

iMergencies – Terms & Conditions

(2026 Edition)

1. About this Agreement

These Terms and Conditions set out the agreement between you ("the Member") and ECDE Internacional, Lda., trading as iMergencies (NIPC 509 370 047).

Throughout these Terms and Conditions, "we", "us" and "our" refer to iMergencies.

By becoming a member, you confirm that you have read, understood and accepted these Terms and Conditions.

These Terms apply to all iMergencies memberships.

2. Our Service

iMergencies provides a 24-hour, 7-day-a-week multilingual emergency coordination service throughout mainland Portugal, Madeira and the Azores.

Our service is designed to reduce language barriers during an emergency and ensure that accurate information is passed to the emergency services as quickly as possible..

You can contact iMergencies for situations including, but not limited to:

- Medical emergencies
- Falls
- Road traffic accidents
- Becoming lost or disorientated
- Crime-related incidents
- Fire
- Any other situation where emergency assistance may be required

If you are unsure whether your situation is an emergency, you can still contact us. We will assess the situation and help determine the most appropriate course of action.

3. Services We Provide

Emergency Coordination

If you contact us during an emergency, we will assess the situation and, where appropriate:

- Contact the Portuguese emergency services (112) on your behalf.

- Contact your health insurer, motor insurer or other relevant person or organization, where appropriate.
- Provide language support between you and the emergency services.
- Share your preregistered emergency information with the emergency services when necessary.
- Keep your nominated emergency contacts informed, where appropriate.
- Where included in your membership, coordinate temporary pet care in accordance with your written instructions if you are unexpectedly admitted to hospital.
- Where included in your membership, provide end-of-life planning support in accordance with your written instructions.

Secure Emergency Information

We securely store your personal emergency plan in our protected database so that it is immediately available if you need emergency assistance. Your emergency profile may include your personal details, medical conditions, medication, allergies, emergency contacts, home address, GPS location, property access information and any other information you choose to provide. This information will only be shared with the Portuguese emergency services, healthcare professionals or other organizations or individuals directly involved in responding to your emergency, and only where necessary to help protect your health, safety or well-being. iMergencies will not use your personal information for any other purpose except where required by law or with your consent.

Multilingual Support

Our Emergency Coordination Center provides assistance in Portuguese, English, French, Dutch, German and Spanish. If you do not speak Portuguese, we will communicate with the emergency services on your behalf, helping to overcome language barriers and ensuring that important information is understood clearly.

Membership Packages & Pricing (2026)

All prices include VAT at the current applicable rate (23%).

Silver Membership – €83.50 per year

Includes:

- 24/7 multilingual emergency coordination
- Emergency interpretation and communication support
- Secure storage of your personal emergency plan
- Access to the iMergencies SOS App
- Access to the Member Portal

Gold Membership – €110.50 per year

Includes everything in the Silver Membership, plus:

- **Car Crash Package** – Assistance following a road traffic accident or vehicle breakdown, including liaising with your motor insurer, coordinating vehicle recovery to the garage of your choice (where available), and arranging onward transport for you where appropriate.
- **Pet Care Assistance** – Coordinating temporary care for your pet if you are unexpectedly admitted to hospital, or arranging care or re-homing in accordance with your written instructions if you pass away.

Platinum Membership – €139.00 per year

Includes everything in the Silver and Gold Memberships, plus:

Comprehensive End-of-Life Planning Support in accordance with your written wishes, including advance medical decisions (RENTEV), funeral planning and liaison with funeral directors, funeral plans (PPR), repatriation arrangements where applicable, body donation to medical science, and other end-of-life planning services.

Tourist Membership

€14.80 per week

Designed for short-term visitors to Portugal.

Includes:

- Access to the iMergencies SOS App
- 24/7 multilingual emergency coordination throughout the period of membership

Family Card

€30.00 per year

Designed for family members or friends temporarily staying in your home.

