

1. GENERAL RULES

- 1.1. The training courses are organized by TÜV SÜD Polska Sp. z o.o., with its registered office at ul. Podwale 17, 00-252 Warsaw, registered in the District Court for the Capital City of Warsaw in Warsaw, 12th Commercial Division of the National Court Register, KRS number: 0000040430, NIP 779-19-82-781.
- 1.2. TÜV SÜD Academy is part of the legal entity TÜV SÜD Polska Sp. z o.o.
- 1.3. These TÜV SÜD Training Regulations (hereinafter referred to as the Regulations) define the terms and conditions for the provision of training services by TÜV SÜD Polska Sp. z o.o. and the rules related to the purchase, organization, and participation in training courses organized by TÜV SÜD Polska sp. z o.o. (hereinafter referred to as TÜV SÜD).
- 1.4. The term "training" refers to open training courses: classroom-based, online, and hybrid.
- 1.5. Training courses are conducted in accordance with the programs and in accordance with the terms and conditions and costs of participation posted on the TÜV SUD website: <https://www.tuvsud.com/pl-pl>
- 1.6. TÜV SÜD provides its customers with access to the e-learning platform for a fee and provides services on the terms and conditions set out in these regulations.
- 1.7. The training participant and the entity making the application are required to read these terms and conditions before the start of the training and to comply with their provisions.

2. REGISTRATION FOR TRAINING / CONCLUSION OF THE AGREEMENT

- 2.1. A person placing an order online via the website <https://www.tuvsud.com/pl-pl> or a completed and signed form by e-mail for training and providing the billing details of the organization (as the payer) declares that they are authorized to place an order on behalf of the organization and that the organization has no overdue payment obligations to TÜV SUD.
- 2.2. Submission of the application is tantamount to acceptance of these terms and conditions. Submission of the application also constitutes an obligation to make payment after confirmation of the training course.
- 2.3. Registration for participation does not guarantee that the training will take place. The decision to hold the training is made **7 calendar days** before the scheduled date.
- 2.4. Training courses are conducted in accordance with the General Terms and Conditions for TÜV SÜD Customers, published on the website: <https://www.tuvsud.com/pl-pl/o-nas/dane-firmy-i-owh> in the document OWH Klienci (GTC Customers).
- 2.5. Detailed information on personal data protection can be found on our website in the Privacy Policy tab: <https://www.tuvsud.com/pl-pl/polityka-prywatnosci>

3. CONFIRMATION OF TRAINING ORGANIZATION

- 3.1. TÜV SÜD will inform the participant about the organization or cancellation of the training 7 calendar days before its start by sending an email to the address provided in the registration form. Immediately after receiving the registration confirmation and/or order confirmation, the training participant is required to check the correctness of all data. If the data differs from that provided in the registration and/or order, the training participant is required to report this fact within 3 days of receiving the confirmation by contacting TÜV SÜD.
- 3.2. If the training is confirmed, the participant will receive all organizational information and a pro forma invoice for participation in the training.
- 3.3. The organization of the training depends on the number of registrations. If there are too few registrations, TÜV SÜD reserves the right to cancel the training. The number of places for participants is always limited; registrations are accepted in the order in which orders are placed. Only the officially registered number of participants may take part in the training as part of the order placed. In the case of online or e-learning training courses, it is prohibited to make the training course available to persons other than the participant registered in the order.
- 3.4. It is possible to replace a registered participant with another person from the same company no later than 1 day before the start of the training.
- 3.5. If the training has been confirmed and the participant wishes to change the date, such a change is treated as a cancellation of participation in the training. In this case, the rules described in point 7 regarding cancellation apply.

4. PAYMENT INFORMATION

- 4.1. Information on the training fee is available on the website <https://www.tuvsud.com/pl-pl> in the training calendar for the given calendar year.
- 4.2. All prices quoted in the training offer are net prices, to which VAT at the statutory rate is added. In the case of VAT-exempt companies or subsidized training courses, it is necessary to complete the relevant declaration available at <https://www.tuvsud.com/pl-pl> or sent by TÜV SÜD after receipt of the application.
- 4.3. The price of the training covers only participation in the training in accordance with its program. It does not cover the costs of accommodation, travel, parking, or other expenses incurred by the participant independently (unless specified in the program), including additional costs or purchases made by the participant during the event for their own use. The price of open classroom training includes the cost of meals (coffee breaks and lunch) during the day.
- 4.4. Payment for participation in the training should be made **after receiving confirmation of the training organization**, in accordance with the instructions contained in the confirmation message. **Bank transfer details:**

TÜV SÜD Polska Sp. z o.o.
ul. Podwale 17, 00-252 Warsaw
Account number: 55 1240 4272 1111 0010 3226 3922
Title: company name, training name, participant's name or pro forma invoice number

5. TRAINING RULES

- 5.1. During training courses, it is prohibited to record classes using any audiovisual devices (e.g., voice recorders, phones, cameras) without the prior consent of the trainer/speaker and TÜV SÜD.
- 5.2. Training materials provided to participants are intended for use during the training only and are protected by copyright. Copying, distributing, or using them for commercial purposes is prohibited.
- 5.3. Training participants are obliged to comply with the rules and prohibitions, in particular the ban on smoking and the consumption of alcohol and intoxicants.
- 5.4. We ask participants to behave in a civilized manner and to cooperate during classes in order to create a friendly atmosphere conducive to learning. Please avoid behavior that could disrupt the course of the class or the comfort of other participants and the trainer/speaker.
- 5.5. Participants are required to follow health and safety instructions and rules and to comply with the instructions of trainers/speakers and TÜV SÜD employees.
- 5.6. It is forbidden to bring dangerous items that could endanger the safety of others to the training venue.
- 5.7. For the comfort and safety of all participants, please follow the rules during the training. In the event of a gross violation of these rules, the organizer may decide to terminate your participation in the training. In such a situation, the training fee is non-refundable.

