

St John Supporter Scheme subscription form

Current/Previous Customer number (if known) _____



St John

Here for Life

PRINCIPAL SUPPORTER DETAILS

Title	First name
Surname	Date of Birth
Street Address	Suburb
City	Post code
Email	Phone

SUPPORTER SCHEME – prices include GST and are for annual cover

Individual – \$55
1 person

Joint – \$75
2 people living permanently at the same address

Household – \$90
3+ people living permanently at the same address

Yes – I would also like to give a donation to support St John to deliver services in the community.

\$25 \$50 \$100 \$ (my choice)

Donations of \$5 or more are tax-deductible and a receipt will be sent to you.

I have read and agree to the scheme terms and conditions.

PAYMENT DETAILS

Enclosed cheque (payable to: Order of St John) **OR**

Charge my credit card VISA MasterCard American Express *(please circle)*

Card number Expiry Date

Name on card Signature

JOINT AND HOUSEHOLD SUPPORTER DETAILS

All supporters must be included and live permanently at the same address as the principle supporter.

Title	First name	Surname	Date of Birth
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Please mail to: St John Supporter Scheme, Freepost 246812, Private Bag 14902, Panmure, Auckland, 1741

St John Supporter Scheme terms and conditions

Effective 16 October 2019

These terms and conditions describe the relationship between St John and subscribers to the St John Supporter Scheme ("the Scheme").

1. Background

- 1.1 By buying a Scheme membership you are helping St John. In addition, individual, joint or residential household subscribers (referred to as "Customers") may benefit from free ambulance cover in a medical emergency or accident related injury that is more than 24 hours old.
- 1.2 If you are treated by an ambulance officer and/or transported in an ambulance because of a medical emergency, there is normally a part charge you must pay. A medical emergency means, among others, events such as a collapse, asthma attack or heart attack. A part charge normally also applies for an accident related injury that is more than 24 hours old.

2. Scheme benefits

- 2.1 Customers do not have to pay any part charge where they are treated by an ambulance officer and/or transported because of a medical emergency, anywhere in New Zealand that St John ambulance operates.
- 2.2 Customers do not have to pay any part charge where they are treated for an accident related injury that is more than 24 hours old or where the injuries do not meet ACC criteria.

Please note that there are some situations when the part charge will not be waived regardless of you becoming a member of the scheme. These situations are explained in section 6 and 7 below. In some cases, St John may still issue a part charge invoice for the service, however your medical alarm provider or residential care facility may be obligated to pay this on your behalf. If this applies to you, St John recommends that you consider whether buying a supporter scheme membership is right for you. If you still wish to support St John, you are welcome to buy a scheme membership, or alternatively, you may wish to make a donation stjohn.org.nz/donate

- 2.3 The following are not included in the Scheme:

- a. Customers are not given priority over any other patients calling 111 in a medical emergency or requiring ambulance treatment or transport.
- b. Joining the Scheme does not guarantee that St John will send an ambulance if you call 111. If you require assistance, St John organises the most appropriate help. This could be an ambulance, paramedic, another emergency service or expert advice.
- c. Customers will not receive free ambulance transport where an ambulance has been called and the patient does not require clinical assessment or treatment and St John deems the call out to be neither of a medical or emergency nature. St John may charge Customers the full cost for providing ambulance services in these circumstances (visit www.stjohn.org.nz/part-charges for details of ambulance private hire charges).
- d. Customers will not receive free ambulance transport to or from clinical appointments, from one hospital to another (when not deemed a medical emergency) or transport on discharge from hospital following treatment, including from the emergency department.

3. Customer obligations

- 3.1 The annual Scheme subscription must be paid in full to qualify for free emergency ambulance cover.
- 3.2 Scheme subscriptions are not transferable or assignable.
- 3.3 For the joint and household subscription the additional customer/s must live permanently at the same residential household address and be listed on the subscription form.
- 3.4 Residents of a household, who are not listed on the form or advised to St John, are not covered by the benefits of the Scheme. The exception to this is that all Schemes cover new-born babies living permanently in the same household as the principal Customer for the remainder of the subscription year. When applying for a joint or household subscription the applicant must include the name of the principal Customer who purchased the subscription.
- 3.5 The principal Customer must notify St John of any relevant changes to the additional Customers listed on the joint subscription; or additions to or other relevant changes to Customers listed on the household subscription. If changes are not notified to St John, an individual living at a principal Customer's address who is not listed on the subscription form by the principal supporter will need to pay the part charge for any emergency ambulance attendance and/or transport.
- 3.6 The principal Customer must notify St John of any changes to the subscription in advance of any intended use.

