

# ALS Med – Event Medical Services – Sale of Services T&Cs

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**ALS Med Ltd** (Company No. **14760312**)

Registered Office: **4th Floor, 205 Regent Street, London, W1B 4HB**

Trading as: **ALS Med Ltd** (“ALS Med”, “we”, “us”, “our”)

These Terms & Conditions apply where services are booked via **email, telephone, or secure WhatsApp** and form the basis of the contract between ALS Med Ltd and the customer.

## 1. Definitions and Interpretation

1.1 In these Terms & Conditions:

- **Business Day:** any day other than Saturday, Sunday, or a UK bank holiday.
- **Calendar Day:** any day of the year.
- **Contract:** the legally binding agreement formed under clause 3.
- **Order:** your request for Services (email, telephone, or WhatsApp).
- **Order Confirmation:** our written confirmation that we accept your Order.
- **Price:** the total price payable for the Services (as invoiced).
- **Services:** the event medical services specified in your Order and confirmed in our Order Confirmation.
- **Special Price:** a discounted price offered for a limited time or circumstance.

1.2 References to “writing” include email, text message, WhatsApp messages, and other electronic communications.

## 2. Information About Us

2.1 ALS Med Ltd is a Limited Company registered in England and Wales (No. **14760312**), registered office as stated above.

2.2 We are regulated by the **First Aid Industry Body (FAIB)** for first aid training activity and our clinicians are regulated by their professional bodies (including **HCPC, GMC, NMC** where applicable).

2.3 Where Services are provided by subcontractors, ALS Med remains responsible for ensuring Services are delivered to the agreed standard.

## 3. The Contract

3.1 These Terms & Conditions apply to all Orders and form the basis of the Contract. You should read these Terms carefully before confirming your booking.

3.2 Information provided in calls, emails, marketing materials, and quotations is **not** a contractual offer until we confirm acceptance under clause 3.3.

3.3 A Contract is formed when we issue an **Order Confirmation in writing** (typically by email) confirming your booking and/or confirming receipt of payment (deposit or full invoice, as applicable).

#### 4. Orders and Changes

4.1 All Orders are subject to these Terms & Conditions.

4.2 You may request changes to your Order at any time before Services begin by contacting us. Requests do not need to be in writing, but we may confirm changes in writing for clarity.

4.3 If a change affects staffing, equipment, logistics, or scope, we will confirm any revised Price and/or revised deliverables in writing.

4.4 You may cancel your Order in accordance with clauses 10 and 11.

4.5 We may cancel an Order before Services begin if:

- (a) required personnel and/or materials cannot be obtained and providing Services would be **unsafe**; or
- (b) a Force Majeure event continues for more than **3 Calendar Days** (see clause 9).

4.6 If we cancel under clause 4.5, we will refund sums paid for Services not provided, within **10 Calendar Days**, to the original payment method unless otherwise agreed.

#### 5. Pricing, Deposit, and Payment

5.1 **VAT:** ALS Med Ltd does not charge VAT unless required to do so by law (if our VAT status changes, invoices will reflect this).

5.2 Payment structure may vary depending on the Services ordered, event complexity, and lead time.

5.3 We accept payment by:

- **BACS transfer**

5.4 We do not charge additional fees for the payment methods listed above.

##### **Deposit**

5.5 A **20% booking deposit** is payable within **7 days** of accepting the quote to secure medical cover (unless otherwise stated on the invoice).

5.6 **Deposit treatment:** the deposit is applied to the total Price and is used to secure staffing, logistics, and planning activity.

**Important:** If you are a consumer (rather than a business), your statutory cancellation rights may apply (see clause 10). Where those rights apply, any “non-refundable” wording is subject to those statutory rights.

##### **Balance Payment**

5.7 Unless otherwise stated on the invoice, the remaining balance must be paid **no later than 14 days before the event**.

5.8 For **last-minute bookings**, the due date may be immediate or otherwise shortened; this will be confirmed on the invoice and/or in writing.

##### **Late Payment (Business-to-Business)**

5.9 If payment is late and you are booking in the course of business, we reserve the right to apply:

- Interest at **3% per calendar month (calculated daily)** on overdue sums; and
- Statutory compensation and recovery costs in accordance with the **Late Payment of Commercial Debts (Interest) Act 1998 (as amended)**:
  - £40 for debts up to £999.99
  - £70 for debts £1,000–£9,999.99

- £100 for debts £10,000 or more
- plus reasonable recovery costs (including legal/collection costs).

5.10 If payment is not received by the due date, we may suspend Services and/or cancel the booking (with any cancellation fees applied in line with clauses 10–11), particularly where non-payment prevents safe staffing and logistics.

