

www.LifeArchitect.com
GENERAL TERMS AND CONDITIONS
(hereinafter referred to as **GTC**)

§ 1.

Definitions

Terms used in the GTC means:

- 1) **Website** - a website owned and operated by the Seller, and available under the domain <https://www.lifearchitect.com>.
- 2) **Seller** – IFS THERAPY Ltd. with its registered office at 137 County Road, Walton, Liverpool L4 3QF, United Kingdom and incorporated in accordance with the British law under company number 12488709.
- 3) **Buyer** - a natural person with full legal capacity, a legal person or an organizational unit without legal personality, whose separate provisions grant legal capacity, which has acquired or intends to purchase Goods or Services through the Website. A natural person who does not have full legal capacity may purchase Products through the Website, subject to the consent of his legal representative or legal guardian.
- 4) **Consumer** - a natural person performing activities not related directly to his business or professional activity, or a natural person entering into an agreement directly related to his/her business activity, when the content of the agreement shows that it does not have a professional character for that person, resulting in particular from the subject of his/her business activity,.
- 5) **Product Page** - a subpage on the Website containing the most important information about Goods and Services offered on the Website and about the possibility of their purchase.
- 6) **Services** - services offered via the Website, such as trainings, workshops, travels and other similar projects, as described on the Product Page (e.g. Online Courses, Online Workshops, IFS Trainings (Stationary, Outgoing and Online), Travels, IFS Therapy, Online Psychotherapy).
- 7) **Goods** - shipping products offered via the Website, such as sets of training materials, as described on the Product Page (e.g. LifeArchitect Box or Online Workshops recordings).
- 8) **Agreement** - an agreement between the Seller and the Buyer.
- 9) **Participant** - a natural person who, according to the Agreement, is a recipient of the Services. A participant may be an adult natural person with full legal capacity. A natural person under the age of 18 or without full legal capacity may be a Participant provided that he obtains the consent of his statutory representatives or legal guardians, or if he participates in Classes under the supervision of his representatives or guardians.
- 10) **Force Majeure** - extraordinary events, impossible to predict and prevent at the time of concluding the Agreement, such as natural disasters, epidemic states, acts of terrorism, wars, mobilizations, closed state borders, strikes, acts of state authorities or public administration, failures technical and other similar.
- 11) **Privacy Policy** - a set of rules regarding the processing and protection of personal data of individuals applicable at the Website administrator. The Privacy Policy is available free of charge on the Website.
- 12) **GDPR** - Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46 / EC (general Data Protection Regulation).

§ 2.

Preliminary Provisions

1. The GTC and the Agreement jointly regulate the entire legal relationship between the Seller and the Buyer, they relate to each other and complement each other. The GTC and the Agreement should be interpreted together, however in the event of a conflict, the provisions of the Agreement take precedence over the GTC. The condition

of concluding the Agreement is to become familiar with the provisions of the GTC and to accept them.

2. The content of the Agreement corresponds to the conditions described on the Product Page at the time of placing the order, which after its acceptance by the Seller (acceptance of the order for implementation) bind the parties to the Agreement. The Buyer is not entitled to change the terms of the Agreement described on the Product Page - by placing an order he intends to conclude an Agreement in accordance with these conditions, subject to the possibility of their modification under individual arrangements with the Seller. Buyer's data are determined on the basis of information entered by him at the stage of placing the order. The Seller reserves the right to verify this data.
3. The Seller provides the GTC free of charge by publishing on the Website in a way that enables the acquisition, reproduction and recording of content using the Buyer's ICT system. The buyer may read the GTC at any time, including before the conclusion of the Contract and after its conclusion at his request.
4. The Seller shall not be liable for non-performance or improper performance of obligations under the Agreement and GTC due to Force Majeure. If by Force Majeure it is impossible to perform Services within the agreed time limit, the Seller shall notify the Buyer and the Participant (if it is not the Buyer) and propose a new date for performing these Services. The Seller makes arrangements with the Buyer in this respect by phone or via e-mail.

