



Eaton Medical Services
Unit 10, Field Side Farm
Quainton
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Buckinghamshire
HP22 4DQ
07535 382223

Terms and Conditions

Version 2 – Effective 16/06/2026

Section 1: General Terms

1. Definitions

Any reference to 'we', 'us' or 'the company' within these terms and conditions refers to Eaton Medical Services, which is a trading name of Eaton General Services LTD.

'The client' refers to the person or organisation making the booking and in doing so agreeing to these terms and conditions.

'The venue' refers to any location in which the company is tasked with providing services.

'Our staff' refers to any direct employee or agent working on behalf of the company.

2. Contract

By making a booking, the client agrees to enter into a contract with the company to deliver services in line with the terms and conditions contained within this document.

This contract will be deemed as being signed and all terms and conditions accepted should either:

- A member of the company's staff, or anyone representing the company, be accepted onto the site by anyone representing or working on behalf of the client.

Or

- Any money be paid by the client as part of a deposit or full upfront payment, be received by the company then the quote and all accompanying terms and conditions will be deemed as accepted in full regardless of whether a signature, either hand-signed or e-signature, has been provided.

3. Booking Confirmation

A booking is said to exist if the client accepts a formal quotation or is issued a document that is clearly identified as a booking confirmation. This document shall usually take the form of an automated e-mail from our 'Bookeo' online bookings platform, or an e-mail confirmation following an e-mail/telephone enquiry from the client.

Unless the client holds a credit account with the company, no booking is confirmed until any required payment/deposit is received in full, or your credit application is approved, as applicable. An unconfirmed booking is still subject to our cancellation policy as detailed in section 3.

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4. Credit Accounts

Business to Business (B2B) credit accounts are available on request, subject to mutual agreement and account status. Please notify us in writing if you wish to be considered for a credit account. The maximum credit terms are 30 days. Credit will not be offered to new customers. The company reserves the right to terminate a credit account at any time without notice or reason.

5. Discount Codes

The company reserves the right to discontinue any discount code without notice or reason. Discount codes may only be applicable to transactions being paid in full at the time of purchase.

6. Liability

The company's maximum liability under this contract shall be limited to the value of the contract, unless related to negligence in the medical care or actions of the staff members. The company cannot be held financially responsible for any event cancelled for any reason irrelevant of involvement.

7. Public Liability & Medical Malpractice

The company shall at all times carry public liability and medical malpractice insurance. Where company activities are to be covered under a third party's insurance, this must be mutually agreed at the point of booking. All medical and electrical equipment shall be routinely inspected and serviced in line with national guidelines. Copies of relevant certificates are available on request.

8. Sub-Contractor Agreements

Unless agreed otherwise in advance, the terms and conditions contained within this document apply to all sub-contractor agreements.

By default, our staff shall arrive with the following minimum equipment:

- Full pharmacy to individual scope of practice
- Controlled drugs (typically Morphine and either Diazepam or Midazolam)
- Intravenous, intramuscular, and intraosseous administration equipment
- Zoll X Series patient monitor (not pacing enabled)
- Equipment required to perform immediate life support on an adult medical patient

Should the client wish to amend the above list, this must be agreed at the point of booking: a full list of available equipment shall be maintained on our website. Note that some additional items are subject to additional hire charges. Any single-use medical equipment used is billable as per subsection 20.

Our staff shall not be identifiable as an associate of Eaton Medical Services whilst sub-contracted to a client, nor shall they undertake any activity that, intentionally or otherwise, promotes Eaton Medical Services', or any other competitor's, brand.

Notwithstanding the above, our equipment is clearly identified as property of Eaton Medical Services and also displays our contact details. This cannot be changed and should be borne in mind at the time of booking.

By default, our staff shall arrive wearing unbranded uniform that clearly displays their clinical grade. Typical uniform includes a green polo shirt, black trousers, clean black safety boots, a green raincoat or fleece, and a high visibility jacket or tabard. Our staff may also opt to wear a plain, dark coloured hat, scarf or gloves if necessary.

