

TRAINING REGULATIONS

Appendix No. 1 to the Driver Trainee Training Agreement

These Regulations set forth detailed organizational, technical, and financial rules governing the training provided by **GRAND STAR Sp. z o.o.** (hereinafter referred to as the “**Training Center**”) and constitute an integral part of the **Driver Trainee Training Agreement** (hereinafter referred to as the “**Agreement**”) concluded with the Trainee.

In the event of any conflict between the provisions of the Agreement and these Regulations, the provisions of the Agreement shall prevail.

§ 1. Student Documents and Applications

1. The Trainee agrees to carry a valid identification document during classes, as well as any other documents required by law or the rules governing the training program.
2. The Cadet confirms that all information provided in the Agreement is accurate, complete, and up-to-date, and undertakes to promptly notify the Training Center of any changes to such information, including changes to contact information.
3. The student undertakes to promptly inform the instructor, prior to the start of practical training sessions, of their health status, any medical contraindications, the use of medications or psychoactive substances, or any other circumstances that may affect the proper and safe conduct of practical training sessions.
4. The Training Center reserves the right to refuse to conduct practical training sessions if the trainee’s condition raises concerns regarding traffic safety or the safety of the trainee, the instructor, or third parties.

In such a case, the lesson are considered canceled, and the provisions of § 4, paragraph 7 of these Regulations apply.

§ 2. Rules for Calculation and Payment

1. The detailed breakdown of tuition costs (practical component, theoretical component—offline/e-learning), as well as the payment schedule, are determined by the Contract or the Training Center’s Price List (Appendix No. 2).
2. In the event of a late payment, the Training Center, after providing the Trainee with prior written notice and granting an additional payment period of no more than **7 business days**, has the right to suspend further training until the debt is fully repaid.
3. The cost of an additional hour of practical training, as well as additional theoretical, review, or organizational sessions, is determined by the Agreement or the Training Center’s Price List (Appendix No. 2).
4. If an instructor is more than **15 minutes** late for a practical session and, as a result, the session cannot be conducted in its entirety, the Cadet has the right to complete the unused portion of the session at another agreed-upon time without additional payment.

§ 3. Rules Regarding the Theoretical and Practical Components of Training

1. When taking theoretical training in a classroom setting, the Cadet has the right to attend theoretical classes totaling **up to 30 hours** within the cost of the theoretical portion of the course.
2. If training is conducted **online** or through self-study, the Cadet agrees to take the theoretical state exam within **three months** of the date of the initial payment and to complete 30 hours of practical training within **six months** of the date of the initial payment.
3. In the training option described in paragraph 2, section 3, practical classes begin after the Training Center receives confirmation that the theoretical exam has been successfully passed.
4. If the theoretical state exam is not passed, the next stage of training is possible only after payment of **75%** of the current course fee, unless the parties agree in writing on a different procedure for continuing the training.
5. In the event of a documented illness, hospitalization, accident, complicated pregnancy, death of a close relative, or other extraordinary circumstance that makes participation in the training impossible, the trainee has the right to submit a request to extend the deadline for completing the training or to temporarily suspend it.

Such a request must be submitted without undue delay, but no later than **14 calendar days** after the relevant obstacle has ceased, along with supporting documents, provided that the submission of such documents was objectively possible.

§ 4. Schedule of Practical Classes, Late Arrival, and Class Cancellations

1. The schedule for practical training sessions is determined individually with the Cadet, taking into account the availability of the instructor, the training vehicle, and the operational arrangements of the Training Center. Once agreed upon, the scheduled time is binding on the Cadet.
2. The student has the right to cancel or reschedule a practical session without additional charge no later than 12:00 p.m. on the previous day.

If a session is scheduled for Monday, it may be canceled or rescheduled no later than 12:00 p.m. on the Friday preceding the session date.