§ 3.

Conclusion of Agreements and prices

1. Orders for Services and Goods are made in electronic form via the Website in accordance with appearing information and messages. Before placing an order, the Buyer should:
 - a) get acquainted with the Product Page in detail, the terms of purchase and use of the Good or Service, their availability and transaction rules; In case of doubts as to the content of the future Agreement, the Buyer may ask the Seller to clarify these doubts before placing the order;
 - b) confirm that they have acquainted themselves with the contents of these GTC and the rules of personal data protection , as well as confirm the truthfulness and completeness of the data and information provided by them.
2. The Seller allows placing an order via the "Shopping basket" functionality available on the Website or via e-mail (e-mail).
3. The Agreement is concluded when the Seller confirms the acceptance of the order for processing via e-mail.
4. The prices provided on the Website are expressed in US Dollars (USD) and include tax on goods and services in the amount resulting from separate regulations (gross prices).
5. Prices and descriptions of individual products and services provided on the Website - regardless of the term used in their description - constitute commercial information and not an offer within the meaning of art. 66 § 1 of the Civil Code.
6. The Seller reserves the right to change prices and descriptions published on the Website, as well as publish new Product Pages, conduct marketing campaigns and other similar commercial activities. Changes introduced after the conclusion of the Agreement are not binding on the Buyer.
7. On the Product Page, each time the available payment methods for the Goods or Services are indicated.
8. The Buyer agrees to the Seller issuing invoices in electronic form (PDF file), without the need to sign them. The Seller will deliver invoices electronically (e-mail) for the delivery data indicated in the Agreement. The invoice is considered delivered on the day it was sent.
9. The Buyer undertakes to pay all amounts due under Agreements in a timely manner. Payments will be made in the form chosen by the Buyer. By the day of payment, it recognizes the day of receipt of funds by the Seller.

§ 4.

Supply of Goods

1. The ordered Goods are delivered within the territory of Poland to the address provided by the Buyer when

placing the order.

2. At the express request of the Buyer, the ordered Goods may be delivered outside the territory of Poland. For this purpose, the Buyer should contact the Seller after making the purchase and pay an additional fee for international shipping to the bank account number provided by the Seller.
3. Shipment of Goods, unless otherwise specified on the Product Page, takes place within 7 business days from the date of payment. The Seller will make every effort to ensure that the delivery of the Good takes place within the time specified in the product description. In the case of shipment outside the territory of Poland, the deadline for posting the shipment depends on the additional payment by the Buyer referred to in paragraph 2 above.
4. Delivery of the Goods is carried out by a courier company selected by the Seller. The Seller reserves the right to change the courier company, also after concluding the contract with the Buyer, without the Buyer incurring any additional costs.
5. The Buyer should assess the compliance of the Goods with the order at the time of delivery in the presence of the courier. In the event of damage to the Goods or other non-compliance with the order, the Buyer is obliged to draw up a complaint report (a courier must print this protocol) containing a description of the damage or non-compliance. The buyer is obliged to return the goods complained about along with the invoice and complaint protocol to the courier in order to forward them to the seller and consider the complaint. If the complaint is accepted, the Seller shall provide the Buyer with the Goods in accordance with the order at his own expense.

§ 5.

