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Through the website at *www.vulcantc.com* , VULCAN TRAINING & CONSULTANCY SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ with its registered office in Szczecin, entered into the Register of Entrepreneurs of the National Court Register under KRS number: 0000597863, ul. Ludowa 8c, 71-700 Szczecin, NIP: 8513190949, REGON: 363542197, conducts training and registration for training in the field of: Offshore Oil & Gas OPITO, wind industry GWO, IRATA, IOSH or safety/OSH principles.

Contact details:

VULCAN TRAINING & CONSULTANCY

LIMITED LIABILITY COMPANY

8c Ludowa Street

71-700 Szczecin

Customer service

@: [Booking@vulcantc.com](mailto:Booking@vulcantc.com)


Tel: +48 538 34 34 37

Any other forms of contact will not be effective within the meaning of these regulations, and any response provided will only be an expression of the favorable approach of VULCAN TRAINING & CONSULTANCY SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ with its registered office in Szczecin.


## §1

### DEFINITIONS IN THE REGULATIONS

1. **VTC** – VULCAN TRAINING & CONSULTANCY SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ with its registered office in Szczecin, entered into the Register of Entrepreneurs of the National Court Register under the KRS number: 0000597863, ul. Ludowa 8c, 71-700 Szczecin, NIP: 8513190949, REGON: 363542197, e-mail address: [booking@vulcantc.com](mailto:booking@vulcantc.com), telephone number: +48 538 34 34 37 or +48 538 34 34 38.
2. **CUSTOMER** – any entity that has concluded or intends to conclude an agreement with VTC

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3. **TRAINEE** – a training participant or a person who has been registered by the Client as a training participant
4. **TRAINING** – any cultural event conducted by VTC aimed at promoting the safety culture of employees in the field of: Offshore Oil & Gas OPITO, wind industry GWO, IRATA, IOSH or safety/health principles conducted online, in stationary form or in a hybrid form (i.e. online and stationary), the descriptions of which can be found on the website at [www.vulcantc.com](http://www.vulcantc.com)
5. **TRAINING PLATFORM** – website at: [www.vulcantc.com](http://www.vulcantc.com), administered by VTC
6. **FORM REGISTRATION** – a form available on the Training Platform enabling the creation of a Student account.
7. **REGISTRATION** – the process of entering data into the computer system in order to create a Student account
8. **ACCOUNT COURSE OF EDUCATION** – a collection of resources in the IT system of the Training Platform, marked with an individual name (login) and password, in which the Course Participant's data is collected, including information on the Training reservations made by him/her
9. **TRAINING BOOKING** – a declaration of will of the Trainee submitted via the training booking form on the Training Platform and aimed directly at concluding an agreement with VTC, constituting an offer to conclude an agreement, specifying the terms of this agreement, such as the type of training, the number of reserved places, the currency of remuneration for the training (PLN/EURO), the Trainee's data
10. **AGREEMENT** – an agreement concluded between VTC and the Client, the subject of which is the provision of training for the Trainee
11. **CONSUMER** – a natural person who performs a legal act with VTC that is not directly related to his/her business or professional activity
12. **REGULATIONS** – these training regulations
13. **COOKIES FILES** – small text files sent to the Student's or Client's device, containing information necessary for the proper functioning of the Training Platform, in particular the authorization process; personal data are not processed or stored using them.
14. **SERVICE RECIPIENT** – an entity using the service provided by VTC electronically


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15. **NEWSLETTER** – a service provided by VTC electronically to the Student, enabling the Student to subscribe and receive free information from VTC regarding planned Trainings to the e-mail address provided by the Student
16. **SERVICE RECIPIENT** – an entity using the service provided by VTC electronically
17. **SYSTEM OPINIONS** - a service provided by VTC electronically to the Student via the Training Platform, enabling the posting of opinions on the course and implementation of Training
18. **JOINING INSTRUCTIONS** – materials developed by VTC containing the necessary information about the Training, location and rules in force at VTC along with the requirements for participation in the training
19. **TRAINING MATERIALS** – teaching and training materials developed by VTC and provided to the Trainee in connection with the Training.