Includes:

- Access to the 24/7 iMergencies emergency line
- Emergency assistance in Portuguese, English, French, Dutch, German and Spanish

The Family Card does **not** include secure emergency information storage, GPS location services, access to the iMergencies SOS App or access to the Member Portal.

Mobile Alarm Button

€245.00 per year or €22.50 per month

The iMergencies Mobile Alarm Button is available in addition to an active Silver, Gold or Platinum Membership and is supplied on a rental basis.

The Mobile Alarm Button can be worn as a pendant around the neck or attached to the supplied wristband. If you need emergency assistance, press the SOS button. The device will immediately send your GPS location and your preregistered emergency information to our Emergency Coordination Center, while opening two-way voice communication with our emergency team.

For the Mobile Alarm Button to operate correctly, it must be charged regularly, well-kept, and used in an area with adequate mobile network coverage.

Regular testing of your alarm button, at least once every two months, is strongly recommended to help ensure it is working correctly when needed.

The Mobile Alarm Button remains the property of iMergencies and must be returned in good working order when your membership ends, unless otherwise agreed.

Additional Terms and Conditions apply.

iMergencies SOS App

The iMergencies SOS App is included at no additional cost with Silver, Gold, Platinum and Tourist Memberships. It is available to download on compatible Android and iPhone (iOS) smartphones.

The app includes an SOS emergency button. To activate an emergency alert, press the SOS button once and confirm to allow a voice call.

- The first press sends your GPS location and your preregistered emergency information to our Emergency Coordination Center.
- The second press confirms that you require emergency assistance and automatically calls our Emergency Coordination Center.

For the app to operate correctly, your smartphone must have:

- Location Services (GPS) enabled.
- A mobile phone signal.
- Sufficient battery power.

When you register, iMergencies will provide you with a username, password and PIN.

Members should regularly check that they are logged into the app and that it is functioning correctly so that it is ready to use in an emergency. We also recommend saving the iMergencies emergency telephone numbers in your phone as a backup in case the app cannot be used due to technical problems, lack of mobile network coverage, low battery, or any other circumstances beyond our reasonable control.

The performance of the app depends on your mobile device, battery level, GPS settings and the availability of the mobile network. iMergencies cannot accept responsibility for delays or failures caused by these factors.

Guest House Cover Subscription

The Guest House Cover Subscription is available to guesthouses, Alojamento Local (AL) properties and hotels that wish to provide their guests with access to the iMergencies emergency coordination service during their stay in Portugal.

Cover applies throughout the guest's stay, both at the accommodation and while traveling within Portugal.

Guests covered under a Guest House Cover Subscription have access to the iMergencies emergency coordination service only. They are not individual iMergencies members unless they have taken out their own Tourist Membership or another eligible iMergencies membership.

The accommodation terms and conditions remain separate from these Terms and Conditions.

The annual subscription fee is €83.50, plus €30.00 per year for each adult guest capacity. Children under 18 staying at the property are covered at no additional cost when accompanied by a registered adult guest.

Medical Concierge Service

In addition to our emergency coordination service, iMergencies offers a Medical Concierge Service to help members arrange routine private healthcare and related services.

The Medical Concierge Service may include:

- Booking medical, dental and specialist appointments.
- Arranging non-emergency private ambulance transport.
- Coordinating medical transport and other healthcare-related services, where available.
- Providing information about healthcare providers and medical facilities in Portugal.

The Medical Concierge Service is available Monday to Friday, from 10:00 to 16:00, excluding Portuguese public holidays.

This is not an emergency service and is not included in any membership package. Services are charged separately, and an administration fee, typically €20 per booking, may apply, in addition to any fees charged by the healthcare provider or other third-party service.

4. Service Limitations

iMergencies provides remote emergency coordination, communication and interpretation service. Our role is to coordinate assistance and support communication during an emergency.

iMergencies does **not** provide:

- Medical treatment or healthcare.
- Medical advice or diagnosis.
- Ambulance services.
- Direct rescue operations.
- Physical assistance or intervention at the scene of an emergency.

