



TERMS AND CONDITIONS

This is your agreement with us for the **ROCKET Connect EMS Services** which include the **ROCKET Connect Mobile App**.

Your ROCKET agreement is made up of three parts:

1. These Terms and Conditions
2. The terms of use for ROCKET Connect Mobile App
3. The ROCKET privacy policy

This is an agreement between you and ROCKET.

The Terms and Conditions in boxes have important consequences for you. Keywords are defined on pages 2 and 3.

Updated: 07 May, 2026



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A. DEFINITIONS

Accident	means any sudden or unexpected, external, visible or violent event or incident involving a Member or Dependent and which results in a Member or Dependent suffering Bodily Injury.
Affiliate	means any member of ROCKET's group of companies, including any holding company of ROCKET, any subsidiary of ROCKET and any subsidiary of ROCKET's holding company. The terms 'group of companies', 'holding company' and 'subsidiary' have the meanings given to them in the Companies Act, 71 of 2008.
Application	means the application to subscribe to the Services.
Dependent/(s)	a Dependent, who is a person, nominated by a Member and forms part of your Subscription, and who is entitled to receive the Services as part of a Member's Subscription. You can add any number of Dependents to your Subscription. They will all receive a link to download the ROCKET Connect Mobile App but be billed to your account as a Member; It is important to make them aware of these Terms and Conditions.
Bodily Injury	means bodily injury to a Member or Dependent caused by an Accident.
Breach	means either breaking legal responsibility under the agreement or a legal responsibility that has been broken.
Emergency Management Centre	means ROCKET's national Emergency Management Centre which is accessible via 0860 354 448 and operative 24 hours per day 7 days per week. The Emergency Management Centre will field all telephonic medical emergency information, emergency medical advice (if applicable) and dispatching of the appropriate medical assistance to the scene of the Medical Emergency based on the available information at the time and subject to generally accepted ambulance and air (flight) dispatch criteria.
Damages	means the amount of money claimed by someone or ordered to be paid to someone as compensation for a loss that they suffer.
Emergency Medical Condition	means the sudden and, at the time, unexpected onset of a health condition caused by an Accident or Illness while a Member is within the borders of the Republic of South Africa, that requires immediate medical or surgical treatment, where failure to provide medical or surgical treatment would result in serious impairment to bodily functions or serious dysfunction of a bodily organ or part, or would place the person's life in serious jeopardy.
Emergency Medical Transportation	means all necessary surface or air transportation depending on the severity of the Emergency Medical Condition and measured against generally accepted ambulance or air (flight) dispatch criteria, emergency medical care at the relevant scene as may be appropriate, and during such transportation; and communications required to transport the Member or Dependent to the nearest hospital where appropriate medical care is available.
Expiry Date	the date on which a Member or Dependent's subscription to the Service ends, being 12 months from the Service Commencement Date.
Flight Criteria	means the guideline for clinical conditions used in assessing whether the dispatch of an air ambulance is warranted for a Medical Emergency (set out in Annexure A).
Illness	means any sudden and unexpected deterioration of a Member or Dependent's health, certified by a competent medical authority, whether caused by Accident, or otherwise.
Legal responsibility	means a duty imposed on someone to do something whether imposed by the law or created by agreement. Legally responsible has a corresponding meaning.
Loss	means the disadvantage a person suffers because of an event beyond anyone's control (for example earthquake or flood) or the action or failure to act on the part of any person. It includes physical loss (for example, death, personal injury, or damage to property) and financial loss (for example, expenses, penalties, loss of income or loss of profits, and legal fees).

