

GENERAL TERMS OF OPERATION

VETINPARIS FAUBOURG SAINT-ANTOINE CLINIC

These General Terms of Operation are displayed at the clinic's reception. They are also available on the website www.vetinparis.com.

All procedures carried out within the establishment are subject to these General Terms of Operation.

PRESENTATION OF THE ESTABLISHMENT

VETINPARIS is a limited liability professional practice company (SELARL) with a share capital of €20,000.00, registered with the Paris Trade and Companies Register under number 812 316 008 (SIRET 812 316 008 00018), represented by Isabelle Pasquet in her capacity as Managing Director.

Clinic address: 89 rue du Faubourg Saint-Antoine, 75011 Paris – Tel.: 01 43 07 01 06.

The website www.vetinparis.com is hosted by PlanetHoster, 4416 Louis-B.-Mayer, Laval, Québec, Canada H7P 0G1.

USUAL OPENING HOURS AND CONDITIONS FOR RECEIVING THE PUBLIC

The VETINPARIS Faubourg Saint-Antoine clinic is open **24 hours a day, 7 days a week**.

Consultations are by appointment, booked online via www.vetinparis.com or by telephone.

CLIENT RESPONSIBLE FOR THE ANIMAL

In accordance with legal provisions, the veterinarian's client is the adult who presents the animal for consultation and who, as such, is medically and financially responsible for it.

STAFF ASSIGNED TO ANIMAL CARE

The clinic's team is made up of veterinarians and qualified veterinary nurses (ASV).

The composition of the team is regularly updated on www.vetinparis.com.

SERVICES PROVIDED WITHIN THE CLINIC

The clinic provides general veterinary consultations and care, as well as an online appointment-booking facility and a product shop, in the following disciplines:

- **General medicine:** general and internal medicine, dentistry, dermatology, cardiology, endocrinology, oncology, gastroenterology, livestock medicine, osteopathy, neurology, ophthalmology, physiotherapy
- **Surgery:** neutering, soft-tissue surgery, obstetrics, bone surgery, orthopaedics. Particular attention is paid to pain management and anaesthetic safety; every animal benefits from close monitoring and veterinary supervision
- **Laboratory:** IDEXX blood analysers (complete blood count, biochemistry, endocrinology), 4-objective microscope, refractometer, glucometer, tonopen (intraocular pressure measurement)
- **Medical imaging:** digital radiography, ultrasound (abdominal, thoracic, cardiac, pregnancy monitoring), endoscopy
- **CT scanner:** latest-generation Canon Aquilion Lightning
- **Hospitalisation:** cattery with specialised hospitalisation cages, kennels with runs, separate isolation area for potentially contagious animals, dedicated treatment room; visits possible
- **Veterinary emergencies:** the clinic handles veterinary emergencies 24/7
- **Connected personal account:** online account with full follow-up of your animal (vaccinations, treatments, reports...), online diary for managing appointments and SMS reminders

The list of services offered is regularly updated on www.vetinparis.com.

ON-CALL DUTY AND CONTINUITY OF CARE

As the clinic is open 24 hours a day, 7 days a week, on-call duty and continuity of care are ensured at all times by the staff on site.

Cases of force majeure may nevertheless make certain procedures difficult or even impossible to carry out: equipment failure, unforeseeable absence of qualified staff, stock shortages, etc. Consequently, VETINPARIS cannot be held responsible for being unable to take on certain cases requiring specific expertise and/or equipment.

Where applicable, the clinic will refer the client to a suitable facility, without being able to guarantee that the procedure can be performed there. The list of veterinarians, including specialist veterinarians, is available on the website of the French Order of Veterinarians: www.veterinaire.fr.

SPECIES TREATED – DANGEROUS ANIMALS

The VETINPARIS clinics have a department dedicated to exotic pets (NAC), led by three veterinarians in Paris working exclusively with exotic pets. The other species usually treated are dogs and cats.

For any species not treated, the client is referred to a competent colleague; the list of veterinarians, including specialist veterinarians, is available on the website of the French Order of Veterinarians: www.veterinaire.fr.

