



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
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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
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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.