If required by the client, our staff may wear suitable supplied uniform or other required branding.

Our staff shall not knowingly undertake any activity that may harm the public image of the client, whether or not identifiable as an associate of the client. This is taken to exclude legitimate reports of concerns made to regulatory bodies, and/or assisting in their investigations.

Section 2: Making a Booking

9. General Principles

The company may be booked either directly by a client, to act as their medical provider, or by another medical provider under a sub-contractor agreement.

Bookings are made through our online booking system (Bookeo), either directly by the client (by submitting a booking request), or by us following discussions with the client.

All discussions around the particulars of an event must be recorded in a written, auditable form: clients are encouraged to communicate any specific needs via e-mail, to ensure no important information is missed.

Bookings will only be confirmed once all necessary particulars are confirmed and any required payment/deposit is received in full.

Subject to the above, bookings will be confirmed in the order of receipt of initial enquiries. The company reserves the right to reject a booking request without reason.

10. Payment Terms (Proforma Customers)

Unless agreed otherwise in advance, a 25% deposit will be required to secure any new booking. The deposit shall be calculated based on the initial quote. No booking is confirmed until this deposit has been paid in full. Unless agreed otherwise in advance, this deposit shall be paid within 24 hours of the booking request being accepted. If the deposit remains unpaid after this time, the booking request shall be automatically cancelled.

If the value of the quote subsequently changes by more than 10%, the deposit amount may be adjusted either way (either party may request this).

For proforma customers, the balance of the quote shall fall due 7 days prior to commencement of our services. Where we are providing cover over multiple days/events as part of the same quote, the remaining balance shall be divided proportionally and each proportion shall fall due 7 days prior, as above.

For late bookings (within 7 days of commencement), full payment shall be required to secure the booking.

Non-payment shall be taken as a cancellation request and will result in cancellation of the booking. No services will commence until full payment has been received. In these circumstances the client shall not be able to claim for any costs, damages, compensation or other recompense.

11. Payment Terms (Credit Account Customers)

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Unless agreed otherwise in advance, a 25% deposit will be required to secure any new booking. The deposit shall be calculated based on the initial quote. No booking is confirmed until this deposit has been paid in full. Unless agreed otherwise in advance, this deposit shall be paid within 7 days of the booking request being accepted, or 14 days prior to commencement of our services, whichever is earlier. If the deposit remains unpaid after this time, the booking request shall be automatically cancelled.

If the value of the quote subsequently changes by more than 10%, the deposit amount may be adjusted either way (either party may request this).

For credit account customers, the balance of the quote shall fall due 30 days after commencement of our services. Where we are providing cover over multiple days/events as part of the same quote, the remaining balance shall be divided proportionally and each proportion shall fall due 30 days after, as above.

12. Non-Payment (Credit Account Customers)

Cleared funds must be received by the due date shown on your invoice. Please allow sufficient time for your chosen payment method to clear. Statutory interest (8% plus Bank of England base rate) will be applied to any amount in arrears from the due date, including any funds still to clear. Additionally, a late payment fee of £25+VAT shall be applied to any unpaid invoice to cover the associated administrative costs. If we have to refer the case to a debt collection agency, you will be charged an additional administration fee of £40+VAT, plus you will be liable for all costs incurred in the process of recovering the debt.

13. Payment Methods

Our preferred payment method is by BACS bank transfer. Any customer wishing to pay in this way should transfer funds to the following account, and notify us so that payment can be reconciled:

- Name: Eaton General Services LTD
- Sort Code: 40-45-08 (HSBC UK)
- Account: 22605589
- Reference: Your booking or invoice number

The following alternative payment methods shall be available for all bookings:

- Visa/MasterCard/American Express
- Direct Debit (GoCardless)
- PayPal
- Apple Pay/Google Pay (depending on device)
- Klarna (for amounts up to £1000)

Section 3: Cancellation & Amendment of Bookings

14. Notice of Cancellation

If either party wishes to cancel this agreement they must do so by serving the other party with written notice, preferably by email. To serve us notice, please email: operations@eaton-medical.co.uk and mark it urgent priority. We will endeavour to acknowledge this notice as soon as possible. If there is any doubt as to whether the other party has received written notice, this should be followed up by a telephone call to confirm.

