



Pracownia Pozytywnych Zmian (PPZ) TERMS AND CONDITIONS

1. In registering for a course the customer agrees to all of the conditions that apply.
2. PPZ reserves the right to change course/conference dates.
3. The participant's identity will be confirmed at the course/conference reception through a participants attendance list.
4. Registration through purchase is valid for the course/conference indicated on the invoice.
5. Cancelling without providing reason is possible within 14 days as is in accordance with the Rights of the Customer Act dated May 30, 2014 (Dz.U. [*Journal of Law*] of 2014 Item 827 as amended). "Customers who have registered through a distance contract may cancel without providing reason and without incurring additional costs within 14 calendar days."
6. Refund claims may be made following online cancellation. The course/conference fee will be refunded after PPZ has received a signed corrective invoice from the customer.
7. Customers having signed a distance contract or purchasing and registering beyond the company location cannot claim a refund if PPZ has provided the service in full, with notice to the customer and the customer being made previously aware that after fulfillment of the service they lose the right of cancellation.
8. Smoking is strictly prohibited on the premises where the courses/conferences are being held.
9. Filming or photographing a course/conference is only permissible after permission has been obtained from the course/conference leader, for each individual course/conference.



Terms and conditions regarding online purchase and registration for courses and conferences organized by PPZ.

TERMINOLOGY

1. "Terms and Conditions" - refers to the below Terms and Conditions of online registration for selected courses and conferences organized by PPZ.
"Website" - denotes each course/conference webpage (online site) for which PPZ is the administrator
2. "Vendor" – Pracownia Pozytywnych Zmian, Zuzanna Liskowacka located at ul. Myśliwska 13, 43-450 Ustroń, NIP 954-196-15-08
3. "PROFORMA Invoice" - refers to the document which enables for the payment of a fee for participation in a given course/conference at the time and place assigned, which can be acquired through the Website; following online payment or bank transfer, the customer receives an email confirmation with the "Value-added Tax (VAT) invoice".
4. "Customer" - the individual using the Website for the purpose of purchasing the right to participate in a course/conference;

GENERAL STIPULATIONS

1. The terms and conditions below outline the regulations for purchasing and registering in a course/conference through the Website.
2. The customer is responsible for becoming familiar with the contents of the Terms and Conditions prior to purchasing and registering for a course/conference through the Website.

PLACING AN ORDER

1. Valid registration requires filling out an application form and providing payment for the given conferences/courses or workshops. Prices and place availability are determined by the date of payment. Applicable discounts are determined by the date of payment, not the date of online enrollment in the system.
2. Purchase and registration in a course/conference is done by submitting an application through the Website and providing payment through the payment page, according to the regulations outlined in the Terms and Conditions.
3. Submitting an order for registration in a course/conference is done through several steps on the sub-pages of the Website:



- A. choosing a course/conference that will be covered by the PROFORMA invoice
- B. providing the customer's personal information (full name, email address, mobile number, professional title, applicable discounts),
- C. providing the necessary details for issue of a VAT invoice (company name, address, NIP/Tax

Identification Number)

D. Accepting and agreeing to the Terms and Conditions outlined below and the processing of personal data as outlined in the personal information page.

E. Submitting the order by clicking the „Register” (*ZAPISZ SIĘ*) icon.

- 4. The vendor reserves the right to decide the time period during which courses/conferences may be purchased and registered for through the Website.
- 5. An email confirmation of receipt of order will be sent to the address provided by the customer during the ordering process. Confirmation of receipt of order will be sent within five minutes of receipt of order by the vendor. This confirmation of receipt will include the PROFORMA invoice with a description of the selected event.

PAYMENT

- 1. Payment for a course/conference may be done through the payment page to which the customer will be automatically directed after placing their order or through a bank transfer using the information provided in the PROFORMA invoice.
- 2. Payment for a single order may be made in the full amount. The customer may choose to make the payment in instalments or to make separate payments for individual PROFORMA invoices.
- 3. Payments should be made only after an order has been placed, and no later than within 15 days of the start of the course/conference.