Services

(general provisions)

1. The Services include, in particular: Online Courses, Online Workshops, IFS Trainings (Stationary, Outgoing and Online), Travels, IFS Therapy, Online Psychotherapy and 3MCS Online Training.
2. The condition for the Seller to provide the Services is the conclusion and settlement of the Agreement by the Buyer and the fulfillment by the Participant of the requirements described in the Agreement and the GTC.
3. The Seller makes it possible to adapt the content of the substantive classes and the place of their conduct to the needs of the Buyer, in particular by conducting Internal Family Systems Therapy (IFS Therapy) and other forms of individual work with a therapist or trainer. For this purpose, the Buyer should contact the Seller who will inform him about the possibility of performing the Services in the proposed form and place and will evaluate their price.
4. Depending on the type of the Services, a limited or unlimited number of Participants may participate. The Seller publishes information on the number of available places on the Product Page and allows Buyers to buy participation in specific classes, if the limit of these places has not been exhausted.
5. The Seller confirms to the Buyer the purchase of the Services by e-mail. The Buyer is obliged to contact the Seller if, despite meeting the conditions for acquiring participation in the Classes, he has not received confirmation from the Seller.
6. The Seller reserves the right to cancel or postpone the classes to another date in the event of circumstances beyond the control of the Seller (e.g. illness of the person conducting the classes), as well as when the number of registered Participants is not sufficient to carry out the classes.
7. In the cases referred to in the previous paragraph, the Seller will offer the Buyer participation in classes that take place at another time or at the Buyer's express request, expressed via e-mail or telephone, will refund the entire price.
8. The Seller prohibits the Participants from recording and disseminating the course of the classes within the Services and training materials in any form. Classes and materials are the property of their creators and are protected by copyright.
9. In the case of Services offered online, access to the given classes is granted only to the Participant. The Seller reserves the right to verify the person logging in to the given classes. If the Seller becomes aware that a person other than the Participant is participating in the classes in question, the Seller will be entitled to revoke access

to the classes in question.

10. Services may also include sending the Participant training materials, e.g. in the form of a textbook. The price of a given class always includes only one set of such materials for a given Participant. The Seller allows the purchase of an additional set of training materials for an additional fee.
11. Classes are only voluntary and didactic. Using them is not a substitute for medical assistance, including psychotherapy, medical or pharmacological treatment and is not intended to provide a medical diagnosis. The Participant's health or emotional problems may be a contraindication to participation in the classes. In this case, participation in the classes should be consulted by the Participant with the appropriate specialist.
12. Participants are obliged to act in a manner consistent with the principles of personal culture and enable the proper conduct of the entire classes. The Seller may exclude a Participant from participation in the classes in the event of repeated inappropriate conduct of the Participant, including the use of words commonly considered offensive, being under the influence of alcohol, drugs or other proceedings disrupting the course of the presentations of the Leader of the classes or other Participants. If a Participant is excluded from the classes, the Seller will refund to the Buyer a part of the paid purchase price of the classes, proportional to the scope from which the Participant was excluded.
13. The Seller reserves the right to record the course of the classes by any technique, including using photos and videos, as well as their development and use for marketing purposes. Exercise by the Seller of the rights described in the first sentence may not violate any personal rights of the Participant. By participating in the classes, the Participant expresses his free and irrevocable consent to the consolidation and dissemination of his image and undertakes to confirm this consent by a separate written statement at the request of the Seller. This is not applicable to any of the IFS Training.
14. The Seller recommends that Participants take out insurance on their own, in particular from accident insurance, liability or travel, depending on the nature of the Classes in which they will participate.
15. In the case of Classes organized outside of Poland, the Seller recommends the Buyer to read the travel information published by the Ministry of Foreign Affairs. Buyers should contact the provincial sanitary and epidemiological station or a specialist in tropical medicine regarding detailed and current information regarding vaccinations for traveling to such countries.

§ 6.

