

GENERAL INFORMATION

- Ambulance & Road Rescue Membership is effective 24 hours after purchase.
- The membership card provided indicates your membership number.
- Place the membership sticker on a prominent and visible place on the front or rear windscreen.
- Store all the 24 Hour Rescue Hotlines in your mobile telephone.
- Inform all regular drivers of your vehicle of these procedures.
- Services are offered within a radius of 30 km's from arusha central business district.
- We CANNOT assist unless you CALL us on our specified Hotlines.
- Services are offered for private cars, pick-ups and vans under 2.5 tonnes.
- Services are subject to the standard membership Terms and Conditions.

PROCEDURES TO FOLLOW

MOTOR VEHICLE ACCIDENT - Whether Major or Minor damage

- Do not admit liability or agree for settlement of damages.
- Call our 24 Hour Rescue Hotlines.
- State your membership number (provided on the membership card) and vehicle registration number.
- Provide accurate details of the accident as requested by the rescue controller (exact location, nature of accident, injuries if any, extent of damage).
- Wait for AES rescue crew to arrive and assist you.
- AES will ensure that relevant and accurate information is collected to facilitate processing of your accident claim.
- You will be required to accompany AES to the police station to facilitate the processing of the Police Abstract.

THEFT OF YOUR MOTOR VEHICLE - In the event that you are car jacked and abandoned

- Call our 24 Hour Rescue Hotlines.
- State your membership number (provided on the membership card) and vehicle registration number.
- Provide accurate details of the incident as requested by the rescue controller (exact location, nature of theft, injuries if any).
- Wait for AES rescue crew to arrive and assist you.
- AES will ensure that relevant and accurate information is collected to facilitate processing your theft claim.
- You will be required to accompany AES personel to the police station to facilitate the processing of the Police Abstract.

MOTOR VEHICLE BREAKDOWN - Arusha and its environs (30 km's)

- Call our 24 Hour Rescue Hotlines.
- State your membership number and vehicle registration number.
- Provide accurate details of the breakdown as requested by the rescue controller (exact location, nature of breakdown).
- Wait for AES rescue crew to arrive and assist you.
- Do not allow any strangers to tamper with your vehicle.
- Delivery of fuel is free, but the cost of fuel is to be met by the member.

MEDICAL SITUATIONS - In the event of a medical situation

- Call our 24 Hour Rescue Hotlines.
- State your membership number (Provided on the membership card).
- Provide accurate patient conditions as asked by the rescue controller.
- Provide accurate location of the incident.
- Wait for AES paramedics to arrive and assist you promptly

Authentic Emergency Services Limited

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enquiries@aes.co.tz | www.aes.co.tz



Road Rescue
Service

Ambulance
Service

Fire
Service



Authentic
Emergency
Services Ltd

OUR SERVICES

ROAD RESCUE

24-hour service that provides you with a quick response to Breakdowns • **BATTERY JUMP START** • **FUEL DELIVERY** (Delivery is free but the cost of fuel is to be met by Member) • **ACCIDENT ASSISTANCE** • **POST THEFT ASSISTANCE** • **KEY RETRIEVAL** • **UNLIMITED TOWING AND RECOVERY** • **FLAT TYRE SERVICES** • **ROAD LICENSE RENEWAL** and any incidents that render your vehicle out of order, in case of any damage to your vehicle, our workshop service will attempt to repair the vehicle at a reasonable fee on the spot or tow your vehicle to a destination of your choice within Arusha municipality and if unusable, we will safely move the vehicle to the desired location. We have the best recovery truck which causes zero damage to your vehicle.

AMBULANCE SERVICE

(**2 FULLY EQUIPPED ADVANCED LIFE SUPPORT AMBULANCES**). Staffed with highly trained Paramedic staff. Wherever you are in Arusha you are covered by the BEST Paramedic Service in Tanzania. These units are equipped with the **LATEST PRE-HOSPITAL CARE EQUIPMENT AVAILABLE** (i.e. Life Pak utilizing pre-hospital 6 lead technology for early heart attack intervention, Pulse Oximetry and King Airways.)

Anyone at your property who requires Paramedic services will also be covered but at a fee (if not a member) i.e. if you have workmen on site and they have an accident whilst on your property – we shall respond to them.

FIRE RESCUE

This is a service we are starting soon, Comprised of 1 Mercedes Benz Fire Engine and a Standby Water Bowser (capacity 18,000 litres of water) this will considerably enhance our ability to provide exemplary services. Our Fire Crew is currently being trained.

AIR EVACUATION

AES Air Evacuation, an emergency medical evacuation scheme operating from East Africa. Our professional staff using state of the art equipments are ready for any sort of emergency.

We operate using a reputable Air Ambulance company The Flying Doctors Society of Africa. We use our own Advanced Life Support Ambulances for all ground handling, airport/hospital transfer and for emergencies on the ground.

You can cover yourself from as little as 14 days up to 1 year to ensure that where ever you are in East Africa we will come to your assistance in the event of an emergency (ground or air) evacuation. **AES AIR EVACUATION** is on standby 24 hours a day, 7 days a week, 365 days a year, ready to deploy at a moments notice to its members. You or your clients may have International Medical cover but this will not help you when you need **IMMEDIATE FIRST AID RESPONSE ASSISTANCE** for your loved one or your client. We offer you assistance from the scene of the incident all the way through to the hospital.

AES MEMBERSHIPS

GOLD MEMBERSHIP

This type of membership is person based. Members in this category will enjoy all AES services upon purchase of Membership. Membership Includes Road Rescue, Ambulance Service and Air Evacuation.

TSHS 100,000
(PER MONTH)

01

SILVER MEMBERSHIP

Services offered are for 1 vehicle whom it is registered on, the ambulance services will cover the person whom the vehicle is registered on, any third party rescued under this Membership will be charged a fee.

TSHS 80,000
(PER MONTH)

02

BRONZE MEMBERSHIP

This service is vehicle based and only Road Rescue Services are offered.

TSHS 40,000
(PER MONTH)

03

COPPER MEMBERSHIP

This Membership is ideal for ladies and is vehicle based, it includes Ambulance services for registered person wether at home or on the road.

TSHS 50,000
(PER MONTH)

04

COPPER CAR RESCUE MEMBERSHIP

This Membership is ideal for ladies and it is Vehicle based, it covers Road Rescue Services only

TSHS 30,000
(PER MONTH)

05

AES CORPORATE MEMBERSHIP

This Service is only for Corporates and it Includes Ambulance and Road Rescue Services.

TSHS 200,000
(PER MONTH)

06

AES AMBULANCE MEMBERSHIP

This Membership only provides Ambulance Services as first aid and transportation to various hospitals and airports within Arusha and Moshi.

TSHS 30,000
(Family - PER MONTH)

TSHS 100,000
(Corporates/Institutions/Hotels & Lodges (**Staff**) - PER MONTH)

TSHS 200,000
(Hotels & Lodges (**Staff & Clients**) - PER MONTH)

07

AIR EVACUATION

This membership is for Tourists and Residents, and covers East Africa.

US\$ 25
(PER YEAR)

08

* Terms and Conditions Apply

