

Terms of Service



OTTIMA Integrative Occupational Therapy

Last updated: May 2025

These Terms of Service govern your use of the OTTIMA Integrative Occupational Therapy website, and any services provided. By using our website or services, you agree to be bound by these Terms.

1. Definitions

"You" means any user of the website.

"OTTIMA Integrative Occupational Therapy", "we", "us" or "our" refers to the operator of the website and provider of therapy services.

"Website" refers to ottima.com.au and associated platforms.

"Agreement" refers to the contract formed by your use of our services or website, including all associated documentation.

2. Use of the Website

You agree to use the Website lawfully and in accordance with these Terms. Children under 18 must use the Website under supervision. We may restrict access or terminate accounts if Terms are breached.

3. Services

Therapy services are provided by AHPRA-registered occupational therapists. Services may require intake forms, consent, or specific eligibility. OTTIMA reserves the right to accept or refuse service.

4. Registration and Accounts

Some services may require account registration. You are responsible for maintaining account confidentiality and for all activity under your account. Notify us immediately of unauthorised access.

5. Content and Intellectual Property

All content (text, images, resources, etc.) is owned by or licensed to OTTIMA. You may not reproduce, distribute, or commercialise any content without written permission.

6. Orders and Payments

Service fees are communicated directly. Orders are only confirmed upon full payment. Payments must be made via accepted methods. OTTIMA may cancel or refund orders in certain circumstances.

7. Service Delivery

You are responsible for booking and receiving services within designated timeframes. Failure to do so may result in forfeiture without refund.

8. Communications

By registering, you agree to receive communications relevant to your use of the Website or services. You can unsubscribe at any time.

9. Links to Third-Party Sites

We may include links to third-party sites. We are not responsible for their content, policies, or accuracy.

10. Disclaimer and Limitation of Liability

Information provided is for general purposes and does not substitute personalised health advice. We do not guarantee uninterrupted access or that the site is error-free. To the extent permitted by law, we exclude all liability for loss or damage arising from your use of our Website or services.

11. Indemnity

You agree to indemnify OTTIMA for any loss, claim, or liability arising from your breach of these Terms or misuse of our services.

12. Privacy

We collect and use personal information in accordance with our Privacy Policy. By using our services, you consent to this use.

13. Modifications to Terms

We may update these Terms at any time. Continued use of the Website constitutes acceptance of revised Terms.

14. Governing Law

These Terms are governed by the laws of South Australia and Victoria. Any disputes shall be resolved in the courts of those jurisdictions.

15. Contact

For questions about these Terms, contact us at OTTIMA@outlook.com.au.