

## **Terms of Service**

**Effective Date: July 2024**

### **1. Introduction**

Welcome to Active Horizons Health Group ("we", "our", "us"). These Terms of Service govern your use of our physiotherapy telehealth services ("Services"). By accessing or using our Services, you agree to comply with these Terms of Service and our Privacy Policy.

### **2. Services**

#### **2.1 Description of Services**

Our Services include remote physiotherapy consultations, assessments, treatment plans, and related healthcare services provided through telecommunication technologies.

#### **2.2 Eligibility**

You must be at least 18 years old or have parental consent to use our Services. By using our Services, you represent and warrant that you meet these eligibility requirements.

#### **2.3 Registration**

To access certain features of our Services, you may be required to register and create an account. You agree to provide accurate, current, and complete information during the registration process and to update such information as necessary.

### **3. User Responsibilities**

#### **3.1 Use of Services**

You agree to use our Services solely for lawful purposes and in accordance with these Terms of Service and all applicable laws and regulations.

#### **3.2 Account Security**

You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account. You agree to notify us immediately of any unauthorised use or suspected breach of security.

### **4. Payment and Billing**

If applicable, payment for our Services will be handled as agreed upon during the registration or scheduling process. Fees and charges may apply for certain Services, and you agree to pay all fees incurred in connection with your use of the Services.

## **5. Intellectual Property**

### **5.1 Ownership**

All content and materials provided through our Services, including but not limited to text, graphics, logos, images, and software, are the property of Active Horizons Health Group or its licensors and are protected by intellectual property laws.

### **5.2 Use of Content**

You may access and use the content provided through our Services solely for your personal, non-commercial use. You may not modify, reproduce, distribute, or create derivative works based on such content without our prior written consent.

## **6. Limitation of Liability**

To the fullest extent permitted by law, Active Horizons Health Group shall not be liable for any direct, indirect, incidental, special, consequential, or exemplary damages, including but not limited to damages for loss of profits, goodwill, use, data, or other intangible losses arising out of or in connection with your use of our Services.

## **7. Termination**

We reserve the right to suspend or terminate your access to our Services at any time and for any reason, including but not limited to violation of these Terms of Service or applicable laws.

## **8. Governing Law**

These Terms of Service shall be governed by and construed in accordance with the laws of Australia, without regard to its conflict of law principles.

## **9. Changes to Terms of Service**

We may update or modify these Terms of Service from time to time. Any changes will be effective upon posting the revised Terms of Service on our website. Your continued use of our Services after the effective date of the revised Terms of Service constitutes your acceptance of the changes.

## **10. Contact Information**

If you have any questions or concerns about these Terms of Service, please contact us at:

**Active Horizons Health Group**

**Email:** [activehorizonshg@gmail.com](mailto:activehorizonshg@gmail.com)