Medical Emergency	means an Emergency Medical Condition that requires immediate and/or urgent Emergency Medical Transportation or emergency medical treatment.
Member	means a person who is entitled to the Services through a direct subscription to the Services through the ROCKET Connect Mobile App, and who is up to date with the payment of his/her Subscription Fees.
Non-emergency Cases	<p>non-emergency cases, in the context of this policy, refer to situations that are not urgent or life-threatening. These are scenarios where immediate medical or rescue attention is not required, and the situation does not pose an immediate risk to your health or safety. In these cases, the need for assistance is less critical than in emergencies like accidents, severe injuries, or life-threatening medical conditions. Our services under this policy focus on providing help during genuine medical emergencies where swift action is necessary to prevent harm or ensure your well-being.</p> <p>Non-emergency Cases are expressly excluded from the scope of the Services, unless otherwise stated in writing by ROCKET.</p>
ROCKET	means Brisk Solutions (Pty) Ltd, Registration No. 2020/162056/07, a private company registered in the Republic of South Africa with its business address situated at Hangar 7, Rand Airport, Germiston, 1419.
ROCKET Privacy Policy	means the privacy policy on the ROCKET website accessible at: https://www.rockethems.co.za/privacy-policy
ROCKET Connect Mobile App	means the Mobile App which you may download and activate on your mobile phone from your relevant mobile device app store. Any reference to the ROCKET Connect Mobile App shall include a reference to any accessories or peripherals used with the ROCKET Connect Mobile App.
ROCKET website	means the website at the address www.rockethems.co.za .
Risk	<p>means being exposed to harm or the possibility of harm, including:</p> <ol style="list-style-type: none"> a) the loss or theft of, or physical damage to, any property; b) the financial loss someone might suffer.
Services	means the Emergency Medical Service described under Section C of this agreement.
Service Commencement Date	means the date from which the Services are activated on the ROCKET Connect Mobile App, having made payment of the required Subscription Fee.
Subscription	the subscription by the Member through the ROCKET Connect Mobile App entitling the Member and Dependents to the Services in accordance with the Terms and Conditions set out in this Agreement.
Subscription Fee	<p>Means:</p> <p>Direct Online Application: If you apply directly through our online application form, the subscription fee is R75 per month per Member and/or per Dependent (inclusive of VAT).</p> <p>The Subscription Fee is debited directly from your bank account on:</p> <ol style="list-style-type: none"> a) a monthly basis; b) or OPTION: upfront 12 month payment, entitling the Member to a 1 month discount <ul style="list-style-type: none"> o Contact Customer Care to arrange upfront payment <p>In-App Subscription: If you subscribe via your chosen app store account, the subscription fee is R80 per month per Member and/or per Dependent (inclusive of VAT).</p> <p>The Subscription Fee is billed through the ROCKET Connect Mobile App, depending on the Member's selection, on:</p> <ol style="list-style-type: none"> a) a monthly basis; b) 12 monthly basis with Subscription Fees payable upfront, entitling the Member to a 1 month discount;

Supplier or Service Provider	means any person or entity that is involved in providing Services to us to allow us to provide the Services to you.
Terms of use of the ROCKET website and ROCKET Connect Mobile App	means the terms and conditions for using: a) the ROCKET website, the Services (as amended from time to time); b) the website of any Suppliers to access and use any of the Services.
Unique Member Number	the unique number allocated to your subscription membership and used to identify you and your nominated Dependents.
Warrant, warranty	means to make a promise that we or you are entitled to rely on. A warranty means a promise that the party receiving it is entitled to rely on.

B. INTRODUCTION TO THE AGREEMENT

1. Who the Agreement is between (parties)

The parties to the agreement are:

- a) ROCKET, referred to as 'we', 'us' and 'our' in this document;
- b) the Member, referred to as 'you' and 'your' in this document.

2. When the agreement starts – Service Commencement Date

The agreement starts when you have downloaded the ROCKET Connect Mobile App and completed your subscription sign-on following the prompts in the ROCKET Connect Mobile App.

3. When the agreement ends

Your subscription to the Service is active for an initial period of 12-months from the Service Commencement Date, but will automatically renew unless cancelled in terms of clause G below.

4. If you change your mind (cooling-off) – direct marketing only

You have the right to change your mind, if you entered into the agreement as a result of direct marketing, during a cool-off period (being 5 days from the Service Commencement Date). If you did not enter into the agreement as a result of direct marketing, you do not have a cooling-off right.

C. THE SERVICES

1. The Services we provide

ROCKET will provide Members or Dependents' with the following Services as a result of a Member or Dependents' involvement in a Medical Emergency.

For the avoidance of doubt, the Services are strictly limited to Medical Emergencies. ROCKET does not provide Services in relation to Non-emergency Cases, including but not limited to routine medical care, scheduled transportation, elective procedures, general medical advice unrelated to an Emergency Medical Condition, or situations where immediate medical intervention is not clinically required.

