**Medical Rescue & Roadside Assistance**

**Terms & Conditions**

**TAKE NOTE THAT THERE WILL BE NO EXCEPTION AND/OR DEVITION OF THE BELOW MENTIONED.**

1. **MEDRA is a private company and not associated or part of any other company be it private and/or Government. However as the need arises MEDRA will call in the assistance of other services be it private and/or Government.**
2. **Should MEDRA be called out for whatever reason and it turns out to be a hoax the caller will be sent an invoice for the amount of no less than R35 000.00 (Thirty Five Thousand Rand) and the caller will be referred to the appropriate law enforcement agency for further investigation. Further to that the name of the caller will be given to all the other emergency services be it private and/or Government so that they know what the caller is up to.**
3. **When ordering a product from MEDRA the order must be paid for in full, before the product will be dispatched from our warehouse. Should MEDRA not receive payment for products ordered by the payment date as per the issued invoice then MEDRA reserves the right to charge a levy up to but not including 40% over and above the total on the issued invoice.**

**Once MEDRA has received proof of payment and the funds reflect in the MEDRA bank account, then the delivery of the product will be delivered within seven (7) days. Should MEDRA have to source the product from an External service provider then delivery will be between Fourteen (14) and Twenty-One days (21).**

1. **Should a service be provided such as roadside assistance then the amount due is payable with immediate effect unless the client agrees and signs a payment arrangement with the responding MEDRA member, this amount is then due within seven (7) days of the date when the service was provided. Should MEDRA not receive payment within the seven (7) day grace period without a acceptable explanation then MEDRA reserves the right to take legal action to recover the outstanding amount and the cost of this will be for the clients account.**
2. **Should MEDRA be requested to provide medical support for a special event the client will be sent a quote and should the client accept the quote then a 70% deposit is required. The 30% balance is to be paid three (3) days before the date of the special event. Should this not be done then without written cancellation from the client for services then MEDRA will not refund the deposit. However should the client send a letter of cancellation to MEDRA then MEDRA reserves the right to levy a 25% cancellation fee and refund the balance to the client.**
3. **Should MEDRA be required to tow a vehicle using a tow rope then a fee of R8.50 p/km will be charges to the maximum if 100 km. Should the destination for the tow exceed the distance of 100 km, then from the 100 km point a fee of R15.00 p/km will be charged. Should a tow rope snap during the tow then a replacement fee of R400.00 will be levied to the clients account. Once the tow has reached the destination then immediate payment will be required. Should this not take place then the towed vehicle will be taken to the nearest police station where it shall remain until the full amount has been paid. Should the outstanding amount not be paid within 24 hrs of the vehicle being taken to the nearest police station. The vehicle will then be towed to the MEDRA yard and an amount of R250.00 p/day will be charged over and above the outstanding amount until the outstanding amount has been paid in full. Should the vehicle in question not be fetched within a period of thirty (30) days then a notice will be placed in printed media that should the vehicle in question not be fetched with thirty (30) days of the notice being placed on printed media, the vehicle in question will be sold to recover the costs.**

**Before any towing service takes place the client will be asked to sign a service agreement in regard to MEDRA towing his/her vehicle. This to make sure that MEDRA is covered in the event that the client goes to the South African Police Service to report theft of motor vehicle.**

1. **MEDRA uses external service providers from time to time for certain services and should a client use such a service then the costs for the service provided must be paid directly to the service provider and not to MEDRA.**
2. **Should any service requested exceed the distance of 200 km from the MEDRA head office then all costs incurred such as fuel, toll gates etc will be for the clients account.**
3. **As per Section 27 of Act 108 of 1996 (Constitution of the Republic of South Africa) no person may be denied emergency medical treatment, so should MEDRA be called to a scene where medical treatment is required then the medical members will render medical treatment that is needed and transport the patient to the nearest medical facility for further medical treatment. Should an external service provider be used for the transportation of the patient then the patient is responsible for the fee’s that will be incurred and this amount is to be paid directly to the service provider in question.**
4. **All equipment utilised by MEDRA on a scene that needs to be replaced will be for the callers account. The caller will be sent a full itemised statement for the equipment that was used.**

**I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with Identity number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read and understood the aforementioned terms and conditions and by putting my signature on this document binds me to the aforementioned terms and conditions.**

**Signed at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on the \_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_ 20\_\_\_**

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**Client**