## §2

### GENERAL PROVISIONS

1. The sale of Training and the manner of conducting it operate on the principles set out in the Regulations.
2. The Regulations are addressed to consumers, entrepreneurs and entrepreneurs with consumer rights, unless an individual provision of the Regulations provides otherwise.
3. The Training Platform is run by VTC.
4. The administrator of personal data processed in connection with the implementation of the provisions of the Regulations is VTC.
5. The condition for using the services provided by VTC electronically, concluding an Agreement with VTC or participating in training is:
  - a) acceptance of the Regulations,
  - b) consent to the processing of personal data,
  - c) expressing consent to start the Training before the deadline for withdrawal from the contract expires
  - d) meeting the technical requirements, i.e. access to the Internet, a configured, up-to-date Internet browser, acceptance of Cookie files, having an active e-mail address, having an

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installed computer program that allows downloading and saving files to disk, unpacking a larger number of files and allowing reading PDF files, the ability to download and save files to disk, the ability to play audio or video files.

6. VTC may refuse to conclude the Agreement or provide services in the event of:
  - a) refusal to accept the Regulations by the Client or Course Participant
  - b) provision of incomplete or false data by the Client or Student.
  - c) failure by the Student or Client to consent to the commencement of the Training before the expiry of the withdrawal period in the case of Training in an online or hybrid form.
7. The Regulations are available on the Training Platform and on the VTC website at [VTC 18 – 4 – e1.0.0 REGULAMIN SZKOLEŃ VT&C Eng.pdf \(vulcanc.com\)](#) in a way that allows storage and reproduction in the ordinary course of business. The Regulations are accepted by the Client at the time of conclusion of the Agreement.
8. Information about training courses provided on the Training Platform constitutes an invitation to conclude an agreement within the meaning of Art. 71 of the Act of 23 April 1964 – the Civil Code.
9. Information about training does not constitute an offer within the meaning of the provisions of the Act of 23 April 1964 - the Civil Code.

### §3

#### USING YOUR STUDENT ACCOUNT

1. The use of the Student Account is possible by completing the following steps by the Student:
  - a) clicking the "Register" box,
  - b) completing the Registration Form,
  - c) confirmation of the will to create a Student Account by clicking on the confirmation link sent automatically to the e-mail address provided by the Student.
2. To set up a Student Account, it is necessary to provide the following data: first name, last name, e-mail address, phone number, date of birth and set a password. Providing these data is voluntary, but necessary to set up a Student Account.


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3. Logging in to the Student Account is done by entering the login and password set by the Student when creating the Student Account.
4. The service of having a Student Account is provided free of charge for an indefinite period. The Student may resign from the Student Account by sending an appropriate declaration of intent to VTC via the contact method specified in the Regulations at any time and without giving a reason.
5. The Student is entitled and obliged to use the Student Account in accordance with its intended purpose, in a manner consistent with the provisions of the law in force in Poland and the rules of etiquette as well as the provisions of the Regulations, which in particular means that the Student undertakes to:
  - a) using the Training Platform and the Student Account in a way that is not burdensome for VTC and other Students,
  - b) not transmitting or delivering content prohibited by law,
  - c) using the Training Platform and the Student Account in a way that does not disrupt its technical functioning, in particular by not using destructive software,
  - d) use all content posted on the Student Account and on the Training Platform in accordance with copyright law and only for personal use,
  - e) Not sharing the Student Account with third parties.

#### **§4**

##### **MAKING A TRAINING BOOKING**

1. Through the Student Account, the Student can make a Training Booking, store the history of completed Trainings, display information about individual Trainings, use the discount code function, posted training materials and download certificates from completed trainings
2. You can book a Training via the Training Platform 24 hours a day, 7 days a week, all year round, excluding periods of failure resulting from the actions or omissions of third parties for which VTC is not responsible or software maintenance periods.
3. In order to make a Training Booking, the Student or Client selects the type of Training, the Training date and the number of places in the Training.


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4. VTC reserves the right to change the date of the Training or cancel the date of the Training.
5. When booking a Training, the Student or Client has the opportunity to make a declaration of intent regarding the booking of a room at the VULCAN Hotel during the Training and transport from the Berlin Brandenburg or Szczecin Goleniów airport.
6. The Training Price given at the time of making the Training Booking is binding. The price is expressed in PLN or EURO. The Trainee selects the currency (PLN or EURO) in which to pay the Training Price. The Training Price is given as a net price or separately as a gross price, including VAT calculated in accordance with applicable regulations.
7. The condition for making a Training Booking is the correct completion of the Booking Form, reading the Regulations and accepting their content, and expressing consent to the processing of personal data, which the Student or Client confirms by checking the appropriate box before finalizing the Training Booking.
8. After making a Training Booking, VTC sends an e-mail to the Student or Client confirming the Training Booking.