Stationary Workshops

1. In the case of stationary workshops (hereinafter **Workshops**), the Participant may resign from participation in them or appoint another person to his place under the conditions described below.
2. The person appointed by the resigning Participant must meet the requirements for all participants of the Workshops, including read their terms, confirm their willingness to participate and accept the provisions of the GTC. Then the price for the Workshops paid by the resigning Participant will be booked for participation in these Workshops by a person designated by him.
3. If the Participant who resigned from participation in the Workshops does not designate another person for his place, the Seller may offer this place to other people, including those from the reserve list.
4. If the Participant has paid the full price for the Workshop prior to cancellation and no other person comes to his place, the Seller will reimburse the Participant the price paid, reduced proportionally by the costs incurred up to the time of cancellation notification to prepare the Workshop.
5. The Participant may also pay the price in two parts, with the first part being treated as a deposit (caution money). In case of cancellation of participation in the Workshop by the Participant:
 - a) notified up to and including the 30th day prior to the Workshop start date, the Seller shall refund 100% of the deposit paid to them,
 - b) notified less than 30 days before the Workshop start date, the Seller shall refund 20% of the deposit paid to them .
6. The refund will be made in the form in which the Participant made the payment.

7. The Participant, wishing to resign from the Workshops, is obliged to inform the Seller about the resignation by e-mail or by phone. The Seller confirms the receipt of the Participant's resignation in in electronic or other form agreed with the Participant. Participants who did not receive confirmation of their resignation despite its notification should contact the Seller immediately.
8. The provisions of para. 1-7 above do not apply to Travel and IFS Training.

§ 7.

Online Classes

1. The Seller provides services through the Website in the form of: Online Courses and Workshops, as described on the Product Page (hereinafter **Online Classes**).
2. In the case of online Courses the Buyer may at any time terminate the use the classes and return to their use at a later date.
3. Once the payment for Online Classes has been made and the Seller has granted access to the specified courses or workshops, the Seller's provision of the service is performed in full, which results in the impossibility of rescinding the Agreement so concluded. However, the Buyer may resign from: (a) The Course within 5 days, (b) Online Workshop within 24 hours. The deadlines indicated in the first sentence are counted respectively from the day or time in which the Seller enabled the Buyer to use the Online Course or Workshop. The resignation should be notified to the Seller by e-mail or phone. The Buyer who informs the Seller about the resignation within the indicated period will receive a refund of the price paid. In the case of an Online Course or Workshop consisting of several parts, the deadline is calculated from enabling the use of the first part, and the successfully submitted cancellation applies to the entire Course or Online Workshop.
4. The Seller prohibits the provision and distribution by the Buyer of illegal content or taking actions that may interfere with the course of Online Classes. Seller prohibits the use of Online Classes in a manner that is unlawful.
5. The Seller may without prior notice prevent the Buyer from accessing Online Classes when he receives reliable information that the Buyer uses them in a manner contrary to the law or the GTC.
6. The Seller recommends the minimum technical requirements enabling the correct use of Online Classes:
 - a) in terms of equipment: a device enabling smooth browsing of websites at a resolution of 1366x768 and filling in Internet forms;
 - b) in terms of software: a web browser enabling displaying HTML documents related to the Internet with Cookies and Java Script enabled (Google Chrome recommended in its latest version);
 - c) in the scope of services from third parties: access to the public Internet network.
7. The Seller is not responsible for the inability to execute contracts for Online Classes, if it results from reasons beyond his control or not caused by him.
8. The Seller is not responsible in particular for: (a) incorrect functioning of the equipment, (b) incorrect functioning of the software, (c) incorrect functioning of access to the public Internet network, (d) the conduct of persons contrary to the law, the Agreement or the GTC third.

§ 8.

Online Psychotherapy

1. Unless the Parties agree otherwise, the provisions of § 5 and 7 above shall apply accordingly to classes held as part of the Online Psychotherapy, with the proviso that:
 - a) registration for classes will be made via an internet service called Calendly (keeping a calendar of classes),
 - b) after booking the date, the Buyer will be obliged to make the agreed payment within 3 days from the date of booking - otherwise the booking will be automatically canceled,
 - c) if the Buyer books the class less than 3 days before their planned start, then the Buyer is obliged to make the agreed payment on the day of booking - otherwise the reservation will be automatically canceled,
 - d) classes will be conducted via an internet service called Zoom (direct contact between the Buyer and a psychologist),

