SKALA Paramedics UG (haftungsbeschränkt)
Triftstraße 37–38 · 13509 Berlin
+49 30 577 10642 · kontakt@skala-paramedics.de

Service agreement

This is an English translation of our German service agreement (Dienstleistungsvereinbarung), provided for your convenience. If the two versions differ, the German version applies.

The following provisions govern the cooperation between you as the organiser and us as the provider of event medical services. They form the basis of our event medical services at your event.

1. Conclusion of contract

The contract between SKALA Paramedics UG (haftungsbeschränkt), Triftstraße 37–38, 13509 Berlin, represented by its managing director Anthony M. Jurisch (hereinafter “SKALA Paramedics”), and the organiser is based on a non-binding enquiry, which is reviewed and processed by an operations manager of SKALA Paramedics. On the basis of this assessment, the organiser receives a quote. The contract is concluded when the organiser signs the binding quote.

2. Personnel and equipment

The deployment of personnel and equipment is determined by the result of the risk analysis, any conditions imposed by the competent regulatory authority and the guidelines for providing event medical services. These are based in particular on the number of visitors and participants, the size and duration of the event and its specific hazards. Statutory guidelines, regulations and administrative provisions also apply. The organiser is responsible for obtaining any conditions that may be required from the authorities.

SKALA Paramedics guarantees the staffing agreed in the quote in terms of the number and qualification of the responders. If a scheduled responder is unavailable, SKALA Paramedics provides an equivalent replacement. SKALA Paramedics bears any additional costs this causes.

The organiser informs SKALA Paramedics of the specific event locations, the specific event programme, the expected number of participants and other information relevant to the deployment (e.g. presence of VIPs, particular hazards, conditions imposed by the local authority) as early as in the enquiry.

3. Services

The event medical care provided by SKALA Paramedics comprises initial care for injured persons, persons who are acutely ill and persons affected by an emergency, by means of immediate life-saving measures and first aid, as well as care until the emergency medical services arrive, including the handover to them. For this purpose, SKALA Paramedics may involve cooperation partners and external responders as vicarious agents. SKALA Paramedics remains the contracting party and responsible towards the organiser.

Emergency medical care is provided or ensured by the regular emergency medical services. Their costs are not included in the remuneration governed by section 5.

4. Performance

The organiser ensures operational freedom of movement and the connection to its event management. This includes, among other things, the following:

- The organiser ensures that the responders can reach every area within the event location in an emergency.
- The organiser provides a power connection, toilets and waste disposal.
- The organiser names a contact person with authority to make decisions (with mobile phone number) who can be reached reliably at all times before and during the event.

5. Billing

Event medical services are exempt from VAT. Should the tax authorities change their assessment of the VAT treatment, SKALA Paramedics reserves the right to charge statutory VAT for the future.

SKALA Paramedics issues an invoice no later than 14 days after the end of the event on the basis of the quote, which is decisive for the conclusion of the service contract.

The number of responders and vehicles or other resources is determined by the actual requirements of the event, as established in the risk assessment by specialists of SKALA Paramedics. Should the actual situation during the deployment require additional responders, SKALA Paramedics may deploy them in consultation with the organiser or the contact person with authority to make decisions, and charge for them subsequently. If the deployment lasts longer than agreed, the additional time is charged at the agreed hourly rate. Consumption, loss and cleaning of equipment are billed to the organiser against proof of use where they exceed the usual extent.

The agreed fee relates solely to the personnel, equipment and vehicles deployed at the event location and does not depend on the number of treatments actually provided.

If the organiser cancels the event medical services at short notice, that is, between 5 working days and 48 hours before the start of the event, the organiser is nevertheless obliged to pay 50% of the agreed costs. If the cancellation is made within 48 hours before the start of the event, the organiser is obliged to pay the agreed costs in full.

The total amount is due by bank transfer within 7 days of receipt of the invoice, unless otherwise agreed in advance.

6. Liability

SKALA Paramedics is liable in accordance with the statutory provisions for damage arising from injury to life, body or health and for damage caused by intent or gross negligence.

In the event of a slightly negligent breach of essential contractual obligations, liability is limited to the foreseeable damage typical of the contract. Essential contractual obligations are those whose fulfilment makes the proper performance of the contract possible in the first place and on

whose observance the organiser may regularly rely. Otherwise, liability for slight negligence is excluded.

These provisions also apply to the personnel and vicarious agents deployed by SKALA Paramedics.

SKALA Paramedics is not liable for damage arising from incorrect or incomplete information provided by the organiser. In this case, the organiser also indemnifies SKALA Paramedics against all claims for compensation by third parties.

7. Insurance

SKALA Paramedics maintains professional liability insurance for its own deployments and takes out any further insurance required. The organiser receives a confirmation of insurance on request.

8. Duty to notify

The contracting parties undertake to inform each other without delay of any indications that the contract or individual parts of it may not be complied with, and to develop a plan to resolve the matter in close coordination.

9. References and promotional use

The organiser permits SKALA Paramedics to name it as a reference and to refer to the cooperation for its own advertising, customer acquisition and public relations. For this purpose, SKALA Paramedics may in particular use company and brand names, logos, marks and designations of the organiser and of the event, and describe the type, location, time and scope of the deployment.

This permission is granted free of charge, is non-exclusive and is unrestricted in terms of time, territory and content. It covers all known media and formats, in particular SKALA Paramedics' own website, social networks (e.g. Instagram, LinkedIn, Facebook, TikTok), quotes, presentations, reference lists, tenders, press releases, print and advertising materials, videos, online advertising and trade fairs. SKALA Paramedics may adapt the colour of logos to its own visual identity (e.g. single colour) without changing their form. The permission continues to apply after the end of the contract.

The organiser also permits SKALA Paramedics to take photos and videos of its own responders, vehicles and the surroundings of the deployment during the deployment and to use them to the same extent. SKALA Paramedics is itself responsible for the rights of the persons depicted. Patients are never shown in a recognisable way, and information on treatments is given only in anonymised form.

If the organiser acts on behalf of a third party (e.g. as an agency), the permission also applies to the names, brands and logos of the end client and of the event. The organiser warrants that it is entitled to grant this. It informs SKALA Paramedics of any restrictions in text form when the contract is concluded.

If the organiser does not wish to be named as a reference, or only to a limited extent, it informs SKALA Paramedics of this in text form when the contract is concluded. Separate confidentiality

agreements take precedence over this provision.

10. Severability clause

Should any part of the contract be or become void, the remaining parts of the contract are not affected. Void agreements are to be interpreted in accordance with the actual intention of the parties. Both contracting parties undertake to resolve any differences of interpretation in a fair and cooperative manner, with the smooth running of the event always taking priority.

Amendments and additions to this contract must be made in writing.

The place of jurisdiction for all disputes arising from this legal relationship is Berlin.

Berlin, November 2026