## **§5**

### **CONCLUSION OF THE AGREEMENT**

1. VTC confirms the acceptance of the Training Reservation for implementation via an e-mail message sent to the e-mail address provided by the Client. At that moment, the Agreement is considered concluded. Acceptance of the Training Reservation binds the Client to the Agreement.
2. Confirmation of receipt of the Training Reservation shall include at least a statement on receipt of the Reservation, in particular confirmation of all essential elements of the Agreement, such as the reservation number, type of Training, date of the Training, name and surname of the Trainee, information on whether the Client has expressed his /her willingness to make accommodation at the Vulcan Hotel or transfer to or from the airport, the price of the Training, data necessary to make a transfer, Joining Instructions .
3. The agreement will be confirmed by proof of purchase in the form of a receipt or VAT invoice. The data necessary to issue a VAT invoice should be provided by the Client at the latest at the time of Booking the Training. The receipt or VAT invoice is sent as an attachment to an e-mail


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message sent to the e-mail address provided by the Client, to which the Client agrees by accepting the above Regulations.

## §6

### PAYMENT METHODS

1. The Client is obliged to make the payment related to the conclusion of the Agreement no later than 14 days before the planned start date of the Training. In the event of making a reservation between 14 and 1 day before the planned start date of the Training, the Client is obliged to make the payment immediately after making the Training Reservation, no later than 12 hours after making the Training Reservation. With the prior consent of VTC expressed via e-mail correspondence, the payment of the price may be made at another agreed time.
2. Payment of the price may be made by bank transfer to the bank account number indicated by VTC in the e-mail confirming acceptance of the Training Reservation for implementation or through an external payment operator in the form indicated in the e-mail confirming acceptance of the Training Reservation for implementation.
3. With prior consent of VTC expressed via e-mail correspondence, payment of the price may also be made at the VTC headquarters by payment card or cash no later than 14 days before the planned start date of the Training. In the event of making a reservation between 14 and 1 day before the planned start date of the Training, the Client is obliged to make the payment immediately after making the reservation, but no later than 24 hours before the start date of the Training.
4. In case of payment via bank transfer, please indicate the reservation number in the transfer title.
5. The moment of payment is deemed to be the moment the payment is credited to the VTC account.
6. After the deadline for payment has expired without success, the Order will be canceled and the Customer will be informed about this via e-mail sent to the e-mail address indicated in the Order.

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## §7

### TRAINING (GENERAL)


1. The form of the Training (online, stationary or hybrid) is specified each time in the description of a given Training.
2. The condition for participation in the Training is:
  - a) the Course Participant has reached the age of 18,
  - b) presenting a photo ID on the day the training begins (or when registering on the day of the training)
  - c) the Student remains in good health and condition enabling participation in the Training,
  - d) in the case of some Trainings – completion of another training and possession of a current certificate of such training, presentation of such VTC certificate by the Trainee. Information on requirements/prerequisites is included in the description of the Training it concerns.
  - e) knowledge of Polish or English at a level enabling participation in the Training.
3. During the Training and immediately before the Training, the Student may not consume alcohol or take any other intoxicants. During the Training, the Student may not be under the influence of alcohol or other intoxicants. In justified cases, VTC has the right to check the Student's sobriety or the presence of intoxicants in their body. In the event of refusal to undergo the test, VTC reserves the right not to allow the Student to participate in the Training or to remove them from the training already in progress without the Student or Client being able to apply for a refund of the paid price.

## §8

### ON-SITE TRAINING

1. This section contains provisions relating exclusively to on-site training.
2. The training takes place in Szczecin at ul. Ludowa 8c.
3. Training takes place from Monday to Saturday, excluding public holidays on the days specified in the Training Reservation.




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4. VTC reserves the right to cancel or change the date of the Training without indicating the reason for such a state of affairs. VTC will immediately inform the Client or Trainee about the cancellation or change of the date of the Training at the e-mail address provided by the Client or Trainee or by phone.
5. In the case specified in paragraph 4 above, the Client has the right to choose another available Training date or to withdraw from the Agreement.

