



Terms & Conditions

1. Planning and Pre-Event Liaison

CF&MS LTD will support the event planning process and will attend Safety Advisory Group (SAG) meetings and/or site visits where required. Wherever possible, the Safety Officer assigned to the event will attend to ensure continuity throughout the planning stages. Attendance at meetings or site visits may be subject to an additional charge, depending on location and duration.

2. Identification and Access

All CF&MS LTD personnel will be clearly identifiable by uniform and will display a valid identification badge at all times. Event organisers must ensure staff are granted access to all relevant areas of the site.

3. Deployment of Resources

Deployment of medical and fire teams will be agreed with the event organisers and may be adjusted during the event to ensure optimal response times.

4. Incident Notification and Reporting

Any health and safety incident must be reported immediately to the on-site Health and Safety Officer. RIDDOR-reportable incidents will be reported to the relevant authority as soon as reasonably practicable.

5. Communication

Emergency communications will be coordinated via the designated First Aid and/or Fire Outpost. Communication between teams will be conducted by radio. All casualty information must be directed to Medical Control.

6. Staff Safety and Welfare

CF&MS LTD prioritises staff safety. Personnel may wear body-worn cameras which may be recording at any time. Abuse or assault of staff will not be tolerated, and prosecution will be supported where appropriate. We reserve the right to withdraw staff if safety is compromised.

7. Cancellations and Amendments

All cancellations must be in writing. Cancellations over 30 days before the event incur a 75% charge. Cancellations within 30 days may be charged at 100%. Date changes may incur administration fees. If services are cancelled but the event proceeds, the full charge may apply.

8. Payment Terms

New account holders must pay in full in advance. Existing account holders must pay upon receipt of invoice. All payments are non-refundable.

9. Overtime

Events running beyond the booked hours will be charged at the agreed hourly rate, in minimum increments of one hour.

10. Personal Guarantee

Where services are booked on behalf of a limited company, the individual booking provides a personal guarantee for payment.

11. Patient Transport

CF&MS LTD does not provide patient transport to hospital.