

EURAMI General Terms and Conditions

Effective Date: September 2025

1. Introduction

Welcome to the European Aero-Medical Institute (EURAMI) e.V. These General Terms and Conditions govern your use of our services, membership, accreditation, and website. By accessing or using our services, including the website and the EURAMI Forum, you agree to these terms and conditions. Any contrary or deviating terms you may propose shall not apply and are hereby expressly excluded.

2. Scope

2.1 These General Terms and Conditions govern the application process, the pre-membership period, active membership, post-membership period, participation, social media activity, business dealings, and daily operations involving EURAMI. These terms apply to all visitors to this website, all candidates applying for accreditation, all current and former EURAMI members, and any other parties engaging with or conducting business with EURAMI. Membership is defined in the EURAMI Statutes.

3. Definitions

3.1 **Website / Website Visitors:** Individuals accessing the EURAMI website (<https://eurami.org>), including all subpages and linked content.

3.2 **Social Media:** All official EURAMI-related social media channels on platforms such as Facebook, LinkedIn, or similar.

3.3 **EURAMI Forum / Forum Visitors:** Individuals accessing the EURAMI Forum (<https://eurami-forum.org>) through prior login authorization. Login credentials must not be shared and are restricted to the individual authorized by the EURAMI Office.

3.4 **Accreditation Candidates:** Aero-medical organizations applying for EURAMI accreditation without current membership status.

3.5 **Members / Membership:** Aero-medical organizations, individuals, and companies that hold EURAMI membership.

3.6 **Standards:** Standards published by EURAMI, available at <https://eurami.org/accreditation/#Standards>.

3.7 **Accreditation:** The process of obtaining accreditation status, including registration, approval, audit, validation, and re-accreditation.

3.8. **Audit:** the EURAMI audit is an integral component of the accreditation process, during which an auditor will visit the auditee's premises and/or bases. The audit, in whole or in part, may be conducted online at the discretion of the EURAMI Board.

3.9 **Accreditation Categories:** Fixed Wing Air Ambulance, Rotary Wing Air Ambulance, and Commercial Airline Medical Escort. Further details at <https://eurami.org/accreditation/>.

3.10 **EURAMI Headquarters:** The central administrative office and primary contact point for

EURAMI business, led by the Managing Director. Contact: info@eurami.org.

3.11. **Board:** refers to the EURAMI Board elected by the membership

4. Website, Forum, and Social Media

4.1 The EURAMI website (<https://eurami.org>), forum (<https://eurami-forum.org>), and social media channels are intended for informational purposes only and do not constitute legal, medical, or professional advice.

4.2 Unauthorized reproduction, distribution, alteration, or commercial use of any content from EURAMI platforms is strictly prohibited without prior written consent.

4.3 EURAMI assumes no liability for direct, indirect, or consequential damages arising from the use of—or inability to use—materials on its website, forum, or social media channels.

4.4 While EURAMI endeavors to provide accurate and up-to-date information, it makes no warranty as to the completeness, accuracy, or reliability of any content. EURAMI reserves the right to change content at any time without prior notice.

4.5 EURAMI is not responsible for the content, accuracy, or security of external websites linked from its platforms. The presence of such links does not imply endorsement or affiliation.

4.6 EURAMI reserves the right to suspend or terminate access to its website, forum, or social media channels at its sole discretion, with or without notice, in cases of misuse, breach of terms, or other concerns. In such cases, affected parties may be required to indemnify EURAMI.

5. Eligibility and Registration for Accreditation/Re-accreditation

5.1. A provider of aeromedical services may apply for EURAMI accreditation at any time, provided that it has been actively operating in this field for at least twelve (12) months with a clear record of active missions and qualified, experienced staff and management within a twelve-month period.

5.2. Prior to the commencement of the accreditation process, the applicant must submit all required registration documents and settle the registration invoice in full.

5.3. In order to apply for accreditation (whether Primary accreditation or re-accreditation), the aeromedical service provider must, in advance, submit the following information by e-mail to info@eurami.org or via a contact form designated by EURAMI:

- The desired date of the audit;
- The provider's primary point of contact for the entire accreditation process;
- The accreditation categories applied for (Fixed Wing, Rotor Wing, Commercial Airline Medical Escorts) and, where applicable, any requested endorsements;
- For the Fixed Wing and Rotor Wing categories: the type and number of aircraft to be audited; aircraft type/model and tail signs;
- The number and location(s) of the bases to be audited.