All medical treatment, emergency response and rescue services are provided by the relevant Portuguese emergency services and healthcare professionals. Once an emergency has been referred to the appropriate authorities, all decisions relating to treatment, response times and the deployment of emergency resources are their responsibility.

Emergency assistance is available **exclusively to registered iMergencies members**. Our emergency coordination service cannot be used on behalf of friends, relatives, neighbors or other individuals who are not registered members, unless they are covered under a valid Family Card or another eligible iMergencies membership.

5. Contacting iMergencies

Non-emergency inquiries

For general inquiries, membership support and Medical Concierge bookings, you can contact us during our normal office hours.

Telephone / WHATSAPP

- Portuguese & English: +351 917 999 112

- French: +351 912 390 222
- Dutch: +351 913 336 848
- German: +351 912 390 063

Email

- info@imergencies.com
- member-support@ecde.org

Emergency Assistance

Emergency assistance is available 24 hours a day, 7 days a week.

Members can contact our Emergency Coordination Center by:

- **Calling our emergency line:**
 - From Portuguese numbers: 808 911 112
 - From non Portuguese mobile numbers: +351 912 390 040
- Double-pressing the SOS button in the iMergencies SOS App.
- Pressing the SOS button on an iMergencies Mobile Alarm Button.

If you are unable to use the iMergencies SOS App or your Mobile Alarm Button, you should call our emergency line directly.

6. Our Emergency Protocol

Life-threatening emergencies

If your situation is life-threatening, our immediate priority is to contact the Portuguese national emergency services (112) on your behalf.

Hospital destination

In a serious emergency, the Portuguese emergency services (112) will determine the most appropriate hospital for your condition. This will normally be a public hospital, where specialist emergency and trauma services are available 24 hours a day.

Transfer to a private hospital

If you wish to receive treatment at a private hospital, this can normally only be arranged once your condition is stable and the treating doctor confirms that it is medically safe to transfer you. Where possible, we can assist in coordinating the transfer.

Ambulance services

Life-threatening emergencies in Portugal are managed through the national emergency system (112). Private ambulance providers are generally not available for immediate emergency response and are primarily used for prearranged, non-emergency patient transport.

7. Discounts & Refer a Friend Program

From time to time, iMergencies may offer promotional discounts through marketing campaigns, newsletters, our Facebook page, partner organizations or other promotional activities. These offers are subject to their own terms and conditions and may be available for a limited time only.

We also offer a **Refer a Friend Program** for active Silver, Gold and Platinum members.

For every new member you refer who purchases an eligible annual membership, you will receive **10% off your next annual membership renewal**.

If you successfully refer **10 new members**, your own Silver, Gold or Platinum membership will be **free for life**, provided you continue to meet the program's eligibility requirements and the program remains in effect.

You may choose to use your referral reward by:

- Keeping it for yourself.
- Gifting it to a friend or family member.
- Donating it to someone in need within your community.

Referral discounts and rewards apply only where a referral results in a completed eligible membership purchase. Discounts and rewards have no cash value and cannot be exchanged for cash or transferred unless expressly stated.

iMergencies reserves the right to verify referrals and to amend, suspend or withdraw promotional offers or the Refer a Friend Program at any time. Any changes will not affect discounts or rewards that have already been earned before the changes take effect.

8. Payment

Direct Debit (IBAN)

No administration fee applies.

Other payment methods

Payments made by Multibanco, bank transfer, cash or card at our office are subject to a **€5 administration fee**.

9. Cancellation & Refunds

You may cancel your membership at any time by giving 30 days' written notice by email to:

member-support@ecde.org or **info@imergencies.com**

Your membership will remain active until the end of your current paid membership period and will not renew automatically.

Membership fees already paid are non-refundable.

In exceptional circumstances, such as the death of the member, iMergencies may, at its sole discretion, consider a pro-rata refund or another appropriate arrangement. No refund or discount is guaranteed.

Where a joint or family membership applies, iMergencies may, at its sole discretion, offer an appropriate discount to the remaining member at their next renewal.

