

OMMA WEIGHT LOSS

TERMS & CONDITIONS OF SERVICE

Covering: Monthly Coaching · 12-Week Protocol · 24-Week Protocol (All Online)
Effective 12 August 2026

This Agreement is made at the date of payment between the management of Omma Weight Loss ("Service Provider") and the individual completing payment on ommaweightloss.com.my ("Client"). It applies to whichever coaching package the Client purchases — Monthly Coaching, 12-Week Protocol, or 24-Week Protocol — as set out below. Sections 1–2 are specific to each package; Sections 3–8 apply to all three.

1. PACKAGE SCOPE, ONBOARDING & OFFICIAL START DATE

1.1 Onboarding Process (all new registrations)

(a) Complimentary preliminary sessions: Upon successful registration, the Client receives two preliminary sessions, provided free of charge and NOT counted within the package's paid weekly session total: (i) Onboarding Session — 1 hour; and (ii) Weight Loss Prescription & Fitness App Guide Session — 1 hour.

(b) Official start date: The package's Official Start Date ("Week 1" of the paid program) begins only after both preliminary sessions above are completed and the first official weekly session is confirmed. Payment confirmation is required to book the onboarding process, but payment date alone does not mark the start of the program.

(c) Renewals: For renewing Clients (who have already completed onboarding previously), the program period begins at the first official session notified by the Service Provider. Sessions are only scheduled after payment confirmation is received.

1.2 Session Length

Each of the two preliminary sessions in Clause 1.1(a) runs 1 hour. From Week 1 onward, weekly consultation sessions run 30 minutes each.

1.3 Monthly Coaching — Scope

Once the program officially begins (Week 1, per Clause 1.1(b)), the package comprises 4 weekly online consultation sessions.

1.4 12-Week Protocol — Scope

Once the program officially begins (Week 1, per Clause 1.1(b)), the package comprises 12 weekly online consultation sessions.

1.5 24-Week Protocol — Scope

Once the program officially begins (Week 1, per Clause 1.1(b)), the package comprises 24 weekly online consultation sessions. The 24-Week Protocol mirrors the 12-Week Protocol in every other respect (onboarding, scheduling, cancellation, refund policy, and all remaining terms below) — the only difference between the two packages is session count and price.

Note: package length is defined by session count, not a fixed calendar period — postponements (Clause 4.1) and no-shows (Clause 4.2) can extend how long a package actually takes to complete.

1.6 Maximum Completion Window

While a package is not bound to a fixed calendar period, all sessions within a package must nonetheless be completed within the following maximum window, measured from the Official Start Date (Clause 1.1(b)):

(a) Monthly Coaching (4 sessions): must be completed within 8 weeks.

(b) 12-Week Protocol (12 sessions): must be completed within 16 weeks.

(c) 24-Week Protocol (24 sessions): must be completed within 28 weeks.

Any sessions not completed within the applicable maximum window due to the Client's own postponements or non-attendance are FORFEITED, and the window is NOT extendable on that basis. Where a delay is instead caused by the Service Provider (for example, under Clause 4.3), the maximum window will be extended accordingly so the Client still receives their full number of paid sessions.

2. REFUND POLICY — differs by package, please read carefully

2.1 Monthly Coaching — NON-REFUNDABLE: As this is a short, intensive weekly coaching program, all payments made are FINAL and NON-REFUNDABLE once the program begins or payment is confirmed. (See Clause 4.4 for the one exception, where the Service Provider itself terminates the programme for Client non-cooperation.)

2.2 12-Week Protocol — 30-Day Money-Back Guarantee: A full refund of the total amount paid may be requested within the first 30 days from the Official Start Date if the Client is reasonably dissatisfied. This is a full refund regardless of how many sessions have already been used, and upon approval the programme is cancelled in full. Requests must be submitted in writing via official email, together with constructive feedback on the reason for dissatisfaction.

2.3 24-Week Protocol — 30-Day Money-Back Guarantee: Same 30-day money-back guarantee and procedure as the 12-Week Protocol (Clause 2.2) — full refund, full cancellation, confirmed identical.