5.4. Applicants are strongly advised to conduct a self-assessment in accordance with the applicable EURAMI Standards, which are available on the official EURAMI website, prior to submitting their application.

5.5. Once registration has been completed, the EURAMI online assessment has been initiated, and an auditor has been assigned to conduct the on-site audit, the applicant assumes full responsibility for all associated costs, regardless of whether the applicant meets the accreditation requirements or successfully remedies any deficiencies within the correction period granted by the auditor. Such costs include, in particular:

- Fees for the Primary audit (Primary Accreditation);
- Registration fees;
- Membership and re-accreditation fees;
- Travel and accommodation expenses of the auditor.

The applicant's financial obligation to cover registration fees, Primary audit fees, and the auditor's travel expenses exists irrespective of the outcome of the accreditation. EURAMI is entitled to involve additional experts (in particular from the field of aviation) if deemed necessary in EURAMI's view. The costs for such additional experts shall be borne by the member within the scope of payment of the Primary audit fee (Primary Audit) or the annual membership and re-accreditation fees.

5.6. The outcome of the accreditation process shall be determined by the auditor, the peer reviewer, and the EURAMI Board. This final decision is binding and will only be at the Board's discretion.

6. Membership, Accreditation, and Compliance

6.1 EURAMI grants membership and accreditation to aero-medical providers who meet the established quality and safety standards.

6.2 Accreditation is granted following a comprehensive audit and compliance review to ensure adherence to EURAMI Standards.

6.3 Membership and accreditation fees are non-refundable and remain with EURAMI even in the event of termination of membership, regardless of the legal grounds. These fees are regularly reviewed and updated by EURAMI in accordance with the EURAMI Statutes.

6.4 Accreditation may be extended up to six months beyond the expiration of the accreditation certificate at the discretion of the Board. If the accreditation lapses more than 30 days after this extension, Primary accreditation fees and process will apply. Final decisions rest with the EURAMI Board.

6.5 The EURAMI Board may suspend accreditation at any time, with reasons communicated to the member in writing.

6.6 The EURAMI Board may suspend or revoke accreditation for the following reasons:

- Non-payment of membership fees or related charges exceeding 30 days
- Submission of false or misleading information during the audit process, particularly if intended to fraudulently obtain accreditation
- Failure to comply with and/or maintain EURAMI Standards
- Conduct or behavior by a member that significantly damages or threatens EURAMI's reputation

- Misuse of EURAMI logo or misrepresentation of accreditation status of all or any portion of the provider's organization not accredited by EURAMI, including misinformation posted on provider's website or marketing materials.

6.7 The decision to revoke accreditation lies solely with the EURAMI Board. Before revocation, all members, including the affected member, will be duly informed and given the opportunity to express concerns or objections before a final decision is made.

6.8 Members have the right to appeal within 10 (ten) days before a suspension becomes final. Final decisions lie with the EURAMI Board. If a re-accreditation and a new audit are required, this will be conducted at the member's expense. EURAMI reserves the right to invoice such costs in advance.

6.9 EURAMI reserves the right to conduct re-audits at any time and/or reduce the accreditation cycle from three years to one or two years if significant safety concerns arise (e.g., serious incidents or accidents). Determining whether a safety concern exists is at the sole discretion of the EURAMI Board. All costs associated with shortened accreditation cycles are the responsibility of the audited organization. EURAMI is entitled to involve additional experts if deemed necessary at its discretion. The associated costs shall be borne by the auditee/ member.

6.10 All EURAMI members will be informed of any member's suspension or revocation.

7. Complaints and Investigations

7.1 EURAMI does not process anonymous or telephone complaints. Complaints must be submitted in writing to info@eurami.org.

7.2 If the complaint concerns another EURAMI member, that member will be informed of the complaint and given the opportunity to respond.

7.3 EURAMI will acknowledge receipt of a complaint within five (5) business days and provide a preliminary response within two (2) weeks.