	Service	Description
1	Emergency Medical Support	'We own your call' to support you and your family throughout your medical emergency. We stay on the call, whilst co-ordinating emergency medical services and providing ongoing updates during your medical transfer and hospital admission.
2	Emergency Medical Care Transportation by Road in relation to an Emergency Medical Condition	In the event of a Medical Emergency requiring transportation by road, emergency medical care on scene and transportation from the scene of the Medical Emergency to the closest most appropriate medical facility for further medical care by a private or provincial service provider depending on availability will be provided. The appropriate medical facility is dependent on available information regarding the Member's and/or Dependent's (as the case may be) medical funding profile (i.e. type of medical aid, or potential absence of medical aid) and clinical condition determined by the highest qualified paramedic at the scene of the Medical Emergency in conjunction with the ROCKET Emergency Management Centre.

3	Emergency Medical Care and Transportation by Air in relation to an Emergency Medical Condition	<p>In the event of a Medical Emergency requiring transportation by Air, subject to ROCKET's Flight Criteria being met, emergency medical care and transportation from the scene of the medical emergency to the closest most appropriate facility for further medical care by Helicopter will be provided. The appropriate facility is dependent on available information regarding the Member's and/or Dependent's (as the case may be) medical funding profile (i.e. type of medical aid, or potential absence of medical aid) and clinical condition determined by the highest qualified paramedic at the scene of the Medical Emergency in conjunction with the ROCKET Emergency Management Centre.</p> <p>ROCKET HEMS is on immediate alert to activate, subject to flight criteria being met, and authorised through the ROCKET Emergency Management Centre.</p>
4	ROCKET Connect Mobile App	<p>Members and Dependents will have access to the ROCKET Connect Mobile App including a Panic Function, interactive communication with the ROCKET Emergency Management Centre, tracking of resources being dispatched and the ability to manage your account.</p>
5.	Emergency Management Centre	<p>In addition to ROCKET Connect Mobile App, Members and Dependents can access the Services through Whatsapping 087 288 5555, or call the ROCKET Emergency Management Centre on 0860 354 448 (0860 FLIGHT).</p>

If a Member or Dependent activates the Services in circumstances later determined to be a Non-emergency Case, ROCKET reserves the right to decline dispatch, downgrade the response, or terminate assistance without being in breach of this Agreement.

2. Services limitation

Your subscription is not subject to any limits and provides Members and Dependents, in the case of a Medical Emergency, access to:

- a) Access to emergency medical response by our extensive authorised road ambulance network;
- b) Access to emergency medical response by air ambulance, subject to ROCKET's flight criteria, as specified in our T&C's;
- c) Unlimited access to our Emergency Management Centre 24/7; and
- d) The ROCKET Connect Mobile App.

The Services are only provided inside the borders of the Republic of South Africa.

No Services are provided for Non-emergency Cases, and activation of the ROCKET Connect Mobile App or Emergency Management Centre does not create an obligation on ROCKET to respond where a Medical Emergency does not exist.

3. When the Services might be interrupted or delayed

We will do our best to maintain the availability of the Services to you. However, the Services might be interrupted or delayed in any of the following circumstances:

- a) Weather or road conditions do not allow for the safe dispatching of a helicopter (air) or a road ambulance;
- b) Technical failure is outside our control. This includes the unavailability, interruption or suspension of any communications networks (including cellphone signal or mobile data availability) or other Services that we use or rely on to provide the Services;
- c) If you or one of your Dependents' mobile device is malfunctioning or you do not have adequate data loaded (or available) on your or your Dependents' mobile device account;
- d) If a government or regulatory authority requires us to change or stop the Services;
- e) If there are other circumstances beyond our control, for example fire or flood;
- f) If there are strikes or other industrial action prohibiting safe access to you at the relevant location.
- g) Where, upon assessment by ROCKET or its Service Providers, the situation is classified as a Non-emergency Case.

This interruption or delay might apply to all or part of the Services.

If we interrupt or delay the Services in any of the above circumstances, we do not have any legal responsibility to you. You except that:

- a) we will not be able to provide the Services;
- b) you are not entitled to any refund of any fees or any claim for any liability against ROCKET, other than as a result of its gross negligence.

4. Responsibility to understand how the ROCKET Connect Mobile App and Services function

It is your responsibility to understand what features are included in the Services that you pay for, and any special terms and conditions applicable to such Services, which can be found in our comprehensive Terms and Conditions document.