- e) The Seller ensures that the classes held as part of the Online Psychotherapy will be performed by persons having the permissions required by law,
 - f) The Buyer may resign from classes and receive a refund or postpone the classes to another date, no later than 24 hours before the start of the classes (according to the date and time of their commencement resulting from the booking in the Calendly service)
2. Online Psychotherapy is provided remotely via the public Internet network, including using tools provided by entities other than the Seller (internet services called Zoom and Calendly). The processing of personal data using these tools is carried out on the terms specified by their suppliers. The Buyer can read these rules at:
 - a) Zoom: <https://zoom.us/docs/en-us/privacy-and-security.html>
 - b) Calendly: <https://calendly.com/pages/privacy>.
 3. The Seller ensures that the registration and participation in Online Psychotherapy will be associated with the use of free online tools for the Buyer, also, if necessary, to change these tools. The Seller shall provide the Buyer, telephone support in the field of problems with the use of the tools proposed by him.

§ 9.

IFS Therapy

1. The Seller, through the Website, offers Buyers the opportunity to take part in IFS Therapy sessions.
2. Sessions of IFS Therapy are held in the online form.
3. Enrollment for IFS Therapy sessions is possible through the Website.
4. The terms of use of IFS Therapy, including the price, the terms of payment for individual sessions, cancellation of sessions and refunds, are available free of charge within the Website on the Product Page.
5. To the extent not regulated in this paragraph, the provisions of § 5, 7 i 8 following shall apply accordingly.

§ 10.

IFS Trainings

1. The Seller may offer Buyers to take part in IFS Trainings either online, stationary, hybrid where part of the course is conducted onsite and part online, as well as outbound - depending on the information available on the Product Page. Depending on the form of Training, the level of Seller's benefits may vary.
2. The price of the Training each time includes the deposit specified on The Product Page, which is non-refundable in case of withdrawal from the Training. The Buyer of the IFS Trainings is obliged to pay the sale price once or in such a way that they pay the deposit (caution money) in the amount specified on the Product Page, and the remaining part of the price is paid by the date indicated on the Product Page. The Buyer may agree with the Seller other payment rules, including spreading payments into parts and setting a date for their payment.
3. Training for professionals is conducted in English or in English with Polish translation - as described on the Product Page.
4. The price for the Training for professionals includes the elements specified in the description on the Product Page, as a rule it includes:
 - a) conducting substantive classes as described;
 - b) in the case of stationary, hybrid in the part of stationary and outbound classes – coffee breaks;
 - c) training materials, including a script containing a summary of the content discussed as part of the Training for professionals.
5. The price of the Training does not include benefits other than those described above, unless something else is explicitly stated on the Product Page. In particular, in the case of stationary and hybrid (the stationary part) Training, the price does not include other benefits such as travel reimbursement, insurance, accommodation or meals.

6. The Buyer may resign (withdraw) from the personal participation or the person indicated by him in the Training for professionals before the start of this training. The resignation should be submitted in writing or via e-mail to the following Seller's address: hello@lifearchitect.com and contain:
 - a) designation of the Buyer and / or persons indicated by him participating in the classes, including his name and surname, postal address, e-mail address, telephone number, and in the case of legal persons the name, address of the registered office and contact details of a person authorized to deal with matters related to with a complaint
 - b) the date on which Training for professionals was to begin.
7. The Buyer shall, in connection with the resignation, return to the Seller all training materials obtained from him.
8. If the Buyer resigns from the Training, the Seller shall be entitled to retain the amount paid as a deposit. In the event of early payment of the entire price by the Buyer, the Seller shall refund to the Buyer the amount less the value of the deposit within 30 days from the date of return of all training materials indicated in paragraph 4 c) above. In the event of cancellation of the Training for any reason during its duration, the Seller shall refund to the Buyer the amount corresponding to the price already paid less the amount of the deposit or less the amount corresponding to the services already performed up to the time of cancellation, whichever amount is less.
9. If the Buyer fails to make payment of the deposit or to pay the remainder of the price within the period specified in paragraph 2 above, the Seller shall be entitled, within 30 days from the occurrence of such event, to the contractual right to withdraw from the Agreement concluded with the Buyer.
10. Training in the hybrid version is a complete product including activities dedicated only to this type of Training, and therefore it is not possible to interchange individual modules of the Training with modules available under other types of Training.
11. Stationary and hybrid Training sessions in the stationary part shall be held in Poznań, Poland at the location each time indicated on the Product Page or submitted by e-mail prior to the commencement of the Training or a part thereof. In case of change of the location indicated on the Product Site, the participant of the Training will be informed about it by e-mail before the beginning of the Training or its part.
12. The participant receives a certificate of completion of training provided that they attend substantive classes in the dimension indicated in the description on the Product Page.