Category 1 and category 2 dogs covered by the legislation on dangerous dogs are accepted on the express condition that they are muzzled and presented by an adult.

PRICING CONDITIONS, INFORMED CONSENT OF THE CLIENT, CARE CONTRACT

The prices of the main services are available at the clinic's reception and/or on www.vetinparis.com. The detailed price list is available from the reception team or the veterinarians.

The client is clearly informed that the estimated budget provided corresponds to the procedures foreseeable at the time of the consultation and that, depending on how the animal's state of health evolves and how it responds to the treatments given, it may vary. Any such additional costs are not included in the initial estimated budget.

The veterinarian may substitute, cancel or add care, examinations or treatments that the animal may require, provided the overall care budget is respected.

The estimated budget never includes any medicines prescribed on discharge, nor follow-up or post-operative consultations.

Before any treatment requiring anaesthesia and/or additional examinations, the client must sign an informed consent form and pay a deposit of 50% of the estimated budget. No specific diagnostic or therapeutic examination may be carried out without this prior formality.

The clinic is not bound by an obligation of result, and the client undertakes to pay all costs (consultation, care, additional examinations, surgery, etc.) required by the condition of their animal, upon presentation of an itemised statement.

All fees must be paid before the end of the consultation or before the animal is discharged. No veterinary report will be issued in the event of non-payment.

The cost of any complications and of subsequent care or follow-up consultations is always borne by the client.

The clinic cannot be held responsible for leads, collars, carriers or other items left behind by the client.

THERAPEUTIC RISK, ANAESTHETIC RISK, RESTRAINT-RELATED RISK

The client is clearly informed that any investigation or any medical or surgical procedure, however minor, carries risks, whether exceptional or not, and that they accept all the consequences thereof.

The aggressive nature of some animals and the performance of certain procedures require physical or chemical restraint, which may cause complications (serious or otherwise), without the care staff's liability being engaged.

Certain examinations and treatments require, for technical, hygiene or medical reasons, the clipping – sometimes extensive – of certain parts of the animal's body.

The Client declares that they have read and accept the therapeutic risks and, where applicable, the specific conditions for examination under restraint set out above.

The relationship between the client, their animal and the veterinarian is based on trust. So that the animal receives the best possible care, the client undertakes to provide the veterinarian with complete and truthful information.

PAYMENT METHODS

Payments made on www.vetinparis.com are processed via the secure payment provider Stripe, notably by bank card or Apple Pay.

Cash payments are accepted up to a limit of €1,000, in accordance with the regulations in force.

Through its partner ALMA, the clinic offers payment or financing facilities for settling services performed and invoiced, subject to fees. The granting of these payment facilities is subject to ALMA's approval; the clinic cannot be held responsible for a refusal of financing by ALMA.

SALE AND DISPENSING OF VETERINARY MEDICINES

In accordance with regulatory provisions:

- Veterinary medicines may only be dispensed for animals treated by the establishment.
- Medicines are neither taken back, nor exchanged, nor refunded.

DEATH OF THE ANIMAL

In the event of the patient's death, the clinic may return the body according to the client's wishes, or arrange, through its provider Esthima, the collective or individual cremation of the body. Any cremation request must be made in writing, signed and paid for by the Client.

For health reasons, the body is kept in a freezer pending payment and the owner's decision, for a maximum of 15 days. After this period, in the absence of a decision, the body is entrusted to the provider for collective cremation, the costs of which are invoiced to the client.

Urns are kept for 2 months after their receipt by the clinic. After this period, they are taken back by the provider Esthima.

TERMINATION OF THE CARE CONTRACT – BEHAVIOUR AND INCIVILITY

Apart from the cases provided for in Article R.242-48 paragraph V of the French Rural and Maritime Fishing Code, the clinic reserves the right to refuse any client who:

- is guilty of incivility, insults, threats, shouting, or defamation, whether spoken or written,
- displays violent, inappropriate or unsuitable behaviour,
- makes a request that offends the veterinarian's conscience,
- damages the professional relationship, resulting in a loss of trust,
- has failed to attend several appointments without cancelling them,
- has an outstanding debt (non-payment),

- does not keep their animal under conditions ensuring the physical safety of the staff, or refuses the proposed means of restraint and/or the instructions given.

