

Terms and Conditions for Voucher's offered, purchased and used at North Canberra Osteopathy

This document contains the terms and conditions related to purchasing and using a voucher at North Canberra Osteopathy. Please read these terms and conditions carefully before purchasing a voucher product at North Canberra Osteopathy.

The vouchers and services exchanged for the voucher are provided by:

North Canberra Osteopathy ATF Walton Family Trust

ABN 63 899 834 660

Shop 3, 1-5 Hackett Place, Hackett, Canberra, ACT, Australia 2602

www.northcanberraosteopathy.com.au

Conditions of use:

At North Canberra Osteopathy we have created a voucher product for the convenience of our customers to gift an osteopathic or massage consultation. The voucher product is subject to the conditions stated in this document. Every time a voucher is purchased you are accepting the following conditions. This is why we urge you to read this document carefully.

Privacy Policy:

Before you make your purchase we advise you to read our privacy policy regarding our user data collection and storage. It will help you better understand our practices. This can be found on our website under "policies".

About the product on offer:

A voucher is defined as piece of paper either physically or digitally obtained that may be exchanged for goods or services. At North Canberra Osteopathy we offer digital e-vouchers that are sent to the purchases email inbox.

Vouchers Offered at North Canberra Osteopathy:

1. Initial Baby and Child Osteopathy Consultation - \$150
2. Initial Pregnancy Initial Consultation - \$150
3. One Hour Massage Therapy Consultation - \$100
4. Initial Adult Osteopathy Consultation - \$150

About the service exchanged with the voucher:

A North Canberra Osteopathy Voucher can be exchanged for the equivalent service specified on the voucher.

The cost of an Initial Osteopathic consultation for an Adult, child or baby is \$150. An initial appointment is allocated a 60 minute timeslot but can vary according to the practitioner at the time of the appointment.

An Initial Osteopathic consultation will comprise of:

- A new patient questionnaire to be filled out either at the time of the consultation or via an online form that can be sent to the patient through email prior to the consultation.
- A thorough case history taken by the osteopath
- An osteopathic assessment will be performed once informed consent has been given by the patient
- Osteopathic treatment will be conducted if clinically indicated
- If treatment is required during the initial osteopathic consultation, choice of osteopathic treatment offered may involve one or more of the following techniques that osteopaths are qualified to perform: massage, articulation, MET, HVLA (manipulation), counterstrain, functional, fascial release, cranial and stretching.

By purchasing an osteopathic voucher you are subject to the full amount of \$150 at the time of purchase. This payment is made via the online payment portal using either Paypal or Square.

If after a thorough case history, assessment and consultation, the patient is not a candidate for osteopathic treatment, the patient may be recommended to further management by a relevant health care professional.

A one hour massage therapy consultation cost is \$100. The massage therapy appointment is allocated 60 minute timeslot.

A massage therapy consultation will consist of:

- New patient questionnaire to be filled out either at the time of the consultation or via an online form that can be sent to the patient through email prior to the consultation.
- A thorough case history taken by the massage therapist
- An assessment will be performed once informed consent has been given by the patient
- Treatment performed by the massage therapist may include massage technique, stretching and inhibition. A preference for the firmness of the technique can be made prior to commencing.

By purchasing a massage therapy voucher you are subject to the full amount of \$100 at the time of purchase. This payment is made via the online payment portal using either Paypal or Square.

Informed consent:

Patient consent will be obtained prior to any assessment or treatment procedures in both digital form and verbal form. Please see our informed consent policy on our website under "policies" for further detail.

Third party involvement:

Vouchers purchased are created and set up using a third party company called GiftUp! and each purchase is subject to their terms and conditions. Please see their terms and conditions here: <https://www.giftup.com/terms-conditions>

When purchasing your voucher online using a payment portal, you are subject to their terms and conditions.

For purchases made through Paypal, please visit their terms and conditions here:

https://www.paypal.com/au/webapps/mpp/ua/pocpsa-full?locale.x=en_AU

For purchases made through Square, please visit their terms and conditions here:

<https://squareup.com/au/en/legal/general/payment>

A **\$5 administration fee** is charged on top of the osteopathic and massage consultation cost to cover the fees charged by GiftUp!

Private Health Care:

Private rebates from health funds can not be used in conjunction with a voucher purchase.

Refund or exchange:

In the event that the voucher received is not wanted by the recipient or the voucher received would like to be exchanged for a different service, this can be discussed and be arranged on a case by case basis by the clinic manager.

If a refund is to be issued, this can be paid out by either a direct transfer or in cash. A full refund of the cost of the service specified on the voucher can be given. **The \$5 service fee charge will not be refunded.** If you have any questions or concerns regarding an exchange or refund please email the clinic manager directly at anna@northcanberraosteopathy.com.au.

Expire date:

Vouchers for osteopathic and massage services are not subject to an expiry date and a valid until they have been redeemed.

Thank you for taking the time to read our terms and conditions. If you have any concerns please email the clinic at anna@northcanberraosteopathy.com.au.