§ 11.

Travels

1. The Seller allows the Buyer to register himself or the person indicated by the Buyer on the reserve list (waiting), if due to the exhaustion of the limit of places he could not purchase participation in the Travel. The Seller makes further arrangements with the Buyer by phone or via e-mail (e-mail) and offers the purchase of participation in the Travel in the order of entry on the reserve list, if space is freed within the limit.
2. The Seller allows the Buyer or a person indicated by the Buyer to participate in the Travel, provided that they meet all the requirements set for the Travel participants in the Agreement and the GTC and confirm their willingness to participate in the Travel and undertake to comply with the rules applicable to their Participants. The Seller allows the Buyer to change, free of charge, the person who has been designated as the Participant, provided that the Buyer notifies such will well in advance.
3. The Travel Buyer is obliged to pay the sale price once or in such a way that he / she pays the deposit (caution money) in the amount specified on the Product Page, and the remaining part of the price is paid once within 30 days from the date of the deposit. The Buyer may agree with the Seller other payment rules, including spreading payments in into parts and setting a date for their payment.
4. Substantive classes conducted during the Journey take place in English.
5. The Travel Price includes the elements specified in the description on the Product Page, which in particular includes:
 - a) substantive classes as described;
 - b) accommodation in rooms for 2-4 persons;

- c) meals as described on the Product Page,
 - d) access to snacks and drinks.
6. The costs of flight tickets and individual insurance of the Participant are not included in the price of the Travel. The Seller recommends Participants to purchase additional insurance on their own.
 7. The Buyer may resign (withdraw) from the personal participation or the person indicated by him during the Journey before its commencement. The resignation should be submitted in writing or via e-mail to the Seller's address and contain:
 - a) designation of the Buyer and / or persons indicated by him participating in the classes, including his name and surname, postal address, e-mail address, telephone number, and in the case of legal persons the name, address of the registered office and contact details of a person authorized to deal with matters related to with a complaint
 - b) the date on which the Trip was to begin.
 8. The Buyer, who upon making the resignation, appoints to his place or place the person indicated by him as taking part in the Travel another Participant who wishes to take part in the Travel and pays its price, will receive from the Seller a refund of all payments made. If the Buyer does not indicate such a person, the Seller will contact the persons entered on the reserve list. If a person from the reserve list wishes to take part in the Travel and pays its price, the Seller shall refund to the Buyer all payments.
 9. If the Buyer resigns from the Travel in accordance with the rules described above and if the Seller fails to find another person willing to participate in the Travel, the Seller shall be entitled to retain the amount paid as a deposit, subject to the following provisions:
 - a) for cancellations submitted up to and including 30 days prior to the Travel date the Seller will return 100% of the amount paid as a deposit to the Buyer;
 - b) If the Buyer has paid the entire price for the Training prior to cancellation, the Seller shall refund to the Buyer the price paid, reduced proportionally by the costs of preparation of the Training incurred up to the time of cancellation.
 10. If the Buyer fails to make payment of the deposit or to pay the remainder of the price within the period specified in paragraph 3 above, the Seller shall be entitled, within 30 days from the occurrence of such event, to the contractual right to withdraw from the Agreement concluded with the Buyer.