It is your responsibility to understand how to effectively utilise the Services you pay for. You can get information from the ROCKET Connect Mobile App or by calling our ROCKET Customer Care team on 087 158 1589 or emailing them at customercare@rockethems.co.za.

You acknowledge and accept that you are responsible for understanding the distinction between Medical Emergencies and Non-emergency Cases. Incorrect activation of the Services for Non-emergency Cases may result in refusal of assistance and does not entitle you to any refund, compensation, or alternative benefit.

D. FEES AND SERVICES

1. Subscription Fees

Means:

Direct Online Application: If you apply directly through our online application form, the subscription fee is R75 per month per Member and/or per Dependent (inclusive of VAT).

The Subscription Fee is debited directly from your bank account on:

- a) a monthly basis;
- b) or OPTION: upfront 12 month payment, entitling the Member to a 1 month discount
- c) Contact Customer Care to arrange upfront payment, customercare@rockethems.co.za.

In-App Subscription: If you subscribe via your chosen app store account, the subscription fee is R80 per month per Member and/or per Dependent (inclusive of VAT).

The Subscription Fee is billed through the ROCKET Connect Mobile App, depending on the Member's selection, on:

- a) a monthly basis;
- b) 12 monthly basis with Subscription Fees payable upfront, entitling the Member to a 1 month discount;
- c) Access to the Services is subject to successful payment being confirmed on our banking systems. Should we become aware of an unsuccessful credit card payment attempt, we will notify you via email or SMS.

2. Increases in fees

Annual fee increases may apply. Increases will be based on the most recent Consumer Price Index.

The Consumer Price Index is the index published by Statistics South Africa of the yearly change in prices consumers pay for retail goods and other items. The index is used to measure the rate of inflation in South Africa.

We will notify you in writing via email 30 days before any increases become effective.

3. Medical Aid Reimbursing

Under no circumstances will ROCKET claim costs for the Service from the Member unless malicious intent from the Member or Dependents is evident.

ROCKET will be entitled, where circumstances allow and subject to regulatory and legal compliance, to recover costs incurred from the medical aid of the Member or Dependent (as the case may be), Road Accident Fund or Workmen's Compensation Fund at the legislated rates for Services rendered.

E. ABOUT PERSONAL AND OTHER INFORMATION

This section contains terms and conditions relating to the following information:

- a) Personal information, usage data, anonymised data and any other information we get from you and the ROCKET Connect Mobile App;
- b) Credit information;
- c) Intellectual property;
- d) ROCKET materials.

Any words in this section that are not defined in the definition section of this document are defined on the ROCKET website.

1. Personal information, usage data and anonymised data

[The ROCKET Privacy Policy is published on the ROCKET website.](#) It governs the way we and our suppliers use and share your personal information, usage data, anonymised data and any other data we get from the ROCKET Connect Mobile App, in accordance with the provisions of the Protection of Personal Information Act (explanations of these terms can be found in the ROCKET Privacy Policy).

The ROCKET Privacy Policy forms a part of the agreement.

1.1 You warrant that you accept the ROCKET Privacy Policy

You warrant that you have read, understood and agree to the [ROCKET Privacy Policy](#).

1.2 You warrant that you can give us personal information

You warrant that:

- a) you are properly authorised and allowed to give us personal information;
- b) you will tell us in writing via email to customercare@rockethems.co.za or by phone 087 158 1589 when there is any change or update to any of your personal information or, if you are representing someone else in the agreement, the personal information of the person who you represent.

1.3 You warrant that information you give is true and correct

You warrant that all information, including personal information of you and any Beneficiary that you or somebody representing you gives to us is true and correct.

1.4 You warrant that you have consent for us to process information

If you enter the agreement on behalf of another person, including any Dependant, or juristic (legal) entity you warrant that you have received the relevant consent for us to process personal information, usage data, anonymised data and any other data we get from the ROCKET Connect Mobile App installed on your mobile phone (or other device) according to the ROCKET Privacy Policy.

Examples of a juristic entity include a company, a trust and a partnership.