Any incivility or verbal or physical aggression towards staff may constitute an offence punishable by law. Any such behaviour will result in a complaint being filed with the police, a report of incivility being made to the Order of Veterinarians, and the immediate termination of the care contract. The client will no longer be accepted at the clinic.

SECURITY OF THE PREMISES

The clinic has placed its premises under video surveillance to ensure the safety of people and property. Images are kept for 3 months. In the event of an incident, they may be viewed by authorised staff and by law enforcement.

Telephone calls may be recorded, subject to the prior consent of the caller, in particular for customer-relations follow-up and service improvement purposes.

To exercise your data protection rights, in particular your right of access to images or recordings concerning you, or for any information about these systems, you can send an email to isabelle@vetinparis.com.

CONSUMER MEDIATOR

The consumer disputes mediator for the veterinary profession aims to settle amicably financial disputes arising between any animal owner who is a non-professional client of a veterinarian, and any veterinarian registered with the Order. The mediator handles disputes relating to veterinarians' services (in particular those relating to fees, ancillary services or sales).

In accordance with Article L 152-1 of the French Consumer Code, in the event of a consumer dispute, you can contact the mediator at the following address: mediateur-conso@veterinaire.fr, or by post: Médiateur de la consommation de la profession de vétérinaire, Conseil National de l'Ordre des Vétérinaires, 34 rue Bréguet, 75011 Paris.

DISPUTES

In the event of a dispute, the competent regional council of the Order of Veterinarians is that of the district of the establishment's registered office (75011 Paris).

PROFESSIONAL LIABILITY INSURANCE (RCP)

The establishment holds Professional Liability insurance taken out with Areas Dommages, a fixed-premium mutual insurance company governed by the French Insurance Code (SIREN 775 670 466), 47-49 rue de Miromesnil, 75380 Paris Cedex 08, through the broker VETOPTIM Assurance (43 avenue de l'Opéra, 75002 Paris).

Policy no. 0WE101379, effective from 01/07/2026.

This insurance covers in particular Operational Civil Liability (up to €7,000,000 per claim for bodily, material and consequential damage combined), Professional Civil Liability and post-delivery product liability (up to €3,000,000 per claim and per insurance year, including €30,000 per animal in the event of damage to animals), as well as other additional cover detailed in the policy.

GENERAL DATA PROTECTION REGULATION, PROFESSIONAL SECRECY

The clinic uses a computer system designed to facilitate the management of client records and the invoicing of procedures, veterinary medicines and other products.

As part of optimised patient follow-up, some of this data may be transmitted to other veterinarians or laboratories, who undertake to use it only for the purposes concerned.

When an animal is identified by radiofrequency (microchip), certain data is transferred to the national identification file, as provided for by Articles D212-63, D212-66 and D212-68 of the French Rural and Maritime Fishing Code.

Unless you object, the information requested is recorded electronically. Only members of the practice's staff have access to the file.

You have the right to access, rectify, object to, erase, port and restrict the processing of information concerning you, by sending a request to isabelle@vetinparis.com together with a copy of your identity document.

Your data may be used to alert you to the need for a medical renewal (treatments, examinations, etc.).

All veterinarians are bound by professional secrecy: no information gathered during a consultation may be disclosed, except under a judicial warrant in the conditions provided for by law.

INTELLECTUAL PROPERTY

All content available on www.vetinparis.com (texts, images, graphics, logo, icons, etc.) remains the exclusive property of VETINPARIS or its authors, unless otherwise stated. Any reproduction, representation, modification, publication or adaptation of all or part of these elements is prohibited without prior written authorisation.

ONLINE PRODUCT SALES AND APPOINTMENT BOOKING

Product sales made via the VETINPARIS online Shop, as well as online appointment booking, are, in addition to these terms, governed by the General Terms of Sale available on www.vetinparis.com.

Last updated on 1 January 2026