Memberships cannot be paused, suspended, frozen, transferred or extended due to holidays, temporary absences or periods spent outside Portugal.

If you rent an iMergencies alarm button, you must return the device and all supplied accessories to our office in Moncarapacho. Your membership will only be canceled once the equipment has been received and inspected.

If the alarm button is lost, not returned, or returned damaged beyond normal wear and tear, a €120 replacement fee will apply.

Once your membership has ended, your emergency profile will be deactivated. Your personal information will be retained or deleted in accordance with our Privacy Policy and applicable legal obligations.

10. Your Responsibilities

To enable iMergencies to provide effective emergency assistance, you are responsible for keeping your personal emergency plan complete, accurate and **up to date at all times**.

You must notify us as soon as possible of any changes that may affect your emergency plan, including:

- Your medical conditions, allergies, medication or any hearing, speech or other communication difficulties.
- Your emergency contacts.
- Your address, GPS coordinates, property access information or directions, particularly if your property is in a remote or difficult-to-find location.
- Your telephone number or any other contact details.
- Any other information that may be important in an emergency.

You are also responsible for:

- Keeping your mobile phone charged and our emergency contact numbers saved.
- Keeping your username, password and PIN for accessing the iMergencies App and Member Portal secure.
- If you use the iMergencies App, ensuring you are logged in and that your phone has sufficient battery, network coverage and, where required, an active internet connection.
- If you use an iMergencies alarm button, keeping the device charged, in good working order and testing it at least once every two months.

iMergencies cannot be held responsible for delays or limitations in providing assistance where incorrect, incomplete or outdated information has been provided, where your device is not operational, or where circumstances are beyond our reasonable control.

You can update your details at any time through the Member Portal or by contacting our support team.

If an SOS alert is activated accidentally, you should notify us immediately so that we can cancel any unnecessary emergency response where possible.

11. Liability

iMergencies will always use reasonable care and skill to coordinate emergency assistance as quickly and effectively as possible.

However, once the Portuguese emergency services (112) or any other emergency service or authority has been contacted, all decisions regarding the response, dispatch of emergency resources, medical treatment, hospital destination and response times are entirely their responsibility.

iMergencies is not responsible for:

- The response times, availability, actions or decisions of the Portuguese emergency services, healthcare providers or any other third-party organization.
- Medical advice, diagnosis, treatment or decisions made by healthcare professionals.

- Delays, interruptions or limitations caused by incorrect, incomplete or outdated information provided by the member.
- Delays or failure to provide assistance where the member's mobile phone, alarm button, internet connection, battery, GPS signal or telecommunications service is unavailable or not functioning correctly.
- Delays or interruptions caused by power failures, telecommunications outages, severe weather, road closures, natural disasters or any other circumstances beyond our reasonable control.
- Any indirect, incidental or consequential loss arising from the use of, or inability to use, our services.

12. Data Protection

Your personal information, including any medical information you choose to provide, is processed in accordance with the General Data Protection Regulation (GDPR), Portuguese data protection law and our Privacy Policy.

Your information is securely stored for the purpose of providing the iMergencies service and will only be shared with the Portuguese emergency services, healthcare providers or other relevant authorities where necessary to protect your health, safety or vital interests, or where required by law.

13. Governing Law

These Terms and Conditions are governed by the laws of Portugal.

Any dispute arising out of or in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the Portuguese courts.

14. Changes to these Terms

iMergencies may amend these Terms and Conditions from time to time to reflect changes to our services, operational requirements or applicable law.

The latest version will always be available on our website and member portal . When we make significant changes, we will notify members using the contact details held on their account.

Continued use of the service after the changes take effect constitutes acceptance of the updated Terms and Conditions.

15. Acceptance of these Terms

By submitting your Membership Form or by using the iMergencies service, you confirm that you have read, understood and accepted these Terms and Conditions.

You also confirm that the information you have provided is true, complete and accurate to the best of your knowledge and that you will notify iMergencies promptly of any changes that may affect your personal emergency plan.