15. Client Cancellation

The refund amount expected in the event of cancellation is detailed in the table below:

Period of Notice	Refund Amount	Credit Customers
14 days or more	Full refund	No charge
7-13 days	Less 25%	25% charge
24 hours – 6 days	Less 50%	50% charge
Less than 24 hours	No refund	Full charge

For the avoidance of doubt, the period of notice given excludes the day on which the notice is served and the first day of the services to which it relates.

The value of any monies withheld or charged shall be calculated based on the value of the booking taken from the most recent quotation.

Credit customers shall be invoiced as soon as possible after cancellation is served (where applicable), with the amount falling due after 30 days.

16. Exceptional Circumstances

If you feel that the circumstances that led up to the cancellation of your booking are exceptional, then you must contact us in writing as soon as possible. We will consider each case individually and aim to achieve an outcome that is mutually beneficial for all involved. Please note that there are very few circumstances in which we could consider any form of transfer or refund if you cancel a booking after we have arrived at the venue. We reserve the right to ask for satisfactory evidence to be submitted to support your claim in certain circumstances.

17. Company Cancellation

If we cancel a booking, a full refund of any monies paid shall be processed by us within 3 working days. Please note that depending on the method of payment, it may take up to 10 working days for refunds to appear in your account. These are the timeframes quoted by the payment processing companies and regrettably we have no influence over these. Refunds shall not be payable in situations in where service is withdrawn for inadequate facilities, welfare or safety reasons (see section 5 below).

The company shall not be held responsible for the non-fulfilment of this contract for the reasons beyond its reasonable control. This includes mechanical breakdown, unforeseeable equipment failure, power failure at the venue, sudden illness, and 'force majeure' (including but not limited to; extreme weather, flood, terrorism, fire and lighting strike).

18. Amending a Booking

An amendment is generally considered to be a change in the overall provision (i.e. additional/fewer staff), a change of venue, and/or a change of date. Subtle changes to start and/or finish times are not generally considered to be amendments for the purpose of this section.

You may amend each booking once, up to 14 days before commencement of our services, without fee, and subject to our continued availability. If you amend your booking within 14 days, or amend your booking

more than once, you will be charged a £25+VAT administration fee each time. Amendments within 7 days shall be by mutual agreement only.

If the requested amendment cannot be provided for by the company, and no mutually agreeable alternative can be reached, the request to amend the booking shall be treated as a notice to cancel served by the client.

If an event finishes earlier than planned, the client shall still remain liable for the full value of the booking.

19. Date of Commencement of Our Services

For the avoidance of doubt, the date of commencement of our services is the first date that our staff are required to attend the venue to provide the requested services. Multi-day bookings that run over consecutive days shall be treated as one booking. Multi-day bookings that run over non-consecutive days shall be treated as individual bookings (one per day).

Section 4: Unexpected Additional Costs

20. Equipment Costs

Unless mutually agreed in advance, the costs of any single-use medical equipment are not included in any quote for services, and this will be made clear at each stage of the enquiry and booking process. The company reserves the right to bill for any single-use medical equipment used during contracted services.

Whilst the company will not routinely seek recompense for low value items such as basic dressings and over-the-counter medications, if these are used in significant quantities then the company reserves the right to do so.

The client shall be clear in their understanding that the costs involved in providing critical care to a significantly unwell or injured casualty can run into several hundreds of pounds. The decision as to the level of intervention required by the medical team rests solely with the most senior clinician present and their decision on the matter is final.

Damages to multi-use equipment caused by the client, their representatives, or any third party working on their behalf is also billable.

Where the company chooses to bill for equipment costs, this shall be done at wholesale value with no mark-up applied.

21. Unplanned Over-Run

If our staff are delayed leaving the venue beyond the agreed stand-down time, for any reason, the company reserves the right to bill for additional unplanned services at an appropriate hourly rate. This rate will be made clear at the time of booking and will depend on the level of provision required to remain at the venue.

