

Training Regulations – Painless Dent Repair (PDR) Course

I. General Provisions

1. The Painless Dent Repair (PDR) Training is organized by **Szelcar Krzysztof Szeląg**, ul. ul. Okrężna 8b 32-005 Niepołomice (małopolskie), NIP: 6831848115.
2. The purpose of the training is to provide participants with theoretical knowledge and practical skills necessary for effective dent removal.
3. The training is open to adults who are interested in the subject.

II. Registration and Enrollment

1. Registration for the training must be completed via the registration form available on the organizer's website.
2. The number of places in group training sessions is limited. Enrollment is based on the order of applications (maximum of 4 participants).
3. After registration, the participant will receive confirmation and detailed training information.

III. Fees and Refunds

1. The cost of participation depends on the duration of the training.
2. Payment must be made no later than 5 business days before the start of the course.
3. In the event of cancellation, a refund is possible up to 2 days before the start of the training. After this deadline, the fee is non-refundable.

IV. Training Schedule and Structure

1. The training consists of thematic modules including theoretical introduction and practical exercises.
2. Each training day lasts 8 clock hours and includes two 15-minute coffee breaks and one 45-minute lunch break.
3. Breaks are provided at least every two hours.
4. Participants are required to actively engage in the training and comply with all health and safety rules.
5. The organizer reserves the right to modify the program to better suit participants' individual needs.

V. Training Materials

1. Participants are allowed to record videos and take photos of practical exercises and tools used during the course.
2. After completing the training, participants will receive links to useful online video materials.
3. Copying or distributing training materials without the organizer's consent is strictly prohibited.

VI. Certificates

1. Upon successful completion of the training, participants will receive certificates confirming their acquired skills.
2. Certificates are issued only to participants who actively took part in the training.

VII. Personal Data Protection

1. By enrolling, participants consent to the processing of their personal data for training organization purposes.
2. Personal data will be protected in accordance with applicable legal regulations.

VIII. Complaints Procedure

1. **Submission method:**

- Complaints may be submitted in writing (by registered mail or email) within **14 days** of the course completion date.
- Proof of complaint submission (e.g., mailing confirmation, sent email) should be retained.

2. **Complaint content:**

- The complaint must include a detailed description of the service's non-compliance with the offer.
- The participant must provide their full name, address, contact details, and course identification details (e.g., training date, certificate number, invoice number).
- Supporting evidence (photos or videos) may be attached.
- The complaint should include the participant's expectations, e.g., remedying deficiencies, price reduction, or rescheduling the training.

3. Complaints will be reviewed within **30 business days**.

4. Detailed complaint handling procedures are described in the document "*Complaint Handling Procedure*" available on the organizer's website.

IX. Final Provisions

1. The organizer reserves the right to cancel the training if there is an insufficient number of participants or due to circumstances beyond their control.
2. In such cases, the organizer will offer participants a new training date or issue a full refund if rescheduling is not possible.
3. Matters not regulated by these terms and conditions shall be governed by the provisions of the Polish Civil Code.

X. Contact

For all inquiries related to the training, please contact us at:

Contact number (WhatsApp only)

+447722176330

+48518609444

These regulations are effective as of **October 1, 2025**.