

## Terms of Use

Summit Osteo & Performance  
150 Maroondah Hwy, Ringwood VIC  
ABN: 60 915 250 523  
Effective: October 2025  
Review Date: October 2026

---

### 1. Purpose

These Terms of Use outline the conditions under which clients engage with Summit Osteo & Performance's services, website, and communications. By accessing our website, making a booking, or attending a consultation, you agree to the terms set out in this document.

---

### 2. Scope

This policy applies to all patients, website visitors, and individuals using or engaging with Summit Osteo & Performance's services, content, or digital platforms.

---

### 3. Services Provided

Summit Osteo & Performance provides osteopathic and allied health services aimed at improving musculoskeletal health, function, and performance.

While every effort is made to ensure accurate and up-to-date information is provided, our website and social media content are for general informational purposes only and should not replace professional medical advice, diagnosis, or treatment.

—

### 4. Appointments and Cancellations

All appointments are to be made via our booking system, website, or directly through the clinic.

A minimum of 24 hours' notice is required for cancellations or rescheduling.

Failure to provide sufficient notice may result in a cancellation fee, as outlined in our Cancellation & No-Show Policy.

Repeated late cancellations or non-attendance may affect future booking eligibility.

---

## 5. Fees and Payments

All fees are due at the time of consultation unless otherwise arranged.

We accept payments via HICAPS, EFTPOS, and credit/debit card.

Some services may be eligible for private health insurance or Medicare rebates where applicable.

Summit Osteo & Performance reserves the right to adjust fees periodically with reasonable notice.

—

## 6. Patient Responsibilities

To ensure effective care, patients are expected to:

Provide accurate and complete medical and personal information.

Inform the practitioner of any changes in health status, medications, or injuries.

Follow clinical advice and recommendations to the best of their ability.

Treat all clinic staff, facilities, and other patients with respect.

---

## 7. Intellectual Property

All content on the Summit Osteo & Performance website, including text, graphics, images, and logos, is the property of Summit Osteo & Performance unless otherwise stated. It may not be copied, reproduced, or distributed without prior written consent.

---

## 8. Limitation of Liability

Summit Osteo & Performance takes all reasonable care to ensure the safety and wellbeing of patients. However, we are not liable for:

Misuse or misunderstanding of information provided through our website or social channels;

Loss or damage arising from external links or third-party services;

Any indirect, incidental, or consequential loss resulting from the use of our services or materials.

Patients are responsible for their own decisions and actions arising from information or advice provided.

---

## 9. Privacy and Confidentiality

All personal and health information is handled in accordance with our Privacy Policy and the Privacy Act 1988 (Cth).

We are committed to maintaining strict confidentiality and protecting patient data.

---

## 10. Contact Information

For any questions or concerns regarding these terms, please contact:

 [admin@summitosteoandperformance.com.au](mailto:admin@summitosteoandperformance.com.au)

 150 Maroondah Hwy, Ringwood VIC 3134

---

## 11. Review

This policy will be reviewed annually or whenever changes occur to business operations, professional standards, or relevant legislation.

---