## **6. Providing the Services**

6.1 We will provide Services with reasonable care and skill in line with good practice.

6.2 We may require information from you to deliver Services safely and lawfully, including (where relevant):

- event risk assessments and event safety plans
- medical plan requirements
- crowd profile, timings, site access
- local authority / SAG information
- site visits (where required)

6.3 If you delay, withhold, or provide incomplete/incorrect information, we are not responsible for resulting delays or inability to perform Services safely. Where additional work is required due to inaccurate information, we may charge a reasonable additional amount.

6.4 If the scope provided to us materially differs from what was described at booking (e.g., higher attendance, higher risk profile, extended hours, added arenas), we may:

- adjust staffing/equipment on safety grounds; and/or
- issue a revised invoice for the additional requirements.

6.5 We cannot leave an event part-way through contracted cover unless:

- the event is formally ended / closed and attendees are leaving the event footprint; or
- we are instructed to cease by an appropriate authority where continued operation is unsafe.

## **7. Problems with Services and Complaints**

7.1 If there is a problem, please notify us as soon as possible via **complaints@med-als.com**.

7.2 We will remedy issues caused by us (or our agents/subcontractors) at no additional charge where appropriate.

7.3 Where issues arise due to inaccurate or incomplete information supplied by you, clause 6.3 applies.

## **8. Our Liability**

8.1 We are responsible for foreseeable loss or damage caused by our breach of contract or negligence. We are not responsible for loss or damage that is not foreseeable.

8.2 Nothing in these Terms limits or excludes liability where it would be unlawful to do so, including for death or personal injury caused by negligence.

8.3 Nothing in these Terms affects your statutory rights.

## **9. Events Outside Our Control (Force Majeure)**

9.1 We are not liable for delay or failure caused by events beyond our reasonable control, including (but not limited to): fire, flood, severe weather, war, terrorism, civil disorder, epidemic/pandemic, declared major incidents, national emergencies, or widespread infrastructure failure.

9.2 If Force Majeure occurs:

- we will notify you as soon as reasonably possible;
- obligations may be suspended while the event continues;
- we will discuss options including rescheduling and/or refunds for Services not provided.

## 10. Consumer Cancellation Rights (Where Applicable)

10.1 If you are a **consumer** (i.e., you are buying Services wholly or mainly outside your trade/business/profession), you may have a legal right to cancel within **14 Calendar Days** of the Contract being formed.

10.2 If you request Services to start within the 14-day period, you acknowledge that:

- if Services are fully performed within that period, you may lose the right to cancel after completion;
- if Services have begun, you may be required to pay for the Services provided up to the point of cancellation (where permitted by law).

10.3 To cancel, contact us by email at **info@med-als.com** (or any clear written communication).

10.4 Refunds (where due) will be made within **10 Calendar Days** of agreement/confirmation and paid back to the original method unless agreed otherwise.

## 11. Cancellation Fees (Business Bookings and/or After the Cooling-Off Period)

11.1 For **business bookings**, or where consumer statutory cancellation does not apply (or has expired), the following cancellation fees apply (unless otherwise agreed in writing):

Notice Given	Cancellation Fee (of total Price)
More than 28 days	25%
15–28 days	50%
1–14 days	75%
Within 24 hours / on the day	100%

11.2 These fees reflect committed staffing, rostering, logistics, planning work, and supplier costs.

11.3 If you cancel and any additional non-recoverable third-party costs have been incurred specifically for your event (e.g., specialist hire), we may invoice those costs in addition, with evidence provided on request.

## 12. Communications and Contact Details

General enquiries: **info@med-als.com**

Complaints: **complaints@med-als.com**

## 13. Data Protection

We process personal data in accordance with our Privacy Policy available on our website. Information is handled in line with ALS Med information governance standards.

## 14. Other Important Terms

14.1 We may assign the Contract to a third party as part of a business transfer. Your rights are not affected.

14.2 You may not assign your rights/obligations without our written consent.

14.3 If any clause is held unenforceable, the remainder remains valid.

14.4 No waiver by us is effective unless in writing.

### **15. Governing Law and Jurisdiction**

15.1 These Terms are governed by the laws of **England and Wales**.

15.2 Disputes are subject to the courts of England and Wales, subject to any mandatory consumer protections applicable to your place of residence.

### **16. Acceptance of Terms**

16.1 These Terms will be provided with your quote and/or invoice.

By confirming your booking (including requesting an invoice, paying a deposit, or confirming acceptance in writing), you confirm acceptance of these Terms and the Contract becomes binding under clause 3.