7.4 Complaints and concerns will be investigated appropriately, depending on their nature and relevance.

7.5. Both the complainant and the party to whom the complaint is addressed shall be obliged to submit all materials necessary for the investigation of the complaint.

7.6. If further investigative measures are required by the complainant, the complainant shall bear the associated costs. The decision as to whether payment shall be levied lies at the discretion of the Board. These costs must be paid to EURAMI in advance.

8. Reporting of Safety-Related Incidents and Organizational Changes

8.1. Accredited Members must document and report in writing to EURAMI any serious incidents, accidents, or other events that may impact operational or patient safety within 72 hours after occurrence.

8.2 Failure to report such incidents may result in loss of accreditation. Members must update the EURAMI board on the progress of investigations.

8.3. Accredited Members must report any significant organizational changes, including, but not limited to ownership, leadership/management positions, aircraft, changes to the AOC and base locations, to EURAMI in writing within 30 days after the changes are in force.

9. Limitation of Liability

9.1 EURAMI is not liable for any direct, indirect, or consequential damages arising from its services. Accreditation is granted to the best of EURAMI's knowledge and belief. The member agrees to indemnify EURAMI against any claims for damages brought by third parties arising from EURAMI's accreditation. This indemnity does not apply if the third-party claim is based on intentional misconduct or gross negligence by EURAMI.

9.2. EURAMI makes no guarantees regarding third-party services or external links.

10. Code of Conduct

10.1 Members must adhere to the ethical and professional standards set forth in the **EURAMI Code of Conduct** (Annex 1).

11. Confidentiality and Data Protection

11.1 EURAMI is committed to protecting personal and corporate data in accordance with applicable data protection laws, including but not limited to the General Data Protection Regulation (GDPR).

11.2 Members, accreditation candidates, and all other parties working with EURAMI must treat all protected, sensitive, and confidential information received from or regarding EURAMI with strict confidentiality. Such information may not be disclosed, shared, or used for purposes unrelated to EURAMI without prior written consent.

11.3 EURAMI implements appropriate technical and organizational measures to protect data from unauthorized access, loss, or misuse. Any data breach involving EURAMI-related information must be reported to EURAMI without delay.

11.4 Personal and business data collected by EURAMI will be retained only for as long as necessary to fulfill the intended purpose or as legally required. Upon request, EURAMI will enable lawful deletion or anonymization of such data in accordance with data protection regulations.

11.5 EURAMI does not share personal or corporate data with third parties unless required for accreditation, legal compliance, or with the explicit consent of the data subject.

11.6. Nothing in this section shall relieve a provider of its obligation to comply with any and all other confidentiality and data protection requirements applicable in the jurisdiction(s) in which it operates.

12. Intellectual Property

The EURAMI standards, the logo and all associated branding elements are the exclusive intellectual property of EURAMI. Use of the EURAMI logo for commercial, promotional, or other purposes is strictly limited to accredited members in good standing and permitted only during the period of valid accreditation. Any use of the logo must comply with EURAMI branding guidelines and must not imply broader rights than those granted under the accreditation. It is strictly prohibited to advertise non-accredited or retrospectively reported aircraft, facilities or services using the EURAMI logo.

Upon expiration, suspension, or termination of accreditation, the accredited member must immediately cease all use of the EURAMI logo and remove all references to EURAMI accreditation from websites, marketing materials, digital platforms, and other media. This removal must be completed within fourteen (14) calendar days of accreditation expiration or termination and must be confirmed to EURAMI in writing without delay. Failure to comply may result in legal action and/or sanctions as deemed appropriate by EURAMI. All copyrights and co-authorship rights related to accreditation, including reports, findings, calculations, illustrations, etc., remain the property of EURAMI.

13. Amendments and Termination of Usage Rights

13.1 EURAMI reserves the right to modify, update, or supplement these General Terms and Conditions at any time and without prior notice.

13.2 Continued use of EURAMI's services, website, or membership following such changes constitutes acceptance of the updated Terms and Conditions.

13.3 EURAMI may suspend or terminate access to its services or membership at its sole discretion in the event of a violation of these General Terms and Conditions.

14. Governing Law

14.1 These General Terms and Conditions are governed by and construed in accordance with the laws of the Federal Republic of Germany.