2. Intellectual property rights

2.1 Meaning and scope of intellectual property in the agreement

The intellectual property mentioned in the agreement includes all content and information related to the Services, the ROCKET website, the ROCKET Connect Mobile App or given by us in any form whatsoever (for example, correspondence). Intellectual property mentioned in the agreement also includes the following:

- a) Data, information, databases, compilations of data, usage data (as defined in the ROCKET Privacy Policy);
- b) Computer programs and software, software documentation, firmware, interfaces (including API interfaces), hardware, servers, computers, platforms, computer code, tools;
- c) Designs, circuit designs, algorithms, specifications;
- d) Trade names, logos, trademarks;
- e) Icons, links, graphics, photographic images;
- f) Sound clips, music, sound and television broadcasts;
- g) Text, literature, reports, plans, notes, files, diagrams, manuals, templates, schematics, correspondence, records, published editions;
- h) Derivative works, authored works;
- i) Modules, components;
- j) Methodologies, policies, procedures, models, configurations, protocols, routines; and
- k) Improvements to any of the above items.

2.2 We own or have the right to use intellectual property

We own or have the right to use intellectual property. This includes intellectual property that we have licensed from a third party, that we license, or that we give right of use for to our suppliers so that they are able to provide the Services.

We remain the owner or licensee of intellectual property. This includes the ROCKET Connect Mobile App, where applicable.

2.3 You do not have or acquire any intellectual property rights

You do not have or acquire any intellectual property rights during the agreement or after it ends except for those intellectual property rights we expressly give to you in the agreement. You do not have the right to use the intellectual property in a way we do not expressly allow in the agreement.

2.4 We have the right to improve the intellectual property

We have the right to change the intellectual property without giving you notice.

F. CHANGES TO THE AGREEMENT

1. We have the right to make changes to the agreement

We have the right to make changes to the agreement from time to time. We will tell you about the changes at least 40 calendar days before the changes come into effect if such changes impact on your rights. We have the right to inform you of changes in a shorter period in any of the following circumstances:

- a) If the change is required by law;
- b) If it is reasonable to give less than 40 calendar days' notice, having regard to the nature or content of the change.

G. ENDING THE AGREEMENT

1. 12-month agreement

Please note, if you elected a monthly Subscription or elected to make an upfront payment for a 12-month Subscription, the agreement will automatically renew on the day following the last day of the 12 months from the Service Commencement Date. If you want to end the agreement before the end of its 12-month term or thereafter, you can cancel the agreement on 1-months written notice to customercare@rockethems.co.za. We will send you instructions relating to the process of receiving any refund that may be due to you.

2. If you breach the agreement

2.1 When we can end the agreement immediately

We have the right to end the agreement immediately if you use the Services in any way or for any purpose that is invalid or illegal.

If we are entitled to end the agreement immediately, we do not need to give you time to comply and correct your breach.

This includes repeated or intentional activation of the Services in relation to Non-emergency Cases.

2.2 When we will give you time to correct your breach

If you breach any term of the agreement or break any of your warranties for reasons other than those given above, you must correct your breach within 14 business days after we have notified you of the breach.

If we end the agreement immediately or you do not correct your breach within 14 calendar days, you accept that we have the right to do any one or more of the following:

- a) Suspend the Services;
- b) End the agreement.

3. If we breach the agreement

If we breach any term of the agreement, you must give us 14 business days to correct the breach. If we do not correct the breach within that time, you have the right to cancel the agreement with immediate effect.

H. SENDING NOTICES UNDER THE AGREEMENT

1. Address where we agree to accept notices, including legal notices

Any notices you send to us under the agreement, including legal notices (for example, a letter of demand), must be delivered to us at any one of the following addresses:

By hand:
 Brisk Solutions (Pty) Ltd (t/a ROCKET)
 Hangar 7,
 Rand Airport
 Germiston
 1419

For attention
 Sales Head

By email
customercare@rockethems.co.za

(These addresses are known in law as *domicilium citandi et executandi*.)

For any questions, concerns or complaints, you can contact our ROCKET Customer Care on 087 158 1589.

Any notices we send to you under the agreement, including legal notices (for example, a letter of demand), will be delivered to you at the address you gave us during the mobile in-App sign-on process or any later address as changed by updating your account details in the ROCKET Connect Mobile App. If you chose email as your preferred method of communication on the application, you agree that we may deliver notices, including legal notices, to your email address. (This address is known in law as *domicilium citandi et executandi*.)

