

# Terms and Conditions

- 1.** Membership includes the applicant and immediate family members living at the same address.
  - 1.1.** Qualifying household members include; domestic partners, children and dependant parents residing at the same physical location.
  - 1.2.** Any dependant over the age of 18 is not covered.
  - 1.3.** A student dependant who turns 18 during a membership year is still covered for the remainder of that year.
  - 1.4.** In relation to a student dependant, a current student card must be provided at the same time of applying membership.
  - 1.5.** It is the responsibility of the principal member to ensure up to date membership details are maintained for all members who are included in the cover.
  - 1.6.** The principal member may notify AES of a death of a member included in the cover.
  - 1.7.** All members must reside with the principal member to be covered under this policy.
- 2.** All services must be medically justified.
  - 2.1.** An “**emergency**” is an unforeseen medical condition, which requires urgent and unscheduled medical attention.
  - 2.2.** Patient preferences usually determine the hospital to which the patient is to be transported, however in case of life endangerment; the closest and appropriate hospital will be used.
  - 2.3.** Members should ensure all medical information pertaining patient has been related to paramedic on duty, information such as past medical records and if any drug has been administered towards the patient prior to paramedic arrival.
  - 2.4.** AES and or any of its employees will not be held responsible for any person’s death during transportation.
  - 2.5.** In an instance AES has to pay any advance fees at any hospital for patient, AES will bill the principal member to be cleared within 14 days.
- 3.** Membership does not cover services during riots or civil commotion.
- 4.** Membership is not transferable or refundable.
- 5.** This membership is not an insurance program; it will not compensate or reimburse another ambulance company that provides transport to you or your family.
- 6.** Membership expires on the due date. By not renewing your membership by the due date, services rendered for the cost of ambulance transport will be billed as a non member.
- 7.** It is the duty of the principal member to ensure renewal of the membership by the expiry date whether a reminder is received or not.
- 8.** AES has the right to revoke or reject any membership if:
  - 8.1.** False information is found on application form and renewal.
  - 8.2.** Initiate nuisance call outs or in any other way misuse the ambulance transport service.
  - 8.3.** Engage in activity with the purpose or effect of defrauding AES.
- 9.** The cost of ambulance transfer that is not to a place the member is to receive medical treatment will be billed.
  - 9.1.** AES will bill for any transfers that is “Non- Emergency” where other means of transport can be used, i.e private vehicle or passenger service vehicle.
- 10.** AES reserves the right to add, modify or delete any of the program terms and conditions completely or in part. Violation of the terms of agreement may result in membership revocation, forfeiture of benefits associated with membership and an obligation to pay all balances in full.
- 11.** AES may in its sole discretion offer a member a non-claim discount when the member does not utilize the services during the membership year. The no-claim discount will be deducted from the membership fees for the subsequent year.



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