## §9

### **ONLINE TRAINING - TECHNICAL REQUIREMENTS, INTELLECTUAL PROPERTY LAW**

1. This section contains provisions that apply only to training conducted online.
2. The training is conducted via the Student Account, through which the Training Materials are made available in the form of instructional videos along with pdf files. (videos, presentations, files).
3. The Training Materials are made available to the Student after the Student/Client has expressed their consent to start the Training before the expiry of the deadline for withdrawal from the Agreement from the date of purchase to the date specified in the Training description.
4. The Training Materials constitute a work within the meaning of the Act of 4 February 1994 on copyright and related rights, the copyright to which belongs to VTC.
5. VTC provides the Student with Training Materials solely for teaching purposes, i.e. in order for the Student to display them on the screen of the device used by the Student to use a given Training, VTC allows the Student to print only the training materials provided in the form of PDF files in order to use them for the purposes of the Training.
6. Distribution of the Training Materials in any manner by the Student without the written consent of VTC constitutes a violation of VTC's copyright and may result in civil or criminal liability.
7. The student is obliged to use only his/her own student account.

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8. The Student may not share the data necessary to log in to the Student Account, in particular for the purpose of using the Training Materials by third parties.
9. The Client or Trainee undertakes to use the Training Materials provided to him/her solely for his/her own purposes.

## **§10**


### **HYBRID TRAINING**

1. The hybrid training consists of a theoretical part (online form) and a practical part (on-site form).
2. The Training Materials are made available to the Student after the Student/Client has given their consent to start the Training before the deadline for withdrawal from the Agreement in the following manner:
  - a. for non-accredited courses from the date of purchase to the date specified in the Training description
  - b. for GWO Trainings, a maximum of 28 days before the start of the practical part at the Centre
  - c. for OPITO Trainings, a maximum of 90 days before the start of the practical part at the Centre
3. The practical part can be started after completing the theoretical part in its entirety.
4. The Training Materials are made available to the Trainee until the day on which he/she completes the practical part of the Training in its entirety, provided that separate terms of provision may be indicated in the information about a given Training.

## **§11**

### **STUDENT'S OBLIGATIONS**

1. The Trainee acknowledges the absolute authority of VTC during the Training and undertakes to follow all instructions of VTC staff and persons conducting the Training who are not VTC staff, in particular the Trainee is obliged to:


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- a. apply the provisions of these Regulations and all messages and instructions made available in any form;
  - b. punctual attendance at all scheduled activities;
  - c. participate in the Training in a state of sobriety and not under the influence of any intoxicants or medications that reduce psychophysical abilities;
  - d. compliance with other generally accepted standards, in particular the standards prevailing in the area where the Training is conducted.
2. In the event of failure by the Student or Client to comply with the obligations and principles arising from these Regulations, VTC reserves the right to not allow the Student to participate in the Training or to remove him or her from an ongoing Training without the possibility for the Student or Client to apply for a refund of the price paid for the Training.

## **§12**

### **PERSONAL DATA PROTECTION – CONSENT TO DATA PROCESSING**

1. The administrator of personal data is VTC . The basis for processing personal data of the Course Participant or Client is the Agreement.
2. In matters related to data processing, please contact the Administrator at the e-mail address [booking@vulcantc.com](mailto:booking@vulcantc.com)
3. The personal data of the Student or Client will be processed for marketing and promotional purposes or for purposes related to the conclusion of the Agreement.
4. Providing personal data is voluntary, but necessary to conclude the Agreement.
5. Data processing is based on voluntary consent, which may be withdrawn at any time without affecting the processing that took place before its withdrawal.
6. Data may also be processed in connection with the pursuit/defense of claims in connection with the legally justified interest of the Administrator.
7. The Client or Student has the right to request from the Administrator access to their personal data, their rectification, deletion or restriction of processing, the right to object to the processing, as well as the right to request data transfer, and the exercise of each of the rights will be available in the cases and under the principles specified in Art. 15-22 of the GDPR.


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8. The data of the Student or Client will be processed until the marketing, promotional purposes or the purposes related to the conclusion of the Agreement cease or until the consent is withdrawn. In connection with the defense against claims, the data may be processed until the statute of limitations expires.
9. Student or Client data may be made available to entities authorized to do so under the law.
10. The Student or Client has the right to lodge a complaint with the President of the Personal Data Protection Office regarding the processing carried out by the Administrator.
11. The Student's data, depending on the Training for which he/she has made a reservation, may be sent to organizations such as OPITO, GWO, IOSH, IRATA, and others in order to register the Student in the IT system of the accreditation body and issue the required certificate