2. Time periods for notices, including legal notices

For both parties, any notice delivered under the agreement is treated as being received:

- a) on the date of delivery, if delivered by hand to the physical address;
- b) on the first business day after sending an email;
- c) at 9am on the first business day after sending an SMS to your cell phone number.

When we treat a notice as if you have received it by a certain date and time, it means we do not have to prove that you did receive it then. If you claim that you did not receive the notice by that date and time, then you will have to prove it.

3. Notices by SMS, WhatsApp or email

We have the right to send you notices about the following issues by SMS, WhatsApp or email:

- a) Confirmation of your entering into this agreement;
- b) Increases to fees (only in terms of this agreement, acting reasonably and subject to the required notice);
- c) Not receiving your payments in time or at all;
- d) Notices that we intend to suspend the Services to you as a result of a breach.

I. THE RIGHT TO SUB-CONTRACT SERVICES AND ADMINISTRATION

We have the right to sub-contract to our affiliates or suppliers:

- a) some or all of the Services;
- b) any of the operational, technical and administrative activities we perform to carry out the agreement.

Any agreement to sub-contract does not release us from our legal responsibility to you under the agreement.

J. TRANSFER OF RIGHTS AND LEGAL RESPONSIBILITIES

We have the right to at any time transfer all or some of our rights in terms of the agreement to any third party without your permission. This transfer of rights is known as a cession. We do not have to inform you if we cede the rights to any of our affiliates or to any sub-contractors we appoint.

As far as the law allows, we have the right to transfer all or some of our legal responsibilities under the agreement to any third party without your permission. This transfer of legal responsibilities is known as a delegation. We do not have to inform you if we delegate the legal responsibilities to any of our affiliates or to any sub-contractors we appoint.

K. NEITHER YOU NOR WE GIVE UP RIGHTS

If you do not enforce or exercise your rights in the agreement, this does not mean that you have given up these rights. You may still enforce your rights in the agreement.

If we do not enforce or exercise our rights you have against us in terms of the agreement, this does not mean that we have given up these rights. We may still enforce our rights in the agreement.

L. EACH PROVISION IS SEPARATE

Each provision in the agreement is separate. Parts of a provision are also separate. If any provision or part of a provision is or becomes illegal, invalid or unenforceable for any reason, it must be treated as if it had not been included in the agreement. This does not make the rest of the provisions illegal, invalid or unenforceable.

M. SOUTH AFRICAN LAW APPLIES

These terms and conditions are governed by and must be interpreted under the laws of the Republic of South Africa. This applies even if one or both of the following apply:

- a) You do not live in the Republic of South Africa;
- b) You agreed to these terms and conditions outside the Republic of South Africa.

N. GUIDELINES TO INTERPRETING THE AGREEMENT

a) Headings

Headings are aids to reading and understanding. They are not terms or conditions themselves. Headings do not limit or extend the meaning or application of the terms or conditions.

b) Singular and plural

Words in the singular include the plural. Words in the plural include the singular.

c) Forms of words

Words used in one form have their corresponding meaning when used in another form. For example, to claim, claiming, claimed.

d) The word including

The word 'including' must be interpreted as introducing an example list and not limiting the list or excluding additions to it.

e) General words are not limited

Where there is a list of specific things that belong together to describe a general word or phrase, the general word or phrase can have other meanings and can include other things. The general word or phrase must not be interpreted to only apply to those specific things or things similar to those specific things.

f) Calculating days

Where several days is given, the days must be counted to exclude the first day and include the last day.

g) Reference to laws

When there is reference to a law or to a section of a law, we mean that law or section of that law as amended, repealed, or replaced.

h) Text box

Text in boxes is intended to bring your attention to parts of the agreement that have important legal consequences for you. They explain the fact, nature and effect of terms and conditions that limit or exclude our legal responsibility to you, and terms and conditions where you take on legal responsibility or risk. The text in boxes does not limit the meaning or application of the agreement.

ANNEXURE A: FLIGHT CALL OUT CRITERIA

These criteria apply exclusively to Medical Emergencies only and do not apply to Non-emergency Cases as defined in this Agreement.