6. CERTIFICATES AND ATTESTATIONS

- 6.1. The certificate or attestation will be issued and sent only after full payment for the training and any fees for additional certificates or attestations have been made.
- 6.2. The basis for issuing a certificate is participation in all days of the training, confirmed by a handwritten signature on the attendance list (stationary training) or confirmed by personal presence on the training platform (online training), and passing the exam.
- 6.3. The basis for issuing a certificate is participation in all days of the training course, confirmed by a handwritten signature on the attendance list (stationary training courses) or confirmed by personal presence on the training platform (online training courses).
- 6.4. The invoice for additional certificates or attestations in a foreign language is issued to the entity sending the participant to the training and only at its request. Orders for additional documents after the end of the training should be sent by email.

- 6.5. TÜV SÜD charges an additional fee of PLN 250 net per item for issuing a duplicate certificate or attestation. Duplicates are issued after payment of the pro forma invoice.

7. WITHDRAWAL FROM TRAINING / WITHDRAWAL FROM THE AGREEMENT

- 7.1. Consumer's right to withdraw from the contract: Pursuant to Article 27 of the Act of May 30, 2014, on consumer rights, the consumer has the right to withdraw from **a contract concluded at a distance or outside the business premises within 14 days** from the date of its conclusion, without giving any reason and without incurring any costs, except in the cases specified in Article 38 of this Act (including when the service has been fully performed with the consumer's express consent before the expiry of the withdrawal period).
- 7.2. Withdrawal from participation in the training must be submitted in writing, by e-mail sent to the address from which the confirmation of acceptance of the application was sent.
- 7.3. The date of receipt of the email by TÜV SÜD shall be deemed the date of withdrawal.
- 7.4. Cancellation of the application is possible free of charge up to **8 calendar days** before the start of the training at the latest.
- 7.5. Cancellation after confirmation of the training (in accordance with point 3) or at a later date will result in a fee of 100% of the training price.
- 7.6. In special cases, TÜV SÜD may decide to waive the above fee.
- 7.7. Failure to formally cancel, pay the fee, or attend the training does not release the participant from the obligation to pay the full amount for the training. In such situations, a fee of 100% of the training price will be charged.
- 7.8. The cancellation of one participant in the case of a group registration may result in a change in the unit price for the remaining participants, in accordance with the discount rules set out in point 8.

8. DISCOUNTS

- 8.1. The organizer may grant an individual discount if a larger number of participants are referred to the training by the same entity.
- 8.2. If there are vacancies available, the registering entity may refer additional persons to the training no later than 3 working days before its commencement, while retaining the right to the discount granted.

9. CANCELLATION OF TRAINING, CHANGE OF DATE OR TRAINER

- 9.1. TÜV SÜD reserves the right to cancel the training or change its date without giving a reason in cases of force majeure.
- 9.2. In the event of cancellation of the training, TÜV SÜD's financial liability is limited to refunding the training fee paid by the participant.
- 9.3. The organizer reserves the right to change the trainer in the event of important circumstances, such as indisposition or other unforeseen reasons. We assure you that the replacement will have the appropriate qualifications and substantive preparation to guarantee a high standard of training.
- 9.4. A change of trainer does not constitute grounds for the participant to request a refund of the training fee.

10. COMPLAINTS, APPEALS, CLAIMS, COMPLIANCE VIOLATIONS

- 10.1. TÜV SÜD conducts training based on the Code of Conduct, ensuring that there is no discrimination or retaliation, impartiality, and confidentiality for anyone who makes a report. The Code of Conduct is available at:
<https://www.tuvsud.com/pl-pl/o-nas/compliance/code-of-conduct>
- 10.2. Training participants have the right to file a
- complaints regarding the training,
 - appeal against a decision regarding the result of an exam,
 - a complaint about the activities of TÜV SÜD, TÜV SÜD employees, or subcontractors providing the training,
 - and to report any violations of the compliance rules set out in the TÜV SÜD Code of Conduct or violations of the law.
- 10.3. A description of the procedure for appeals, complaints, claims, and reports of compliance violations is available on the TÜV SÜD website at <https://www.tuvsud.com/pl-pl/o-nas/odwolania-i-skargi>



- 10.4. The description of the procedure for reporting violations of the law is carried out in accordance with the Whistleblower Protection Act of June 14, 2024. The description of the procedure is available on the TÜV SÜD website <https://www.tuvsud.com/pl-pl/o-nas/zgloszenia-wewnetrzne>
- 10.5. Training participants also have the option of reporting any cases of misconduct by TÜV SÜD employees via the TÜV SÜD Trust Channel <https://tuvsud.integrityline.app/> or by contacting the TÜV SÜD compliance officer directly by sending an email to: compliance.pl@tuvsud.com

11. FINAL PROVISIONS

- 11.1. TÜV SÜD reserves the right to make changes to the regulations.
- 11.2. In matters not covered by these regulations, the provisions of the Civil Code shall apply.

END