§ 12.

3MCS Online Training

1. The Seller may provide the Buyer with the opportunity to take part in 3MCS - an online training for mental health professionals oriented to body work, where classes will be held in thematic workshops and in exercise groups.
2. Details of the training shall be posted by the Seller each time on the Product Page on the Website. Enrollment for the training is possible through the Website. There is no limit on the number of participants when signing up for training.
3. Under the terms and within the time limits specified on the Product Page on the Website, the Seller may allow the Buyer to split payment of the training price into two parts.
4. Once the price has been paid and the training has started, the Seller allows the Buyer to resign from the training within 7 days. This period is calculated from the date of the start of the training. The resignation must be notified to the Seller by email or telephone. The Buyer, who notifies the Seller of cancellation within the indicated period, will receive a refund of the price paid.
5. The Buyer who purchases the training will receive free access to an online course called Introduction to Internal Family Systems from the Seller. However, in the event of resignation from the training, access to the online course will be immediately withdrawn from the Buyer.
6. To the extent not regulated in this paragraph, the provisions of § 5 and 7 shall apply accordingly.

§ 13.

Complaints and returns

1. Buyers may submit written complaints on matters related to Services and Goods by registered mail sent to the data indicated in the introduction of the GTC or by e-mail.
2. The condition for considering the complaint is that the Buyer provides the following data:
 - a) the Buyer's designation, including his name, postal address, e-mail address, telephone number, and in the case of legal persons the name, address of the registered office and contact details of the person authorized to handle matters related to the complaint;
 - b) date of occurrence and description of the problem underlying the complaint.
3. If the complaint relates to physical defects of the Goods, the Buyer should identify and document them in such a way that the Seller can verify the legitimacy of the notification.
4. The Seller shall consider complaints no later than within 14 days from the date of receipt of the notification, and if this was not possible, it shall inform the applicant of a different date for considering the complaint. Lack of consideration of the complaint within the indicated period does not mean that the Seller has recognized it.
5. The Seller shall immediately notify the Buyer about the consideration of the complaint, in writing or via e-mail (e-mail) to the addresses provided in the application.
6. Complaints regarding the flight to and from the destination of the Services performed, delays and regarding luggage damaged or damaged during the flight are subject to the conditions of the Warsaw Convention of 1929, as amended, and annexes, Regulation No 261/2004 of the European Parliament and of the Council of 11 February 2004 (on the principles of compensation and assistance to passengers in the event of denied boarding or cancellation or long delay of flights). The buyer has the right to lodge a complaint with the representative of the appropriate airline, and if the complaint is exhausted - a complaint to the Civil Aviation Office.

§ 14.

Information clause (Consumer Rights)

1. The Consumer has the right to withdraw from the Agreement within 14 days without giving any reason. The deadline to withdraw from the Agreement expires after 14 days from the day:
 - a) conclusion of a contract that concerned the provision of services or the supply of digital content that is not provided on a tangible medium,
 - b) in which the Buyer came into possession of the item or in which a third party other than the carrier and indicated by the Buyer came into possession of the item, in the case of a contract requiring the transfer of ownership of the item.
2. To exercise the right, the Consumer must inform the Seller of the decision to withdraw from the Agreement by an unequivocal statement (for example, a letter sent by mail or e-mail). The buyer may use the model withdrawal form attached to the GTC, but it is not mandatory.
3. To meet the deadline for withdrawing from the Agreement, it is sufficient for the Consumer to send information regarding the exercise of his right to withdraw from the contract before the deadline for withdrawing from the contract.
4. In the event of withdrawal from the Agreement, the Seller returns to the Consumer all payments received, including the costs of delivery (except for additional costs resulting from the method of delivery chosen by the Consumer other than the cheapest usual delivery method offered by the Seller), immediately and in any case not later than 14 days from the day on which the Consumer informed the Seller about the decision to exercise the right of withdrawal.
5. The Seller shall refund payments using the same payment methods that were used in the original transaction, unless the Consumer has expressly agreed to a different solution; in any case, the Consumer shall not bear any fees in connection with this return. In the event of withdrawal from the contract requiring the transfer of ownership of the item, the Seller may withhold the reimbursement of the payment until receipt of the item or until proof of sending it back is provided, whichever occurs first.

