

MedXPlus Medical Services Cancellation Policy

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1. Our Aim

MedXPlus Medical Services is committed to delivering professional and reliable event medical cover. To maintain fairness and safeguard resources, the following cancellation policy applies to all confirmed bookings.

2. Acceptance of Event Medical Cover Booking

A booking is confirmed when the customer agrees to use MedXPlus Medical Services for the provision of services (for example, by email acceptance of a quotation or written confirmation).

Acceptance by MedXPlus Medical Services incorporates these terms, and the customer shall be deemed to have accepted them unless the customer notifies MedXPlus Medical Services in writing of any objections within seven days of acceptance.

No conditions or terms stipulated in any other communications shall amend or exclude any of these terms unless expressly agreed in writing by MedXPlus Medical Services.

MedXPlus Medical Services will request a signed booking / confirmation agreement (unless stated otherwise). By confirming a booking, the client agrees to the terms of this cancellation policy.

3. Client-Initiated Cancellations

Cancellations must be submitted in writing (email is acceptable) and will be effective from the date of receipt by MedXPlus Medical Services. The following charges apply:

- More than 21 days before the event: No charge
- Between 10 and 21 days before the event: 25% of the total invoice will be charged.
- Less than 10 days before the event: 100% of the total invoice will be charged.

4. Rescheduling

Requests to reschedule must be submitted in writing (email is acceptable) and will be effective from the date of receipt by MedXPlus Medical Services.

MedXPlus Medical Services will make all reasonable efforts to accommodate a new date, however, rescheduling is subject to medic and resource availability.

- If the event is rescheduled more than 21 days in advance, no additional charge will be applied.
- If the event is rescheduled within 21 days of the event, an additional administrative fee of 10% will be charged.

5. Cancellations by MedXPlus Medical Services

In the rare event that MedXPlus Medical Services must cancel services due to unforeseen circumstances, we will:

- Provide as much notice as reasonably possible.
- Offer either a full refund of any payments or apply payment as credit towards a future booking, at the client's discretion.

MedXPlus Medical Services shall not be held responsible for cancellations caused by circumstances outside of our reasonable control, including but not limited to:

- Extreme weather
- Acts of terrorism
- Pandemics
- Civil unrest
- Government restrictions

In such cases, MedXPlus Medical Services will work with the client to reschedule the booking where possible. If rescheduling is not possible, any refund will be determined on a case-by-case basis.

6. Partial Cancellations or Early Termination

If the client shortens the event duration or requests a reduced level of cover within 21 days of the event, the original agreed quotation remains payable in full.

If the event finishes earlier than scheduled, no partial refunds will be given.

7. Discretion

MedXPlus Medical Services reserves the right, at its sole discretion, to waive or reduce cancellation fees in exceptional circumstances.

8. Governance and Review

This policy will be reviewed:

- On an annual basis
- Following a regulatory change
- Following any notable incidents or feedback.

The managing director (Matthew Jebb) is responsible for overseeing adherence to this policy.