

## 1. GENERAL

Ryan Brothers Ambulance Inc. is committed to providing exceptional service in a timely and efficient manner. Unfortunately, when a customer cancels a scheduled transport without giving adequate notice, it prevents other customers the opportunity to utilize our service due to allocation of resources i.e., staffing, ambulance vehicles, etc. For these reasons, Ryan Brothers Ambulance Inc. has implemented a payment on demand, cancellation, and refund policy that will be strictly observed.

## 2. PAYMENT UPON REQUEST

Your reservation for ambulance transport is complete when Ryan Brothers Ambulance receives full payment for the services provided.

- For transports arranged at the time of service, a full payment will be processed at the time of the request. An ambulance vehicle WILL NOT be provided until payment is received in full.
- For transports greater than 7 days in advance, a credit card hold will be placed on your payment source 7 days prior to the date of service, and the full payment will be processed 48 hours prior to the scheduled transport.
- All payments made by credit or debit card will be subject to a 2.9% non-refundable processing fee.

## 3. CANCELLATION REQUEST

- Requests for cancellation of a scheduled ambulance transport must be made by phone to our Madison dispatch center. The number to contact is (877) 257-9591. Our dispatchers are available to take your call 24 hours a day, 7 days a week, 365 days a year.

## 4. REFUND POLICY

- Cancellation of an ambulance transport greater than 24 hours from the scheduled date and time of service will receive a refund electronically less an administrative fee of 8% of the total transaction.
- Cancellation of an ambulance transport less than 24 hours from the scheduled date and time of service will receive a refund electronically less an administrative fee of 25% of the total transaction.
- Cancellation of an ambulance transport at the date and time of service (Ryan Brothers Ambulance crew has been dispatched and is in route) are not eligible for a refund of any amount.

## 5. CREDIT AND DEBIT CARD PAYMENT TERMS AND CONDITIONS

The Online Payment Terms constitute a contract between you and Ryan Brothers Ambulance. Please read them carefully. All credit or debit card payments made to Ryan Brothers Ambulance use an online credit card processor and are subject to the following conditions.

- Ryan Brothers Ambulance Inc. accepts the following cards:
  - American Express
  - Discover
  - MasterCard
  - Visa
- You warrant that:

You are 18 years of age or over.

You have the appropriate authority to validly accept the Online Payment Terms and are able to and will meet your obligations in relation to these Terms.

The credit card used in connection with the Services is issued in your name or you are authorized to use the credit card.

You will pay the credit card issuer all charges incurred in the use of the Services.

The information supplied by you is true and correct.

- When you complete your payment for ambulance transport, funds will be deducted from your credit card in USD currency. All payments are debited to Ryan Brothers Ambulance.
- Payments will be processed directly by Stripe® (US dollar transactions) using Secure Socket Layer (SSL) technology.

Credit card numbers are protected with a high level of encryption when transmitted over the Internet.

Ryan Brothers Ambulance Inc. does not store in any way your credit card details.

- Confirmation:

If successful, you will receive a confirmation notice of your completed payment.

If unsuccessful, you will be advised that your payment has failed. Ryan Brothers Ambulance Inc. will not be advised why a payment has failed; therefore, you should contact your credit card provider for details.

Ryan Brothers Ambulance Inc. will confirm your payment details via email.

By using Ryan Brothers Ambulance online credit card facilities, you accept and consent to your personal data being provided to the Service Provider for sole purpose of offering and administering the online payment. We respect the privacy of every individual we serve. Ryan Brothers Ambulance Inc. has security measures in place to protect the loss, misuse, and alteration of the information under our control. Ryan Brothers Ambulance Terms and Conditions for online credit card payments are subject to change at any time. Each transaction shall be subject to the specific Terms and Conditions that were in place at the time of the transaction. If you have any questions or concerns, please contact our company headquarters at (608) 257-9591 or toll free at (877) 257-9591.