

EMERGENCY-ONLY

PERSONAL AMBULANCE SUBSCRIPTION SCHEME

Terms and Conditions

1. The services provided under this scheme includes provision of emergency-only ambulance transport and first aid to the subscriber in a life threatening situation, and in need of urgent medical evacuation.
2. Subscriber can sign up through their mobile devices by simply dialling *415*06# then follow the instructions.
3. The Client shall pay the prescribed non-refundable annual subscription fee at the inception of this scheme.
4. The mode of payment is either cash, M-Pesa (Paybill 224444), Airtel Money (STJOHNKENYA), or cheque in favour of ST JOHN COUNCIL FOR KENYA.
5. The ambulance transportation service is restricted to the hospital of choice within the County of incident, or the nearest appropriate medical facility.
6. The Client shall access the St John Ambulance services through a 24-hour helpline 0721225285 or 0202210000.
7. The services provided under this emergency-only scheme does not include:
 - a) Non-emergency cases or simple injuries able to be treated locally or transported by alternative means such as taxi,
 - b) Pre-existing medical condition needing regular hospital appointment such as cancer,
 - c) Transportation back to home from hospital,
 - d) Transportation or dealing with any dead body.
8. If the Client requires a non-emergency or other services which are not included under this scheme, an additional fee for such services shall be charged at prevailing rates.
9. This scheme shall remain effective for one year from the date of payment of the subscription fee; and may be extended automatically on subsequent repayment.
10. The Client shall provide true information requested in the Client information section and any relevant information.
11. The Client shall call for first aid and ambulance support only in times of accidents and well-deserving medical conditions.
12. The Client shall provide easy method to identification e.g. ID card or club membership card.
13. St John Ambulance shall not be held liable whatsoever for any deaths or further complications that may occur in the cause of carrying out their duties.
14. Any dispute or claims can be resolved through calls, emails or meetings between the Client and St John Ambulance. If unresolved amicably, the dispute shall be settled by arbitration in accordance with the Laws of Kenya.
15. St John Ambulance may change these terms and conditions from time to time in lieu of the prevailing emergency operations environment.