

Dylocoaching

Terms and Conditions

Effective date: October 4, 2026

Dylocoaching is operated by Dylan Oyardo in Vancouver, Canada.

Email: dylanoyardo@gmail.com

These terms explain our online coaching services. Before purchasing, you will receive a written coaching agreement confirming your package, total price, start and end dates, service details and cancellation rights. The agreement will also include our contact information and cancellation instructions.

Coaching services

Our 90-day online coaching package includes personalized training programming, general nutrition and habit guidance, weekly check-ins, weekly coaching calls, exercise-form feedback and ongoing program adjustments based on your progress.

Programs are delivered through Trainerize. Calls take place through Google Meet, and client communication takes place through WhatsApp or another agreed channel.

Your coaching agreement will specify call duration, scheduling arrangements and support response times. Messaging support is not an emergency service or a promise of immediate, round-the-clock replies.

Applications and eligibility

Submitting an application or booking a consultation does not guarantee acceptance into coaching or require you to purchase.

Clients must be legally able to enter into the coaching agreement. Applicants below the age of majority may be considered only after separate approval, appropriate parent or guardian arrangements, and confirmation that the service is suitable and covered by our insurance.

Price and payment

Your coaching package price will be discussed during your consultation and confirmed in your written coaching agreement before payment. Payment is due in full upfront through Stripe.

Any applicable taxes and the final total will be disclosed before purchase. Payment is due after acceptance of the coaching agreement and before coaching begins.

This is a one-time purchase. There is no automatic renewal or recurring charge. Continuing beyond the initial package requires a new agreement.

Program dates

Your start and end dates will be confirmed in writing. Coaching runs for 90 days from the agreed start date.

Pauses, extensions or changes must be agreed in writing, except where applicable law provides otherwise. Missed workouts or check-ins do not automatically extend the program.

Calls and rescheduling

Please provide at least 24 hours' notice to cancel or reschedule a call.

Calls cancelled with less than 24 hours' notice, or missed without notice, may count as the scheduled session. Exceptional circumstances will be considered individually.

If Dylocoaching cancels a call, we will arrange a replacement without an additional charge. This scheduling policy does not limit your legal cancellation rights.

Refunds and legal cancellation rights

Except where required by applicable law, all purchases are final and Dylocoaching does not offer discretionary refunds for a change of mind, missed sessions, non-participation or dissatisfaction with progress.

Nothing in these terms removes or restricts mandatory consumer rights.

Where BC fitness or personal-services contract rules apply, you may cancel within ten days after receiving a copy of your contract. Other legal cancellation rights may apply, including certain material changes, missing required contract information or failure to provide a contract copy within the required period.

Your coaching agreement will include the applicable cancellation notice and instructions. Cancellation notices may be emailed to dylanoyardo@gmail.com, without limiting any other legally permitted method. Refunds required by law will be provided within the applicable legal deadline.

Client responsibilities

You agree to provide accurate information relevant to coaching, communicate changes in your circumstances, complete agreed check-ins and use suitable equipment and a safe exercise environment.

Tell your coach about relevant injuries, limitations or other circumstances that may affect participation. Obtain appropriate medical advice or clearance when needed.

You remain responsible for deciding whether to perform an exercise and should stop if you experience pain or concerning symptoms.

Scope and results

Coaching provides fitness education, programming, general nutrition guidance and accountability. It does not provide medical diagnosis, treatment, rehabilitation or clinical nutrition services.

Exercise involves risks, including injury. Online coaching does not provide continuous supervision.

Results vary with individual circumstances and participation. We do not guarantee a particular weight change, appearance, strength outcome or result within 90 days. Examples and testimonials describe individual experiences.

Programs and materials

Coaching materials are provided for your personal use. You may keep your own copies, but may not resell, publicly distribute or present them as your own commercial work without permission.

Privacy and promotional permission

Personal information is handled according to our Privacy Policy.

Permission to publish your photographs, videos, name or testimonial is requested separately. Purchasing coaching does not give Dylocoaching permission to use them publicly.

Concerns and service interruption

Please contact dylanoyardo@gmail.com promptly if you have a concern about the service.

If we cannot provide agreed services, we will discuss an appropriate remedy with you and honour applicable legal rights. We will not materially reduce an existing package through a later website update.

Applicable law

These terms are governed by the laws of British Columbia and applicable Canadian federal law, without excluding mandatory protections available to consumers elsewhere.

Nothing in these terms excludes liability or remedies that cannot lawfully be excluded. If a provision is unenforceable, the remaining provisions continue to apply to the extent permitted by law.