Hourly rates are chargeable for every hour, or part thereof, that services are provided beyond the agreed stand-down time. Where additional unplanned services are provided between 2200-0600, the company reserves the right to charge an additional night supplement.

If an NHS ambulance is called to site, it may on occasion be necessary for a Paramedic from our staff to accompany the patient to hospital. This would only occur if the ambulance crew dispatched were of a junior grade to the Paramedic at the venue, and it was likely that they would be required to provide interventions

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en-route that the crew were not suitably qualified to provide. Please note that this is a statutory requirement of the Health & Care Professions Council (HCPC) that regulate Paramedics in the UK and is therefore non-negotiable. Whilst every effort will be made by our staff to avoid this, the company reserves the right to bill for additional unplanned services in this situation.

22. Invoicing for Unplanned Additional Costs

Any additional equipment or unplanned over-run costs will be invoiced for as soon as possible after the end of the event. Payment shall fall due after 30 days and non-payment shall be managed as per subsection 11.

Section 5: Requirements of The Client

23. Provision of Water & Ice

Our staff must be able to obtain fresh, clean drinking water on site at all times, both for their own personal use and for that of patients. You must advise us at the booking stage if you are unable to provide this.

Where the risk assessment has identified a likelihood of patients presenting with hyperthermia (such as athletic events during warmer weather), there must be a robust supply of ice to enable active cooling as part of the medical provision.

You must advise us at the booking stage if you are unable to provide this. The company can make suitable provisions at additional cost if required.

24. Provision of Toilets

Our staff must be able to access clean toilet facilities, within a reasonable distance, at all times. It is also highly recommended that dedicated toilet facilities be provided for patient use.

You must advise us at the booking stage if you are unable to provide this. Note that at present we are unable to provide toilet facilities so your booking will be cancelled if this requirement cannot be met.

25. Provision of Shelter from Extremes of Weather

Consideration must be given to where patient treatment would occur and/or where patients would be held whilst awaiting transport to further care.

It is also unreasonable to expect any staff member to be positioned such that they cannot shelter from the prevailing weather conditions. Whilst suitable personal protective equipment (PPE) shall be provided to allow for treatment of patients that cannot be immediately moved, suitable shelter must be provided when on 'stand-by' duties.

Any shelter provided must be suitable lit, and heating is required in any clinical area that is likely to fall below 18°C.

You must advise us at the booking stage if you are unable to provide this. The company can provide gazebo shelters (with lighting and heating) at additional cost if required.

26. Provision of Vehicular Access

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Vehicle access is required throughout the event to and from the venue for company vehicles. Vehicles that may require access include response vehicles, support vehicles, and ambulance vehicles. Every effort shall be made by the company to keep vehicular movements within the venue to the absolute minimum.

Suitable parking facilities must be available for staff not permitted to bring their vehicles onto the venue. The company reserves the right to seek recompense for any costs incurred in staff parking. Should our staff be directed to park in a location by any member of venue staff, client staff or contractors working on behalf of either the venue or the client and subsequently receives a parking fine or any other costs associated with parking then this shall be billable.

If any venue is within a Congestion Charge, Low Emissions, Ultra Low Emissions or any form of Clean Air Zone we reserve the right to seek recompense for any charges incurred by any of our staff.

27. Control of Our Staff

Unless agreed otherwise in advance, our staff remain under the control of the company, not the client, and final decision rests with the company.

Unless agreed otherwise in advance, the company will retain medical control of the event. Whilst happy to liaise with event and safety organisers, control of medical provision rests with the most senior clinical member of our staff.

The above rules may not apply when under a sub-contractor agreement: final details must be mutually agreed at the booking stage.

28. Withdrawal of Our Services

The company reserve the right to withdraw services but to levy full charges where adequate facilities are not available to enable us to carry out our duties or where the welfare or safety of our staff is at risk.

29. Concerns or Complaints

Please raise all concerns or complaints in writing within 5 working days of the termination of our services, or as soon as is reasonably practicable. These will be dealt with in line with company and regulator policy.