All cancellation and refund requests must be made in writing by emailing ommaweightloss@gmail.com — WhatsApp requests are not accepted as formal notice.

3. SESSION SCHEDULING & CONFIRMATION

3.1 Booking: Appointment slots for the following week are booked every Sunday before 6:00pm.

3.2 Confirmation: Official confirmation of the appointment is made 24–48 hours before the selected appointment booking time. Confirmations made after that window are treated as final.

4. SESSION GUARANTEE & CANCELLATION

4.1 Postponement before confirmation: If a booking has been made but official confirmation (Clause 3.2) has not yet been given, and the Client wishes to cancel or reschedule that slot, the session is simply moved to the following week — at no charge and without forfeiting the session.

4.2 Client no-show (after confirmation): Once a session has been officially confirmed, failing to attend without at least 24 hours' notice forfeits that session. Any rescheduling of a forfeited session is entirely at the Service Provider's discretion.

4.3 Cancellation by the Service Provider: If the Service Provider cancels a session with less than 24 hours' notice, the Client receives one (1) additional free session as compensation, on top of rescheduling the cancelled session.

4.4 Termination for Client non-cooperation: If the Client's commitment to the programme is deemed unfitting or uncooperative — including but not limited to a consistent inability to attend weekly sessions, or an overall lack of commitment to the programme — the Service Provider reserves the right to terminate the programme and issue a full refund of the payment made. This right applies regardless of the package purchased or the refund policy set out in Section 2, including for Monthly Coaching, which is otherwise non-refundable.

5. CLIENT COOPERATION

The Client is responsible for attending every session and giving full commitment toward achieving the program's goals.

6. MEDICAL ADVICE DISCLAIMER & SELF-RESPONSIBILITY

6.1 Not clinical treatment: Guidance from the licensed doctor and medical team in this program is general health advice, nutritional coaching, and diet planning only. It is NOT a substitute for clinical treatment, diagnosis, or medical prescription from the Client's personal doctor. Clients are advised to always refer to their personal doctor or existing medical specialist for decisions related to their specific medical condition.

6.2 Allergies & medical conditions: The Client is fully responsible for disclosing any allergies, physical limitations, or chronic conditions (e.g. gout, diabetes, hypertension). The Service Provider is not responsible for any complications or side effects relating to the Client's medical condition arising from the recommended nutrition plan. The Client should remain self-aware of their body's responses and seek their personal doctor's advice where needed.

6.3 Physical activity & exercise: Any physical activity or exercise recommendation is based on limitations disclosed by the Client. The Service Provider is not responsible for injury arising from overexercising, incorrect technique or movement, or gym-related injury. All risk of physical injury is borne entirely by the Client.

6.4 Eligibility: The Client must be between 18 and 65 years of age (inclusive) to enroll in this programme. If the Client is or becomes pregnant, this must be declared to the Service Provider — either prior to starting the programme, or immediately upon becoming aware during the programme — so the coaching plan can be adjusted or paused as medically appropriate.

7. CONFIDENTIALITY, PRIVACY, PAYMENT & MARKETING

7.1 Confidentiality: All personal, career, and health records are kept confidential under the Personal Data Protection Act 2010 (PDPA).

7.2 Payment processing: All payments are processed via BCL (bcl.my), a third-party licensed payment gateway. The Service Provider does not store the Client's card or banking details — these are handled directly by BCL under its own security and privacy practices.

7.3 Marketing: The Service Provider will not use the Client's personal identity, before/after photos, or testimonials for marketing purposes without first obtaining the Client's written or verbal consent.

8. AGREEMENT

8.1 Agreement: By completing payment for any Omma Weight Loss coaching package (Monthly Coaching, 12-Week Protocol, or 24-Week Protocol) through ommaweightloss.com.my, the Client confirms that they have read, understood, and agree to be bound by the terms applicable to their chosen package as set out above, under the laws of Malaysia.

8.2 Amendments: The Service Provider reserves the right to update or amend these Terms & Conditions at any time. Continued use of the Service Provider's services, or purchase of any coaching package, after such changes are published constitutes acceptance of the updated terms.