Emergency Care Practitioners or other suitably qualified medical/clinical professionals will perform an analysis of the scene and assessment of patients requiring Emergency Medical Care. This will ordinarily be done at the scene by the highest qualified paramedic if physically present, or telephonically by the professionally staffed ROCKET Emergency Management Centre. Depending on the severity of the Emergency Medical Condition, location and other factors, for example, physical access and weather conditions, appropriate resources will be dispatched (road and/or air ambulance), according to ROCKET's Flight Criteria. Where there is more than one patient on a scene requiring emergency medical care, a triage is typically performed by the medical professionals in accordance with their professional training and protocols. A triage is a process of assigning priority to patients based on clinical factors, signs and indicators in the patient and the presence of key facts in the patient's clinical history, if known. At the end of the triage, patients are classified into categories based on their symptoms, injuries and clinical conditions. Resources (being emergency professionals, road- and/or air ambulance(s)) are allocated or dispatched methodically with the objective of prioritising care to the highest triaged patients.

1. AIR AMBULANCE (HELICOPTER) ACTIVATION CRITERIA

- 1) Head Injuries with an initial Glasgow Coma Scale (GCS) of between 5 and 12 out of 15, or with focal neurological deficit;
- 2) Stroke Patients where time to a stroke centre can be significantly reduced by air transport;
- 3) Hypotensive Patients with a systolic blood pressure of less than 80mmHg despite attempted haemorrhage control. Fluid resuscitation and or inotropic support;
- 4) Respiratory Distress despite oxygenation, where advanced airway management or mechanical ventilator support is deemed necessary;
- 5) Suspected myocardial Infarction or unstable Arrhythmia where time to definitive care can be significantly reduced by air transport;
- 6) Obstetric / Neonatal Emergencies where specialist care is not immediately available;
- 7) Suspected Spinal Injury with or without neurological deficit, where transfer times by road are extended or terrain may prove detrimental to patient outcomes;
- 8) Threatened Limbs with significant vascular compromise;
- 9) Penetrating Trauma to head, neck, thorax and/or abdomen underlying organs or vascular structures;
- 10) Burns in adults with a Body Surface Area (BSA) of 20% to 80% or in children with a BSA of 10% or more, or burns to the face, neck and chest with potential airway compromise;
- 11) Refractory Anaphylaxis;
- 12) Electrocution with unstable arrhythmia or neurological deficit;
- 13) Hypothermia <35°C or Hyperthermia > 40°C patients requiring advanced interventions and/or management, not immediately available;
- 14) Life Threatening Medical Conditions that require advanced interventions and/or management that is not immediately available;
- 15) Any Significant Medical Condition where the expertise of medical flight crew is likely to benefit patient outcomes.

2. WHAT IS A MEDICAL EMERGENCY?

A Medical Emergency is a sudden and serious illness or injury that requires immediate medical attention to prevent death, serious harm, or a rapid worsening of the patient's condition. Medical Emergencies are usually new or unexpected events that can be treated urgently, rather than long-term conditions that are stable and not suddenly changing.

Examples of medical emergencies include:

1. Severe injuries (such as car accidents, falls, or violent incidents)
2. Difficulty or inability to breathe
3. Collapse, loss of consciousness, or unresponsiveness
4. Severe chest pain or suspected heart attack
5. Stroke symptoms (such as sudden weakness, confusion, or difficulty speaking)

6. Heavy or uncontrolled bleeding
7. Ongoing or repeated seizures
8. A critically ill child or baby

This does not usually include:

1. Chronic medical conditions without sudden deterioration
2. End-of-life care situations where emergency intervention is not appropriate
3. Stable patients who can safely be managed and transported by standard ambulance
4. Normal, uncomplicated childbirth or delivery

(A helicopter will not be activated, according to our ROCKET Flight Criteria, if a suitable ground ambulance can provide the same level of care within an appropriate time frame.)

2.1 WHY CLIENTS CHOOSE ROCKET CONNECT

1. One call activates medical expertise, coordination, and resources
2. No confusion during a crisis — we guide the process
3. Family members receive consistent support and reassurance
4. Focus on patient outcomes, not just transport

2.3 IF YOU ARE EVER UNSURE

If there is any uncertainty about whether a medical flight or advanced care is needed, our 24/7 Emergency Management Centre will assess the situation and assist immediately.

2.4 EMERGENCY CONTACT

- 0860 FLIGHT | 0860 354 448
- WhatsApp: 087 288 5555