

GUIDELINES FOR FRIENDS

Eligibility, guidelines and benefits of a Friend of the Helicopter to determine access to the Service include:

- a) The Friend requesting transport must have:
 - (i) been a financial Friend for a period for at least three (3) months prior to the request; and
 - (ii) suffered an accident or illness resulting in hospitalisation within New Zealand.
- b) The Friend's condition must be such that other means of transport, such as road ambulance, is not possible or practical.
- c) Transportation will be to the nearest hospital facility accessible by fixed wing aircraft to the Friend's home within the Midland or Central ambulance regions, to enable recovery closer to their family.
- d) Transport may be provided by an Operator other than the Waikato based Air Ambulance.
- e) The Friend to be transported must be a current financial Friend or a member of a current financial Friend's immediate family whose principal place of residence is within the Friend's household.
- f) Transport is subject to prevailing weather conditions and aircraft availability. Every endeavour will be made to effect the transport when requested but delays may be occasioned due to factors outside the control of the Waikato based Air Ambulance. The Waikato based Air Ambulance has sole and absolute discretion as to when the transport flight will be undertaken.
- g) The Waikato based Air Ambulance may in its sole and absolute discretion decline to transport a Friend due to the nature of the Friend's illness or condition.