



Tel/SMS: (336) 887-2606

Fax: (336) 887-2608

Email: frontdesk@northwoodah.com

NAH's TERMS AND CONDITIONS

We are delighted that you have selected us to be your pet care provider. To ensure that we provide you with exceptional service with your pet's care needs, please take a few moments to read and sign the following information.

Registration:

Northwood Animal Hospital "NAH" works primarily on a scheduled appointments basis, with some limited same day work ins. Please call ahead for the same day or work in availability times. Office hours are 8:00am-5:00pm Monday, Tuesday, Wednesday and Friday. The office is closed for lunch between the hours of 12:30pm-2pm and closed on Thursdays and the weekends. Please note that there is a fee of \$30.00 per scheduled pet if you do not show for your appointment and for cancelled appointments if not notified 24 business hours prior to your original appointment. **If you have 3 no call no shows you may possibly be dismissed from our practice.**

New patients should arrive 10 minutes prior to the actual appointment time to insure we have everything needed for the appointment. If you are more than 10 minutes late for your appointment, we may ask that you reschedule your appointment. If you wait more than 10 minutes in the waiting room, please ask the receptionist if there is a delay in the vet's schedule.

Pictures/Videos while on NAH's Premises:

I am aware that Northwood Animal Hospital "NAH" may capture pictures/videos of my pet and their pet owners or owner's agent while on premises, and may use, reuse, and publish such pictures/videos on their social media platforms, website, and/or clinic use for marketing purposes. I release "NAH" from any demands arising out of the use of such images or videos without limitation, all claims for libel or invasion of privacy.

Our Payment options are as follows:

- CASH
- PERSONAL CHECKS: A valid Driver's License or ID, phone number and email address will be required. (\$35 service charge for all NSF return checks)
- MOST MAJOR CREDIT CARDS (VISA, MASTERCARD, DISCOVER, AMERICAN EXPRESS)
- CONTACTLESS PAY (APPLE PAY, SAMSUNG WALLET, GOOGLE WALLET)
- CARE CREDIT ([CLICK HERE](#) TO LEARN MORE)
- SCRATCHPAY ([CLICK HERE](#) TO LEARN MORE)
- MOST MAJOR PET INSURANCE CARRIERS*

**If you have Trupanion insurance for your pet, we can file it at time of check out. After Trupanion's payment you will be responsible for all remaining balance on your bill at the time of check out. If you do not have Trupanion insurance, your payment is due in full at the time of check out. [Click here](#) if you would like to learn more about Trupanion Insurance.*

ALL FEES MUST BE PAID IN FULL AT THE TIME OF SERVICE OR UPON DISCHARGE OF YOUR PET. AN INITIAL DEPOSIT MAY BE REQUIRED FOR SURGICAL PROCEDURES, HOSPITALIZED CASES AND WORK-INS/DROP OFF'S SERVICES.**

***Unless otherwise mutually agreed: Accounts 60 days past due will be turned over to collections. An additional fee of up to 40% of the balance due or \$100 whichever is greater will be added to the total owed. Any outstanding balance past 30 days will receive a billing/finance charge.*

At Northwood Animal Hospital our goal is to provide our clients with the best care for their pets in the area. We are happy to provide cost estimates for all our services upon request. During treatment unforeseen circumstances may arise which may alter the original estimate. We do our best to keep clients informed of additional costs as they are incurred.

Emergency/After Hours Contacts:

If your pet is experiencing a medical emergency during or after business hours, please see the list below of emergency clinics in our area. Please make note that no prescriptions will be filled after regular business hours.

1. Carolina Veterinary Specialist in Greensboro --(336) 632-0605 -- 501 Nicholas Road, Greensboro, NC 27409
2. After Hours Veterinary Emergency Clinic -- (336) 851-1990 -- 5505 W Friendly Ave, Greensboro, NC 27410
3. Happy Tails Veterinary Emergency Clinic -- (336)288-2688 -- 2936 Battleground Ave, Greensboro, NC 27408
4. Carolina Veterinary Specialists in Winston Salem -- (336) 896-0902 -- 1600 Hanes Mall Blvd, Winston Salem, NC 2710
5. NC State CVM – Emergency Services -- (919) 513-6911 -- 1052 William Moore Dr, Raleigh, NC 27606
6. Triangle Veterinary Referral Hospital in Holly Springs -- (919) 973-5620 -- 2120 Werrington Dr., Holly Springs, NC 27540
7. Triangle Veterinary Referral Hospital in Durham -- (919) 489-0615 -- 608 Morreene Rd, Durham, NC 2770