### **§13**

#### **WITHDRAWAL FROM TRAINING**

1. This section contains provisions regarding the possibility of resigning from the Training, which is available to the Client who is a consumer and to the entrepreneur to whom consumer rights are granted under separate provisions.
2. The Client referred to in paragraph 1, who has concluded a distance contract, in accordance with art. 38 paragraph 1 point 12) is not entitled to withdraw from the contract within 14 days from the date of conclusion of the contract without giving a reason and without incurring any costs, and the Price paid, in the event of the Client's withdrawal from the Training, is not refundable.
3. In particularly justified cases, the Client who resigns from the Training may submit a declaration of resignation sent to VTC at the address [booking@vulcantc.com](mailto:booking@vulcantc.com) and apply for a refund of:
  - 1) 100% of the Training price, if the resignation is submitted no later than three working days before the start of the Training;
  - 2) 50% of the Training price if the cancellation is submitted two business days before the start of the Training;

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- 3) 25% of the Training price if the cancellation is submitted one business day before the start of the Training;

VTC reserves the right to refuse to refund the Training Price in whole or in part, and each case of cancellation will be considered individually. The Client will receive information about VTC's decision at the e-mail address they provided.


4. VTC will refund the payment using the same method of payment that the Customer used, unless the Customer has expressly agreed to another method of refund that does not involve any costs for the Customer.
5. VTC has the right to withdraw from the Agreement if the Client fails to fulfill its obligation within the specified period.
6. The Client may change the date of the Training to another date free of charge up to two business days before the start of the Training. This right is available only once. For each subsequent change of date, VTC will charge an additional fee of 15% of the training value. For changing the date less than two business days before the start of the Training, VTC will charge an additional fee of 25% of the training value.

The provisions of this section also apply accordingly to a Customer who is not a consumer.

## **§14**

### **TYPE AND SCOPE OF SERVICES PROVIDED ELECTRONICALLY**

1. VTC provides free electronic services to enable the Service Recipient to set up and use a Student Account on the Training Platform, including in particular:
  - a) conclusion of the Agreement,
  - b) maintaining a Student Account on the Training Platform,
  - c) using the Newsletter ,
  - d) using the Opinion System.
2. The agreement for the provision of services by electronic means to enable Service Recipients to set up and use a Student Account on the Training Platform is concluded when the Service Recipient receives an e-mail confirming the registration of the Student Account.

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3. The provision of electronic services by VTC to the Service Recipient on the Training Platform takes place under the terms and conditions specified in the Regulations.
4. VTC has the right to post advertising content on the Training Platform. This content is an integral part of the Training Platform and the materials presented therein.
5. received as part of the Newsletter regarding Trainings planned by VTC does not constitute an offer within the meaning of the provisions of the Act of 23 April 1964 - the Civil Code, is confidential in nature and is addressed solely to the Service Recipient who received it.


## **§15**

### **CONDITIONS OF PROVIDING AND CONCLUDING AGREEMENTS FOR THE PROVISION OF ELECTRONIC SERVICES**

1. The service of maintaining a Student Account within the scope of the agreement on the provision of services by electronic means is provided by VTC for an indefinite period.
2. In order to use the services provided by VTC electronically, it is necessary to meet the following technical requirements and use them by the Service Recipient:
  - a) a computer with Internet access,
  - b) access to e-mail,
  - c) internet browser,
  - d) Cookies and Javascript in your web browser .
3. The Client/Student is obliged to use the services provided by VTC electronically in a manner consistent with the law and good practices, taking into account the respect for personal rights and intellectual property rights of third parties.
4. The Client/Student is obliged to enter data consistent with the actual state of affairs.
5. The Client/Student is prohibited from providing content of an illegal nature.

## **§16**

### **CONDITIONS FOR TERMINATING SERVICE PROVISION AGREEMENTS ELECTRONIC WAY**

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1. VTC may terminate the agreement for the provision of services by electronic means if the Service Recipient violates the provisions of the Regulations, in particular when providing content of an illegal nature. In such a case, the agreement expires on the day of submitting the declaration of will to terminate it.
2. VTC and the Service Recipient may terminate the agreement on the provision of services by VTC electronically at any time by mutual agreement of the parties.

## **§17**


### **COMPLAINTS REGARDING SERVICES PROVIDED ELECTRONICALLY**

1. Complaints regarding services provided by VTC electronically, including irregularities in the operation of the Student Account, may be submitted via e-mail to the following address: [booking@vulcantc.com](mailto:booking@vulcantc.com)
2. The complaint referred to in paragraph 1 above should contain as much information as possible regarding the subject of the complaint, in particular: a description of the matter concerned, the type and date of the irregularity, the contact details of the Service Recipient, including his e-mail address.
3. VTC will consider the complaint immediately, no later than within 30 days, and the response to the complaint will be sent to the e-mail address provided by the Service Recipient.
4. Termination leads to the termination of the legal relationship with future effect. Termination does not affect the rights acquired by VTC and the Service Recipient before the termination or dissolution of the agreement for the provision of services by electronic means.