4. Rates and payment

- 4.1 Subscription rates are available for individual, joint and residential households. Current rates are available at www.stjohn.org.nz.
- 4.2 Any changes in rates will be notified to the principal Customer one month before the current subscription expires.
- 4.3 Subject to these conditions, payment of the individual, joint or household subscription will provide cover for 12 months from the date payment is received by St John.
- 4.4 For continuous cover, renewal of the full subscription amount must be paid before the current paid subscription period ends.
- 4.5 There is no life subscription equivalent of the Scheme.
- 4.6 Where incomplete or incorrect information is provided to St John in a medical emergency resulting in us not being able to match a current Supporter Scheme member to the call out, a part charge invoice will be automatically generated. Current Supporter Scheme members who are eligible to have the part charge covered by the scheme may subsequently contact St John and request the invoice to be waived.

5. Cancellation

- 5.1 A Customer may cancel their subscription at any time in writing. Cancellation will take effect at the end of the subscription year. If a subscription is cancelled part way through the subscription year, St John does not refund the remaining subscription fee.
- 5.2 St John may, at its discretion, decline any Scheme application or subscription renewal, or cancel any current subscription on written notice to a customer if:
 - a. The Customer or an individual living in a Customer household or prospective Customer household is indebted to St John (or to any assignee of such debt if it has been assigned by St John); or
 - b. St John determines, acting reasonably, that the Customer or a member of a Customer household is acting contrary to these terms and conditions or abusing the scheme; or
 - c. The application or renewal has been made without the express authority of the person named as the applicant.

6. Exclusions

- 6.1 St John does not provide emergency ambulance services in Wellington and Wairarapa.
- 6.2 To join the scheme, you need to be a citizen or permanent resident of New Zealand, or eligible for free public healthcare in New Zealand in accordance with Ministry of Health policy.
- 6.3 St John Medical Alarm Customers are not eligible to join the Scheme. The cost of emergency ambulance call outs, whether as a result of an alarm activation or not, is already covered by St John for St John Medical Alarm Customers.
- 6.4 Group or company participation in the Scheme is at the discretion of St John and is evaluated on a case by case basis.

7. Situations when the part charge may not be waived even if you choose to become a member of the scheme.

- 7.1 If you are a resident of a rest home, private hospital or other commercial residential age care facilities and you have been assessed as requiring 'rest home level care' by a Needs Assessment and Service Coordinator (NASC), the cost of your ambulance part charge should be paid for by the provider. In those situations, St John reserves the right to issue a part charge invoice. We suggest discussing this with your facility to confirm what services are provided. See here for more information <https://www.health.govt.nz/our-work/life-stages/health-older-people/long-term-residential-care/residential-care-questions-and-answers>.
- 7.2 If you are a customer of a medical alarm provider which is accredited with the Ministry of Social Development the cost of your ambulance part charge should be paid for by the provider when you have an ambulance call out via your alarm. In those situations, St John reserves the right to issue a part charge invoice. **You should check with your medical alarm provider under what situations the ambulance part charges will be covered.** You can find a list of medical alarm providers which are accredited with the Ministry of Social Development at www.workandincome.govt.nz search medical alarms
- 7.3 In some circumstances the provider of an independent living, retirement village or other commercial residential facility may include the cost of your ambulance part charge as part of the cost of you of living there. In those situations, you may want to check with the provider to decide whether buying a scheme membership is right for you.

8. Privacy

- 8.1 St John is concerned with protecting the privacy of your personal and health information. Our privacy policy is available at www.stjohn.org.nz/privacypolicy

9. Promocode terms and conditions

- 9.1 These promotional Code terms and conditions apply in addition to the standard Supporter Scheme terms and conditions outlined above.
- 9.2 Promocode discounts are exclusive to new Supporter Scheme members only and are not applicable to existing membership renewals.
- 9.3 The discount applies to the first 12 months of membership, after which standard annual subscription fees apply.
- 9.4 The discount will be applied to the standard annual Individual, Joint or Household Supporter Scheme membership fee.
- 9.5 Promocode discounts are only available online and cannot be applied to a manual payment.
- 9.6 The promotional code is valid for a limited time only. St John reserves the right to modify or cancel it at any time.
- 9.7 Each promotional code can be used only once, unless otherwise specified.
- 9.8 The promotional code is not transferable, may not be resold or redeemed for cash.
- 9.9 Limit one promotional code per Supporter Scheme.
- 9.10 You must enter the Promo Code during the checkout process in the payment details section when placing your order online otherwise the discount will not be applied to your order. The Apply Code and Verify buttons must be clicked to activate the discount.
- 9.11 You cannot use a Promo Code in conjunction with any other discounts or promotional offers unless the specific terms relating to the offer state that you can combine the Promo Code with other offers.
- 9.12 St John reserves the right to void the transactions where prohibited.
- 9.13 St John reserves the right to update these terms and conditions without prior notice.
- 9.14 Use of the Promo Code deems acceptance of these Terms and Conditions.