6. If the Consumer has received an item in connection with the contract, he is obliged to send it back or hand it over to the Seller immediately, not later than 14 days from the day on which he informed about the withdrawal from the contract. The deadline is met if the consumer sends the item back before the 14-day deadline. The Consumer is obliged to bear the direct cost of returning the item. The Consumer is only responsible for reducing the value of the item resulting from using it in a different way than was necessary to establish the nature, characteristics and functioning of the item.
7. If the Consumer has demanded to start providing services before the deadline to withdraw from the contract, then he shall be obliged to pay the Seller an amount proportional to the scope of services fulfilled until the moment he informed the Seller about the withdrawal from the contract.
8. The Consumer is not entitled to withdraw from a distance contract in respect of contracts:
 - a) for the provision of services, if the Seller has fully performed the service with the express consent of the Consumer, who was informed before the start of the service that after fulfilling it by the Seller he will lose the right to withdraw from the contract,
 - b) in which the subject of the service are sound or visual recordings or computer programs delivered in a sealed package, if the package was opened after delivery,
 - c) for the provision of accommodation services other than for residential purposes, transport of goods, car rental, catering, services related to leisure, entertainment, sports or cultural events, if the contract indicates the day or period of service provision,
 - d) for the supply of digital content that is not stored on a tangible medium, if the performance of the service began with the express consent of the Consumer before the deadline to withdraw from the contract and after informing him by the Seller about the loss of the right to withdraw from the contract.
9. To improve the process of exercising consumer rights, the Seller recommends that the Goods returned in connection with the withdrawal from the contract be complete (as at the time of delivery) and show no signs of use. The Seller also recommends that the returned Goods include any original documents related to the sale (invoices, bills, contracts, etc.) and that they should be placed outside the parcel in such a way that the Seller has access to them without having to open it. The buyer is obliged to properly secure the returned goods to prevent damage during transport.
10. The consumer may use extrajudicial means of dealing with complaints and redress. In order to take advantage of the possibility of amicable settlement of disputes when shopping online, the Consumer may submit his complaint, e.g. via the EU ODR online platform, available at: <http://ec.europa.eu/consumers/odr/>.

§ 15.

Personal Data

1. The Seller is the data controller of the Buyer's personal data within the meaning of the GDPR.
2. Detailed provisions regarding the processing of the Buyer's personal data are included in a separate Privacy Policy available on the Website.

§ 16.

Final Provisions

1. Agreements via the Website are concluded in accordance with English law.
2. The Seller reserves the right to change the GTC. The changes are effective after 7 days from the date of their publication on the Website, which means introducing electronic communication in such a way that the Buyer may become familiar with their content. The amendment to the GTC shall not affect the provisions of previously concluded Agreements.
3. The invalidity, ineffectiveness or unenforceability of any of the provisions of the Agreement or the GTC, in any scope, shall not cause invalidity, ineffectiveness or unenforceability of their other provisions.

Model withdrawal form*

Addressee: ____

Sender: ____

Please be advised of my withdrawal from the contract of sale of the following items / for the provision of the following service **: ____

Date of conclusion of the contract / receipt **: ____

.....

(legible date and signature)

** The form should be completed and returned only if you wish to withdraw from the contract.*

*** Delete where not applicable.*