

TRAINING REGULATIONS, V.04 TRAINING ORGANIZER

The organizer of the trainings is Lean Process Katarzyna Złotowska with its registered office in Szczecin, Włodzimierza Ostoi-Zagórskiego 164/3, 71-810 Szczecin, (hereinafter: "LEAN HOSPITALS" or "Organizer").

CONDITIONS OF PARTICIPATION

The condition for participation in the training by both natural persons and entities other than natural persons is:

1. registration via the application form
2. payment of the training fee.

The natural persons and other entities referred to above shall be hereinafter jointly referred to as the "Training Participant".

Sending the completed application form by the Training Participant is tantamount to confirming that they have read and accepted these Terms and Conditions, accepted the Privacy and Cookies Policy and the Terms and Conditions of [the Websites for www.leanhospitals.pl](http://www.leanhospitals.pl) and concluded a training agreement, as well as gives rise to the obligation to pay for the ordered training.

Individuals and entities other than natural persons register by filling in the application form available on the <https://leanhospitals.pl/?lang=en> website (after selecting the training, click on the "Register" button and fill in the online form). Another way to register for the training is to send a scan of the completed application form to the e-mail address: biuro@leanhospitals.pl (in order to obtain the application form in the Word version, please contact us by e-mail). A scan of the application form sent by the Training Participant who is not a natural person should be signed by the Training Participant or by persons authorized to represent a given entity and in accordance with the rules of representation.

The Training Organizer is not responsible for damages resulting from providing incorrect or false data in the application form.

Registration for the training should be made no later than 7 calendar days before the start of the training (the date of receipt of the application to the Training Organizer counts). After this deadline, registration of participation is admissible on the basis of prior agreement.

No later than 5 calendar days before the planned start of the training, the Organizer will send the Training Participant a **confirmation of participation** in the training via e-mail, along with organizational details and payment or cancellation in the event that the group does not gather.

CANCELLATION OF PARTICIPATION, CHANGE OF DATES

Resignation from participation in the training should be sent to the Organizer by e-mail to the following address: e-mail: biuro@leanhospitals.pl.

Resignation or change of the date without incurring costs is possible at **least 5 calendar days before the start of the training**. In the event of resignation from participation within 10 days before the start of the training or longer (the date of receipt of the statement to the Organizer counts), the Training Participant is entitled to a refund of the payment made in full, if such payment was made.

In the event of resignation within **4 calendar days** or less before the start of the training or the Participant's failure to register for the training:

- a) the paid training fee is non-refundable and LEAN HOSPITALS will issue a TAX invoice,

b) in the case of Participants who have not paid the fee - the obligation to cover the costs of the training arises, LEAN HOSPITALS will issue an accounting note for the full cost of the training (the accounting note will be issued for the net price of the training).

Changing the Training Participant is possible free of charge at any time before the start of the training, after informing the Organizer in advance.

PAYMENTS

The amount of the training fee is equal to the amount stated on the website: <https://leanhospitals.pl/?lang=en>

The price for the training includes:

1. Short training materials in electronic version (PDF file)
2. Coffee breaks (in the case of stationary training only),
3. Issuing a certificate in English in an electronic version (PDF file)

The price of the training does not include any additional costs of the Training Participants, such as: travel, parking, accommodation and others.

Payment for the training should be made:

1. in the case **of natural persons**: at the time of registration for the training by bank transfer to the Training Organizer's bank account at mBank: 72 1140 2004 0000 3102 7621 5345 after filling in the application form or proforma invoice sent by the Organizer upon receipt of the application.
2. in the case **of entities other than natural persons**: after filling in the online application form by bank transfer to the Training Organizer's bank account at mBank: 72 1140 2004 0000 3102 7621 5345 on the basis of the received confirmation of participation in the training and/or a pro-forma invoice, no later than on the day of the training, unless otherwise agreed.

Failure to pay **is not** equivalent to resignation from participation in the training. The rules for resigning from the training are specified in these Regulations.

TAX invoices are sent by the Training Organizer electronically in the form of a non-editable PDF file to the Training Participant's e-mail address provided during registration.

