

Ambrose Chiropractic Care – Terms & Conditions

1. Introduction & Acceptance of Terms

These Terms & Conditions ("Terms") outline how services are provided by **Ambrose Chiropractic Care** ("we", "us", "our"). We are a chiropractic healthcare provider located in **Wyong, New South Wales, Australia**.

These Terms apply to:

- Our website and online booking systems
- Chiropractic consultations and in-clinic services
- Educational resources, guides, PDFs, and digital content
- Promotional offers, advertisements, and funnels
- Communications via phone, email, SMS, or digital platforms

By accessing our website, submitting a form, booking an appointment, or attending a consultation, you confirm that you have read, understood, and agree to these Terms.

2. Services Description & Scope of Practice

Ambrose Chiropractic Care provides chiropractic assessment, care, and education services delivered by a **registered chiropractor**, in accordance with Australian law, AHPRA requirements, and professional standards.

Services may include, where appropriate:

- Health history intake
- Postural, movement, orthopaedic, and neurological assessment
- Chiropractic care using manual or assisted techniques
- Education regarding posture, movement, and lifestyle factors

Important Clarifications

- We do not provide medical, surgical, psychological, or pharmaceutical treatment
- We do not provide emergency or after-hours medical care
- Chiropractic care does not replace appropriate medical care where required

- All services are provided based on professional judgement and information supplied by the patient

Outcomes

Individual responses to chiropractic care vary. **No outcomes, results, symptom resolution, or timeframes are guaranteed.**

3. Eligibility & Patient Responsibilities

To receive services:

- You must be 18 years or older, or have parental/guardian consent
- You must provide accurate, complete, and up-to-date information

You are responsible for:

- Disclosing relevant health conditions, symptoms, medications, and changes
- Following reasonable care instructions provided
- Informing us of any concerns or unexpected responses

Providing inaccurate or incomplete information may affect care decisions.

4. Fees, Payments & Billing

- Fees for services are disclosed prior to booking or at the clinic
 - Payment is required at the time of service unless otherwise agreed
 - Accepted payment methods may include EFTPOS, credit/debit card, or approved digital payment systems
 - Prices may change from time to time. **Confirmed bookings will be honoured at the price agreed at the time of booking**
 - Failure to pay fees may result in refusal of future services
-

5. Cancellations, Missed Appointments & Refunds

Cancellations & No-Shows

- We require reasonable notice for appointment cancellations (generally 24 hours)
- Late cancellations or failure to attend may incur a cancellation fee

Refunds

- Refunds are handled in accordance with **Australian Consumer Law (ACL)**
- Nothing in these Terms excludes, restricts, or modifies any consumer guarantee, right, or remedy under ACL
- Where services have been provided with due care and skill and as described, refunds are generally not provided for services already rendered

Promotional & Introductory Offers

- The \$27 offer is only available to new patients. Includes Chiropractic consultation, examination and referral for imaging (if appropriate) or referral to another more suitable health professional if necessary.
 - This offer does not include treatment and is intended to provide access to assessment for participants with symptoms only. There is no obligation to receive or continue any advice or treatments.
 - If treatment is found to be appropriate and desired, the standard price is \$75 for an individual treatment that can be scheduled at a later date.
 - Treatment cannot guarantee desired result and may involve risk of medical complication. Detailed information regarding risks of treatment is provided and informed consent is required prior to any treatment.
 - Offer is not time limited and can be redeemed at any time when an appointment is available.
-

6. Informed Consent (Important Notice)

These Terms & Conditions **do not replace informed clinical consent.**

Before receiving chiropractic care:

- You will be provided with information about the nature of care
- You will have the opportunity to ask questions
- Your consent will be obtained in accordance with professional standards
- Consent to care may be documented separately

You may decline or withdraw consent at any time.

7. Intellectual Property

All materials provided by Ambrose Chiropractic Care, including:

- Website content
- Educational guides and PDFs
- Branding, logos, and written materials

remain the intellectual property of Ambrose Chiropractic Care unless otherwise stated. Materials may be used for personal, non-commercial use only. Reproduction, distribution, or resale without written permission is prohibited.

8. Privacy & Confidentiality

We collect, use, and store personal information in accordance with:

- The **Australian Privacy Principles (APPs)**
- Applicable Commonwealth and NSW health records legislation

Please refer to our separate **Privacy Policy** for further details.

9. Advertising, Disclaimers & No Guarantees

- Our advertising, website content, and educational materials are provided for general information purposes only
 - No guarantees are made regarding outcomes or results
 - Any testimonials, where permitted and used, reflect individual experiences and should not be interpreted as guarantees of outcomes
 - Educational materials are not a substitute for individual assessment
 - Care outcomes may be influenced by factors beyond our control, including lifestyle, compliance, and pre-existing conditions
-

10. Liability & Australian Consumer Law

Nothing in these Terms excludes, restricts, or modifies any rights or remedies available under **Australian Consumer Law** or other applicable laws.

Our liability is limited only to the extent permitted by law.

11. Patient Responsibility & Indemnity

You are responsible for any loss arising from inaccurate or incomplete information you provide, or failure to follow reasonable care instructions, **to the extent permitted by law**.

12. Third-Party Platforms & Technology

We may use third-party platforms for:

- Online bookings
- Payments
- Email or SMS communications

We are not responsible for outages, policy changes, or failures of third-party platforms beyond our control.

13. Termination of Services

We reserve the right to refuse or discontinue services where:

- Care is deemed inappropriate
- Behaviour is unsafe, abusive, or inappropriate
- Fees remain unpaid

Patients may discontinue services at any time.

14. Governing Law & Jurisdiction

These Terms are governed by the laws of **New South Wales, Australia**. Any disputes are subject to the jurisdiction of NSW courts.

15. Changes to These Terms

We may update these Terms from time to time. Updated versions will be published on our website and take effect upon publication.

16. Contact Information

Ambrose Chiropractic Care

 Wyong, NSW, Australia

 ambrosechiropracticcare@gmail.com

Force Majeure

We are not liable for failure or delay in providing services due to events beyond our reasonable control, including natural disasters, government restrictions, or system outages.