FULLFILLMENT OF THE SERVICE (ORGANISATION OF A COURSE/CONFERENCE)

- 1. Providing the payment online, the customer will receive a VAT Invoice:
 - A. By email - about 5 minutes after and no later than 20 minutes after completing the order process, the user will receive an email to the address provided earlier, with the VAT invoice attached.
- 2. After providing payment by means of bank transfer, the user will receive the VAT invoice:
 - A. By email - an email will be sent to the customer's email address with the attached VAT invoice, after the payment has been credited to the company account, however no later than on the 15th day of the following month.



3. Delivery of the course/conference by PPZ occurs upon the customer's registration at the course/conference reception point and providing their full name. The receptionist will verify the customer's name and receipt of payment for the course/conference.
4. Registration in a course/conference is valid from the moment that the customer

receives the VAT invoice following payment until the end of the course/conference. The customer may not participate in a course/conference taking place at a time or date other than that listed on the VAT invoice.

SERVICE REFUND

1. The customer may claim a refund for the course/conference if:
 - o In the event when the course/conference covered by the VAT invoice is cancelled
2. In the event of course/conference cancellation, the vendor will immediately inform the customer by email to the address provided during the ordering process.
3. If cancellation of registration is made one month prior to the date of the course/conference, the fee will be refunded minus 200zł plus the VAT. Cancellations will not be accepted after this time.
4. A customer may not claim a refund for a course/conference, especially:
 - A. if the customer fails to attend the course/conference at the specified time;
 - B. if a cancellation is submitted after the 14 day cancellation period and is not due to a proven force majeure;
 - C. in the event that the corrective invoice, signed by the customer, is not sent to the vendor's appropriate address.
5. Following a cancellation from a select course/conference, and fulfillment of the corrective VAT invoice requirements, within 30 days of receipt of the request, the vendor will:
 - A. refund the cost of the course/conference by means of bank transfer to the account indicated in the refund claim, or
 - B. inform the customer of the request being denied and the corresponding reasons by email to the address provided in the refund claim.

FILING A CLAIM



1. All queries, concerns, and claims regarding the website operation and sales of courses and conferences should be submitted by email to szkolenia@pracowniapz.pl.
2. Claims or complaints may only be made by customers.
3. Claim may only be made within 14 days of the customer receiving information on a situation or an event that served as the reason for the claim. The date that the complaint was sent to the vendor's address is the date considered as the complaint being received. Claims made past the above mentioned time period will not be considered and will not elicit any legal effects.
4. Any claim filed should include the full name and address of the customer as well as a clear and detailed summary of the reason for filing a claim.
5. Claims will be reviewed by the vendor within 14 (fourteen) days of their filing.
6. The vendor's decision is final and binding. The customer will receive a reply with the vendor's decision within 7 days of the complaint being reviewed.

PERSONAL DATA

1. Pracownia Pozytywnych Zmian, Zuzanna Liskowacka is the administrator for the personal data released by the customer. Personal data will be processed for the purposes of the customer using the Website, including for the purchasing of a course/conference.
2. The release of personal data by the customer is voluntary, however also necessary for the purchase of the course/conference. Customers who have agreed to provide personal information may access this information, change it or request to have it removed.

FINAL STIPULATIONS

1. The vendor does not assume responsibility for the customer providing incorrect email contact information, which may result in the failure of delivery of the PROFORMA and VAT invoices to the correct address.
2. The vendor does not assume responsibility for the performance of the Internet server by which the customer submits orders and receives invoices. The vendor assumes no responsibility for information, confirmations or any other data lost through the Internet server, as a result of individual computers and their configurations or interruptions caused by the Internet service provider.
3. The below Terms and Conditions are available to PPZ customers at the company location or on the company website: www.pracowniapz.pl.
4. The vendor reserves the right to make changes to the Terms and Conditions at any time. Any changes made will be taken as pertaining to the most recently published



Terms and Conditions on the website. The vendor will provide the details of any changes to be made to the Terms and Conditions at least 2 days in advance. The customers accept herewith this form of notification about any changes to the Terms and Conditions without any conditions.

5. The vendor reserves the right to:
 - A. create and revise or amend the contents of the website at any time, without providing notice.
 - B. temporary interruption to the site, including interruption to purchasing courses/conferences temporarily, interrupt website operation or ability to make purchases and orders through the website;

6. the vendor does not assume responsibility for:
 - A. any inconveniences resulting from website failure or intended interruptions to the services of the website;
 - B. any potential inconveniences resulting from a third party gaining access to the customer's personal data.