Acceptance of these Terms and Conditions is tantamount to consent to the sending of invoices electronically.

Invoices are issued by the 15th day of the month following the month in which the training took place.

CANCELLATION OF TRAINING/LACK OF PLACES

In the event that the minimum training group necessary to conduct the training is not gathered, the Organizer will send the participants information about **the cancellation of the training** on a given date and refund the fee paid for participation in the training after the Training Participant has sent the Organizer by e-mail the account number to which the payment is to be returned. The refund will be made no later than 7 days from the date of receipt of the above information.

The organizer may set a new date for the training.

The organizer reserves the right to cancel a given training date without giving a reason. In such a case, the Training Organizer will refund the fee paid for participation in the training after the Training Participant has sent the Organizer by e-mail the account number to which the payment is to be returned. The refund will be made no later

than 7 days from the date of receipt of the above information. In the event of cancellation of the training by LEAN HOSPITALS, the financial responsibility will be limited only to the refund of the fees paid for participation in the training.

In the event of a lack of places at the training, the amount paid for participation in the training will be refunded in full after sending the Organizer by e-mail the account number to which the payment is to be returned. The refund will be made no later than 7 days from the date of receipt of the above information.

DOCUMENTS CONFIRMING PARTICIPATION IN THE TRAINING

LEAN HOSPITALS issues a certificate of participation in the training.

CERTIFICATE OF PARTICIPATION

1. Valid for all trainings.
2. Confirms that they have taken part in the training.
3. Indefinite
4. Published by LEAN HOSPITALS

COMPLAINTS

The training participant has the right to file a complaint regarding the implementation of the training within 7 days from the date of completion of the training. Complaints shall be submitted in writing to the address of the Training Organizer or via e-mail sent to biuro@leanhospitals.pl. The Organizer considers the complaint immediately, no later than 14 days from the date of its receipt.

The complaint should include, first of all:

1. the name of the training in which the Training Participant participated,
2. the date of the training,
3. the Training Participant's reservations regarding the conducted training together with their justification,
4. the expected method of resolving the complaint.

The training provider reserves the right to ask the complainant for additional written explanations.

The Organizer informs the Training Participant about the manner of handling the complaint in the same form in which the Training Participant submitted the complaint.

The Training Organizer reserves the right to leave a complaint unexamined if the complaint is submitted after the deadline has been exceeded or is not in accordance with the rules for filing a complaint described in these Regulations.

PERSONAL DATA

Detailed information on the purpose and scope of processing by the Organizer of the personal data of the Training Participants and persons registering the Training Participants is described in the information clause on the processing of personal data attached to the application form and in the Privacy Policy available at: www.leanhospitals.pl and in the online application form.



CONTACT

With any individual matters that have not been included in the regulations or that have arisen during the training, please contact the Organizer's office directly:

LEAN HOSPITALS

Lean Process Katarzyna Złotowska

Włodzimierza Ostoi-Zagórskiego 164/3

71-810 Szczecin

Tel.: +48 508 238 811

E-mail: biuro@leanhospitals.pl

NIP: 599 305 8822 REGON: 364161132

Contact form via website: www.leanhospitals.pl

FINAL PROVISIONS

LEAN HOSPITALS reserves the right to make changes to these Terms and Conditions. These changes will be published on an ongoing basis on the website: www.leanhospitals.pl

Orders placed before the date of introduction of changes to the Terms and Conditions are executed in accordance with the wording of the Terms and Conditions in force on the date of confirmation of acceptance of the Order for execution.

In the event that any of the provisions of these Terms and Conditions are found to be ineffective or invalid by a decision of an authorized authority or court, the remaining provisions shall remain in force and binding on the Training Participant and LEAN HOSPITALS, and in their place shall be the provisions of the applicable law closest to the purposes of the ineffective or invalid provision.

In matters not regulated by these Terms and Conditions, generally applicable provisions shall apply, including the Civil Code of 23 April 1964 and the Act of 30 May 2014 on Consumer Rights.

The Terms and Conditions are effective from August 3th, 2026.

Approved by: Katarzyna Złotowska