



PATIENT TRANSPORT BOOKINGS – TERMS AND CONDITIONS

1. General Terms

These Terms and Conditions apply to all private ambulance transport bookings made with **Advance Medical Transport Services (AMTS)**. By booking transport with AMTS, you agree to comply with these terms.

The customer is responsible for providing accurate and complete information at the time of booking. Any false or misleading information may result in cancellation without refund.

AMTS reserves the right to refuse service to any customer who fails to comply with safety regulations or whose behaviour is deemed inappropriate or hazardous.

These terms are subject to change without prior notice. The latest version will be available on our official website.

2. Booking and Payment

Bookings for private ambulance transfers must be made in advance through our booking system. A confirmed booking will be sent via email or phone upon receipt of payment or agreement. The booking is not considered complete until a confirmation has been received by the customer.

Payment Terms

Full payment is required at the time of booking unless otherwise agreed in writing. Accepted payment methods include VISA/MasterCard or Debit Card Payment for the service is non-refundable unless a cancellation is made in accordance with our cancellation policy.

Prices quoted at the time of booking are final and non-negotiable.

Any additional costs incurred during the transport service, such as tolls, parking fees, or waiting charges, may be charged to the customer.

AMTS reserves the right to cancel any booking if payment is not received within the specified timeframe.

3. Service Details

The private ambulance transfer includes transportation, medical supervision (if applicable), and necessary medical equipment for the specified duration and distance. The service is provided in accordance with the specifications provided at the time of booking. Any changes must be notified at least 24 hours before the scheduled transfer.

4. Cancellation and Refund Policy

If for any reason the transport service booked does not proceed, the following refund policy applies based on the notice period provided:





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- **More than 48 hours' notice:** Full refund will be issued.
 - **Between 24-48 hours' notice:** 50% refund of the total booking amount.
 - **Less than 24 hours' notice:** No refund will be provided, and the full payment will be retained.

Refunds will be processed within 7-10 business days after confirmation of cancellation.

Any refund requests must be submitted in writing or by calling our office team.

AMTS is not responsible for delays or additional costs incurred due to cancellations initiated by the customer.

5. Service Amendments

Any changes to the booking must be communicated as early as possible and are subject to availability.

AMTS reserves the right to modify or adjust booking details due to unforeseen circumstances, such as vehicle availability, route restrictions, or adverse weather conditions.

6. Liability

AMTS is not responsible for any unforeseen circumstances that may delay or impact the transport service. AMTS shall not be held liable for any indirect, special, or consequential damages arising from the use of our services.

The company is not liable for delays due to traffic conditions, road closures, natural disasters, or other force or major events beyond our control.

AMTS is not responsible for any personal belongings left in the vehicle. Customers should ensure they collect all belongings before leaving the transport service.

7. Availability

Ambulance transfers are subject to availability and confirmation by the company. The company reserves the right to refuse service in situations deemed unsafe or unreasonable.

8. Emergency Situations

In case of emergency, priority service will be provided in accordance with local health and emergency regulations. The company may redirect the ambulance for emergency response situations, which could result in a delay or rerouting of the original transfer.

9. Conduct and Safety

Customers are required to follow all safety instructions given by AMTS staff.

Smoking, consumption of alcohol, or illegal substances is strictly prohibited in all AMTS vehicles.

AMTS reserves the right to refuse or terminate service for any customer displaying inappropriate or dangerous behaviour.



10. Privacy and Data Protection

AMTS collects personal data necessary for processing bookings and providing services.

This information will be handled in accordance with data protection laws.

Customer data will not be shared with third parties except as required by law or necessary for service fulfilment.

11. Contact Information

For any queries or cancellations, please contact us at
control@advancemedicaltransportservices.co.uk or call us on 01634 561458.

By proceeding with your booking, you acknowledge and accept these Terms and Conditions.