14.2 The exclusive place of jurisdiction for all disputes arising from or in connection with these Terms and Conditions is the Regional Court of Cologne (Amtsgericht Köln), Germany.

15. Severability Clause

15.1 If any provision of these General Terms and Conditions is found to be invalid, unlawful, or unenforceable, the remaining provisions shall remain in full force and effect. The invalid, unlawful, or unenforceable provision shall be replaced by a valid provision that best reflects the original intent while complying with applicable law.

15.2 The failure of EURAMI to enforce any provision of these Terms and Conditions shall not be deemed a waiver of such provision or any other rights.

15.3 In the event of a conflict between these General Terms and Conditions and any other EURAMI policies, these General Terms and Conditions shall prevail unless explicitly stated otherwise.

ANNEX 1: EURAMI Code of Conduct and Ethics

Effective Date: September 2025

Introduction

The EURAMI Code of Conduct and Ethics establishes the highest standards for ethical business practices in the aero-medical transport industry. The code's core principles—integrity, transparency, and accountability—ensure that all accredited organizations and stakeholders prioritize patient safety and trust. This framework outlines the professional standards and responsibilities expected of all members, reflecting EURAMI's commitment to continuous improvement, diversity, and equity. Ultimately, the code's goal is to cultivate a culture of excellence and integrity throughout the aero-medical field.

1. Core Principles

Integrity

- Act with honesty and fairness in all professional interactions, prioritizing the safety, dignity, and rights of patients, clients, and partners.
- Maintain transparency by notifying clients whenever an aero-medical transport is subcontracted, in whole or in part (e.g., use of another company's aircraft or medical team).
- When outsourcing or arranging wing-to-wing transfers, strive to collaborate with EURAMI-accredited partners to maintain high operational and ethical standards.

Transparency and Documentation

- Provide clients, EURAMI, or other authorized parties with relevant documentation for specific aero-medical transports upon request. This includes aircraft data, maintenance records, pilot and medical crew credentials, and patient care records (pre-flight, in-flight, and post-flight).
- Ensure that all communications, including quotes and bids, accurately reflect services and costs. Misrepresentation of any kind is unacceptable.

Compliance

- Adhere to all applicable local laws and regulations in countries where aero-medical transports are conducted.
- Comply with international laws, including but not limited to anti-bribery, anti-corruption, and anti-human trafficking regulations.
- Promote fair competition and reject anti-competitive practices or lobbying efforts that unfairly restrict market access for competitors. For example, attempts to impose excessive certification requirements to limit competition contradict the spirit of this Code.

Equity and Fairness

- Ensure that fees charged to clients reflect fair market value for the services provided and are reasonable compared to equivalent services offered by peers.

- Compete ethically for business opportunities and refrain from offering or accepting improper payments, kickbacks, or gratuities in exchange for contracts. This includes avoiding administrative fees or other inducements intended to unfairly influence decisions.

Intellectual Property

- Respect EURAMI's intellectual property, including questionnaires, forms, and proprietary documents. These materials may not be reproduced or used without prior written approval.
- Use the EURAMI logo in accordance with the official branding guidelines and ensure its use is consistent with accreditation and usage standards.

Accountability

Members and accredited organizations are expected to understand and comply with this Code of Conduct. Accountability means actively upholding these principles in daily operations and decision-making.

2. Addressing Misconduct and Violations

Reporting

- EURAMI encourages members and stakeholders to report any misconduct or unethical behavior in good faith. Reports may concern EURAMI-accredited or, where appropriate, non-member entities.
- Complaints should be supported by written documentation and must avoid frivolous or anti-competitive motivations.
- EURAMI does not accept anonymous complaints.

Investigation Process

- All reported cases of misconduct will be investigated seriously, impartially, and fairly.
- Cooperation with investigations is essential, including the provision of relevant documentation and refraining from altering or destroying records.
- Attempts to mislead investigators or obstruct the investigation process are unacceptable.

Outcome and Confidentiality

- Results of investigations will be shared exclusively with the EURAMI Board and remain confidential beyond necessary stakeholders.
- Decisions and actions resulting from investigations will align with EURAMI's commitment to ethical standards while ensuring fairness and accountability.