3. Cancellation of a session is carried out in accordance with the previously agreed-upon method of communication between the cadet and the training center, as specified in the contract.
4. If the student fails to cancel a class by the deadline specified in clause 2 of this paragraph, such a class is considered to have taken place for billing purposes, and retaking it is possible only after payment of the fee as established by the Contract or the Training Center's Price List.
5. If a student is late for a class, the instructor will wait for them for **30 minutes**. After this time has elapsed, the instructor has the right to deem it impossible to conduct the class for reasons attributable to the student. In such a case, the class is subject to payment in accordance with clause 4 of this paragraph.
6. If, despite the Student's tardiness, the class is held anyway, it ends at the previously agreed-upon time, unless the instructor and the Student agree otherwise.
7. The provisions of clauses 4–6 of this paragraph shall not apply if the Cadet's absence or the inability to cancel a class in a timely manner was caused by a sudden, documented extraordinary circumstance that the Cadet could not

have foreseen or prevented (for example, sudden hospitalization or an accident), provided that the Training Center is notified without undue delay once such an obstacle has been resolved.

§ 5. Selection and Replacement of an Instructor

1. The Cadet has the right to specify a preferred instructor for practical training sessions. The Training Center will take this preference into account provided that a suitable instructor is available and subject to organizational constraints. Replacement of an instructor at the Cadet's request is carried out at no additional charge.
2. All instructor replacements take place within the duration of the practical training and are counted as hours completed.
3. The trainee must immediately notify the Training Center of any concerns regarding the instructor's teaching methods, preferably in writing via email, to allow the Training Center to respond appropriately and, if necessary, replace the instructor.

Sessions conducted prior to such notification are paid for under the general terms and are not automatically eligible for a free reschedule, unless the Trainee proves that they were conducted improperly for reasons attributable to the Training Center.

The foregoing does not deprive the Student of the right to file a claim (complaint) in accordance with the provisions of § 10 of these Regulations.

§6. Course Materials and Online Access

1. Within the scope of the selected learning option, the Student receives access to the **e-learning** platform.
 2. Access to the e-learning platform is granted for a period of **90 calendar days** from the date of its activation.
 3. The Student is not permitted to share their login, password, or the received course materials with third parties without the prior written consent of the Training Center.
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§ 7. Communication and Notification Procedures

1. The Training Center has the right to remind the Trainee of payment deadlines, as well as other deadlines important for completing the training course, using the method of communication selected by the Trainee in the contract.
 2. The absence of such a reminder does not relieve the Student of the obligation to comply with the deadlines specified in the Agreement and the Regulations if the failure to send the notification resulted from the Student providing outdated, incomplete, or inaccurate contact information.
 3. The student consents to receiving notifications from the Training Center.
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§ 8. Administrative Support

1. The Training Center provides the Cadet with advisory assistance in preparing registration documents, as well as organizational and advisory support during registration for state exams. In addition, the Training Center provides information regarding the next steps necessary to obtain a driver's license.

§ 9. Procedure for Handling Claims (Complaints)

1. The student has the right to file a complaint regarding the performance of the Contract, the quality of instruction, the instructor's conduct, the training schedule, financial settlements, or other aspects of the training process.

2. A complaint may be filed in one of the following ways:

- in writing at the Training Center's location;
- by email to: grandstarosk@GMAIL.COM;
- by mail to the Training Center's address;
- through the Training Center's information system, if such a system is operational.

3. A complaint must include:

- a description of the circumstances of the incident;
- the date of the classes;
- the instructor's first and last name;
- the Cadet's demands;
- if available, documents or other evidence confirming the circumstances described.

4. The Training Center will review the claim (complaint) within **14 calendar days** of receiving it.

If additional information is required to review the claim, the Training Center will notify the Trainee of the reasons for extending the review period and the estimated timeframe for providing a response.

§ 10. Safety

1. The student is required to follow all of the instructor's instructions regarding the safety of the training process and to report, without undue delay, any circumstances that may affect the safe conduct of classes.

2. The Training Center shall not be liable for the inability to conduct classes for reasons beyond its control, provided that the Trainee is offered an alternative date for the classes in accordance with **§ 5 of the Agreement**.

§ 11. Final Provisions of the Regulations

1. In matters not covered by these Regulations, the provisions of the Agreement and the applicable laws of the Republic of Poland shall apply.

2. Any amendments to these Regulations shall be made in documented form, namely in writing or electronically.

3. The cadet confirms that, prior to signing the Agreement, he or she received these Regulations, reviewed their contents, and fully accepts and agrees to all of their provisions.