## **§18**

### **OUT-OF-COURT COMPLAINT AND CLAIM SETTLEMENT PROCEDURES**

- 1.** Any disputes arising from the Agreement between VTC and the Customer who is a Consumer may be resolved through out-of-court consumer dispute resolution proceedings.
- 2.** The initiation of the out-of-court settlement of consumer disputes proceedings takes place at the request of the Customer who is a Consumer or at the request of VTC.

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**3.** A Customer who is a Consumer has, among others, the following options for using an out-of-court settlement of a dispute between him and VTC:

- a) submitting a request to the provincial inspector of the Trade Inspection to initiate proceedings for the out-of-court resolution of the dispute between him and VTC by enabling the parties to bring their positions closer together in order to resolve the dispute by itself or by presenting the parties with a proposal for resolving the dispute,
- b) to refer to the permanent arbitration court operating at the provincial inspector of the Trade Inspection with a request to resolve the dispute arising from the concluded Agreement.

4. The Trade Inspection is an entity authorized to conduct proceedings on the out-of-court resolution of consumer disputes. The tasks of the Trade Inspection in the scope of conducting proceedings on the out-of-court resolution of consumer disputes and organizing and conducting permanent arbitration courts are performed by the locally competent provincial inspectors of the Trade Inspection. The website address of the entity authorized to conduct out-of-court resolution of consumer disputes competent for VTC, i.e. the Provincial Inspectorate of the Trade Inspection in Szczecin is: [www.wiih.pomorzachodnie.pl/](http://www.wiih.pomorzachodnie.pl/).

5. The register of entities authorized to conduct proceedings on out-of-court resolution of consumer disputes is maintained by the President of the Office of Competition and Consumer Protection. The register is available on the website at:


[www.uokik.gov.pl/prezent\\_podmiesz\\_uprawnionych.php](http://www.uokik.gov.pl/prezent_podmiesz_uprawnionych.php) .

6. Detailed information on out-of-court methods of resolving consumer disputes is available at the offices and on the websites of district (municipal) consumer ombudsmen, provincial inspectorates of the Trade Inspection and at the following addresses of the website of the Office of Competition and Consumer Protection:

- a) [www.uokik.gov.pl/pozasadowe\\_rozwiazywanie\\_sporow\\_konsumenckich.php](http://www.uokik.gov.pl/pozasadowe_rozwiazywanie_sporow_konsumenckich.php) ,
- b) [www.uokik.gov.pl/wazne\\_adresy.php](http://www.uokik.gov.pl/wazne_adresy.php) ,
- c) [www.uokik.gov.pl/sprawy\\_zdrowie.php](http://www.uokik.gov.pl/sprawy_zdrowie.php) .

7. A Customer who is a Consumer may obtain free assistance in resolving an individual dispute between him/her and VTC, using the free legal assistance of a municipal or district consumer



	<b>Regulations for training conducted by the company</b> <b>Vulcan Training &amp; Consultancy Sp. z o. o</b>		
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ombudsman or a social organization whose statutory tasks include consumer protection, including the Federation of Consumers - website address: [www.federacja-konsumentow.org.pl](http://www.federacja-konsumentow.org.pl).

8. The European Consumer Centre Network also helps to resolve individual disputes and consumer complaints related to cross-border transactions. The addresses of these institutions are available on the website of the European Consumer Centre [www.konsument.gov.pl](http://www.konsument.gov.pl).

## **§19**

### **FINAL**

1. VTC stipulates that all Trainings are conducted based on the standards of the relevant institutions, and certificates issued after successful completion of the training confirm the completion of the training conducted in accordance with the standards indicated each time in the Training offer, however VTC is not responsible for the recognition of the certificate by third parties (e.g. crewing agencies, operators of Offshore installations from other countries such as Norway). It is always recommended to verify the required certificates / trainings / competences directly with the potential employer.
2. VTC is not responsible for the decisions of Clients / Students regarding the selection of a specific training course.
3. If any part of these Regulations is found by a court of competent jurisdiction or other authorized entity to be invalid, voidable, or without force legal, invalid or unenforceable, the remaining parts of the Regulations will still be considered as fully valid and binding.