



Withdrawal, Cancellation & Disciplinary Policy

(Applicable under Polish Law)

This policy explains the consequences if a learner withdraws from a course before completion, withdraws from a package of courses, or is removed from training due to disciplinary reasons.

It is designed to be transparent, fair, and compliant with **Polish Civil Law** and **EU consumer protection regulations**.

1. Company Information

International Operations Center Sp. z o.o.

Court Register (KRS): **0001162130**

Registered Address: **John Paul II Avenue 27, 00-867 Warsaw, Poland**

ODC Academy is a training division operated by International Operations Center Sp. z o.o. Throughout this policy, International Operations Center Sp. z o.o. is referred to as the **“Provider.”**

2. Voluntary Withdrawal Before Course Completion

What does this mean?

The learner voluntarily decides, for personal or professional reasons, to stop attending a course **before its completion**, without any breach or fault on the part of the Provider.

Legal Basis

- Polish Civil Code (Kodeks Cywilny)
- Freedom of contract
- Proportional settlement for services already provided

Consequences



Training Fees

The learner remains financially responsible for:

- All training sessions already delivered
- Any services already reserved or committed on the learner's behalf

Any refund (if applicable) shall be calculated **pro-rata**, taking into account:

- The portion of the course already completed
- Learning materials accessed or delivered
- Instructor time and resources already allocated

No refund shall be granted for:

- Sessions missed due to voluntary withdrawal
- Digital or online content already accessed
- Administrative, organizational, or preparation costs already incurred

Transport, Accommodation & Logistics

If transport, accommodation, or logistical services were arranged by the Provider, all costs already incurred are **non-refundable**, including but not limited to:

- Vehicle reservations
- Fuel and operational costs
- Driver services
- Accommodation bookings
- Permits, access authorizations, or local coordination

Where such services were arranged specifically for the learner, the learner bears **100% of those costs**.

Certification

Certificates and/or awards are issued **only if**:

- The course is completed in full
- All mandatory assessments are successfully passed
- All payment obligations are fully met



3. Withdrawal from a Package or Bundle of Courses

What does this mean?

The learner enrolls in a **multi-course package** and withdraws from one or more courses, or from the entire package, before completing it.

Legal Basis

- Polish Civil Code
- Service contract principles
- Package pricing and conditional discounts

Consequences

Pricing Adjustment

Package pricing is granted on the condition of **full participation**.

If the learner withdraws early:

- Any package or bundled discount becomes **void**
- Each course already started or attended is recalculated at its **standard standalone price**

The learner is required to pay:

- The recalculated value of all courses already attended or started
- Any outstanding balance resulting from the price adjustment

Transport & Operational Costs

All logistical and operational services arranged for the package remain chargeable, including:

- Transport
- Accommodation
- Equipment allocation
- Administrative and coordination costs

These costs are **not refundable**, even if the learner withdraws partway through the package.



Remaining Courses

Access to the remaining courses in the package may, at the Provider's discretion, be:

- Cancelled
- Suspended
- Converted into individual course enrollment at standard pricing

4. Withdrawal Due to Disciplinary Action (Termination by the Provider)

What does this mean?

The learner is removed from the course due to **serious misconduct**, safety violations, or breaches of training rules or contractual obligations.

Examples include (non-exhaustive):

- Unsafe or reckless behavior
- Aggression, threats, or intimidation
- Alcohol or drug use during training
- Breach of security, confidentiality, or safety rules
- Repeated refusal to follow instructor instructions

Legal Basis

- Polish Civil Code – breach of contractual obligations
- Duty of care and safety obligations
- Right to protect staff, learners, and operational integrity

Consequences

Immediate Effects

- Immediate termination of course participation
- Immediate loss of access to:
 - Training sessions
 - Online learning platforms
 - Facilities, equipment, and resources



Financial Consequences

- **No refunds** shall be issued for any fees already paid
- The learner remains fully liable for:
 - All training services already delivered
 - All transport, logistical, and operational costs incurred
 - Any additional costs resulting from the disciplinary removal

If the disciplinary action results in disruption, delay, damage, or additional expenses, the Provider reserves the right to seek **compensation under Polish law**.

Transport & Expenses

Where transport or logistics were arranged:

- All costs remain chargeable
- No reimbursement applies
- Any return or onward transport becomes the learner's responsibility

Certification

In cases of disciplinary termination, all certificates and awards are **automatically forfeited**.

5. Consumer Withdrawal Rights (B2C – 14 Days)

Where the learner qualifies as a consumer under EU law:

- The learner may withdraw from the agreement within **14 days** of its conclusion

If training services or digital content have already begun with the learner's consent:

- The Provider may deduct the value of services already delivered

This right does **not apply** once the course has been substantially completed.



6. Force Majeure & Exceptional Circumstances

In exceptional cases such as medical emergencies or force majeure events, the Provider may — at its sole discretion — offer:

- Course rescheduling
- Credit toward future training
- Partial settlement solutions

Such arrangements are assessed individually and **do not establish precedent**.

7. Governing Law and Jurisdiction

This policy is governed by **Polish law**.

Any disputes arising from or related to this policy shall be subject to the jurisdiction of the courts of **Warsaw, Poland**, unless mandatory consumer protection provisions provide otherwise.

8. Purpose of This Policy

Training delivered by ODC Academy involves:

- Instructor allocation
- Security and safety planning
- Transport and logistical coordination
- International and operational commitments

Once these resources are committed, costs are real and often irreversible.

This policy exists to protect **fairness, safety, and operational integrity** — for both learners and the academy.