submitted after this period may not be investigated.

Definitions Of Skill Grades

Title	Description	Examples of suitable qualifications
Pre-hospital responder	A FREC 3 First Responder (First Response Emergency Care Level 3) is a trained individual who provides pre-hospital emergency medical care at the scene of an incident before the arrival of paramedics or advanced medical teams. This qualification sits on the regulated framework in the UK and is widely recognised for those working in event medicine, security, and emergency response.	Ambulance service CFR, FROS3*, Police FALP basic FREC 3, FROS 3 co-responder, Police FALP enhanced, St John Ambulance Operational First Aider
Pre-hospital provider	A FREC 4 Emergency Care Assistant provides enhanced pre-hospital emergency care compared to FREC 3 responders. They are trained to deliver a wider scope of interventions, manage more complex patients, and support higher-level clinicians such as paramedics and nurses. A key difference from FREC 3 is that they are trained and authorised to administer a broader range of medications under clinical governance.	FREC 4, St John Advanced First Aider
Non-registered healthcare professional	An Ambulance Technician is a frontline pre-hospital clinician who provides emergency medical care, patient assessment, and safe transport of patients in both emergency and urgent care settings. Working as part of an ambulance crew—often alongside a Paramedic, Emergency Care Assistant, or another Technician—they deliver skilled interventions, administer a wider range of medications, and play a crucial role in stabilising and supporting patients before and during transfer to definitive care.	FREUC 5, AAP, IHCD Ambulance Technician (EMT)
Registered pre-hospital Health Care Professional	A HCPC-registered Paramedic is a highly trained autonomous clinician who provides advanced pre-hospital emergency care, regulated by the Health and Care Professions Council (HCPC) to ensure professional standards and patient safety. They are skilled in assessing, diagnosing, and treating a wide range of medical and traumatic conditions, often making critical decisions in high-pressure environments. Paramedics can perform advanced interventions such as intravenous and intraosseous access, advanced airway management, cardiac monitoring, and administration of a wide range of prescription-only medicines under national guidelines and local governance. In addition to delivering frontline emergency care, HCPC Paramedics play a vital role in patient advocacy, safeguarding, and multidisciplinary teamwork, ensuring patients receive safe, effective, and timely care from the point of contact through to hospital handover or definitive treatment.	HCPC Registered Paramedic NMC Registered Nurse (with pre-hospital experience) Doctor (Min FY2 and working towards DIMC)
Tactical Commander	A Tactical Commander is responsible for overseeing and coordinating the medical response during an event or incident, ensuring that resources are deployed effectively to maintain safety and operational control. They act as the link between the medical team, event control, and external emergency services, making critical decisions about resource allocation, escalation, and continuity of care. The Tactical Commander monitors risks in real time, manages incidents that may exceed on-site capacity, and has the authority to request pauses or adjustments to activities if medical cover drops below safe levels. Their role requires strong leadership, situational awareness, and the ability to balance clinical priorities with wider event safety considerations.	
Advanced pre-hospital Health Care Professional	Advanced Nurse Practitioner Paramedic Practitioner Critical Care Doctor	Advanced Nurse Practitioner, (with pre-hospital experience) Paramedic Practitioner (*APP, *SP or *IP) Doctor with BASICS qualification or *DIMC / *FIMC *Diploma (or Fellow) Immediate Medical Care *APP - Advanced Paramedic Practitioner *SP - Supplementary Prescriber *IP - Independent Prescriber