

Terms and conditions of service

1. The Seller, Course and Exams Organiser FL100 Sp. z o.o., Polish tax ID: 6343002697, KRS 0000928818, acting on behalf of the ICAO4.me brand Owner.
2. By the term Course one should understand classes led by a tutor provided by the Organiser which is based on the previously prepared Course program or a set of materials available on the e-learning platform provided and shared by ICAO4.me.
3. By the term Exam one should understand the English Language Proficiency exam using the ELPT method, according to the ICAO and EASA standards, assessing pilot's language skills.
4. The exam is done in cooperation with contracted Partners and under the supervision of Austro Control.
5. The participant is every person who ordered and paid for the Course before its beginning.
6. A candidate is every person who ordered and paid for the Exam before its beginning.
7. The Course and Exams offer together with current prices can be found at www.icao4.me
8. By the term Package one should understand the combination of a few elements of the offer sold together at a special price.
9. The payment for the Course/Exam/Package should be made before the beginning of its realisation.
10. After making the payment each Participant/Candidate has the right to withdraw from agreement according to the current legal regulations, except for the situation when the realisation of the purchase service has already begun.
11. The courses are realised in the form of group classes based on a fixed program/
12. E-learning courses are individual courses which the Participant gets access to automatically for the period determined in the purchase Course version.
13. The Participant ordering and purchasing the course, both e-learning or conversational, does not have the right to share his or her login data to other Participants or yielding - both free of charge or for compensation - the right to take part in the classes or the exam or to use the course by third parties without the knowledge and written consent of the Organiser.
14. The access to chosen e-learning courses can be prolonged, what the Participant will be informed about via e-mail. The message passed to the Participant will contain the conditions of such access prolongation.
15. The Conversations sold within the e-learning course are group classes where no more than 6 Participants can participate in, except classes defined explicitly as 1 on 1 classes.
16. The number of Participants during the classes with a tutor other than Conversations within the e-learning courses falls between 1 and 12 Participants.
17. The materials presented and shared to the Participants during the classes constitute the sole property of the Organiser and can only be used by the Participant for his or her private use.
18. It's prohibited to further sharing, copying, transforming or any other use of materials mentioned above with the object other than one's own education without the written consent of the Organiser.
19. Autonomous parts of the Course allow for different class starting dates by the Participants and the mixing of the groups when necessary, however, under the condition of keeping the maximum number of Participants as stated above.
20. The Organiser makes the decision about the starting date of the Participant's Course and about the date of the Candidate's Exam and passes a Zoom link to the proper meeting via e-mail.
21. The responsibility of the Participant/Candidate is the presence in the given date at the Course/Exam.
22. The absence at the Course/Exam does not entitle the Participant/Candidate to the reception of unrealised service or its part on a different date.
23. In case of resigning of the Participants from the Course after the first class the paid means for the remaining part of the course are not subject to refund. The above mentioned applies as well to e-learning courses where the first class is considered the moment of Course purchase.

24. In case of resignation of the Candidate during the Exam the paid means are not subject to refund.
25. In case of resignation of the Participant/Candidate from the Course/Exam until 12 hours before its beginning the paid means are subject to refund after downgrading it by 25% by way of service cancellation.
26. The purchased services on the e-learning platform that are not based on the prepared content and require working with a tutor or examiner keep its validity for the maximum of 6 months upon the purchase date. They will not be realised at a later date.
27. The dates of the courses with a tutor or examiner determined via e-mail are subject to payable changes. Each change of the determined date costs 50 EUR for every change. The Organiser can withdraw from collecting the fee in justified cases.
28. For every additional administrative action (i.e. renewing access to exam selection date, processing exam booking several times due to incomplete paperwork etc.) the Organiser may charge the Candidate with additional fee up to 50 EUR for every single action. Until the above mentioned fee is settled the Organiser may suspend its services with regards to the Candidate in question.
29. The Courses sold in Packages with Exams do not guarantee a positive passing of the Exam and the result of the Candidate depends solely on his or her engagement, time investment, and language skills shown during the Exam.
30. Obtaining a negative result of the Exam does not entitle the Candidate to any claims against the Organiser unless the Exam was conducted against the ELPT procedures.
31. The Organiser during the realisation of the Courses and Exams can record the image and sound which the Participant/Candidate will be informed about upfront and give consent to.
32. In case of not giving consent to recording the sound and image during the Exam idem shall be ceased and the afore-paid means by the Candidate are not subject to refund.
33. To partake in flights done by the Organiser in the capacity of a pilot it is necessary to possess current ratings for the specific aircraft type.
34. The aircraft used by the Organiser are airworthy at the moment of flight performance and possess adequate insurable.
35. The responsibility for the damages done during the use of the aircraft lies on the end of the offender. In case of covering the damage by the insurance the offender will be imposed with the lump sum of the franchise fee in the amount not exceeding 10000PLN. In case of refusal to cover the damage by the insurer the Organiser has the right on his own and the aircraft's owner's behalf claim from the offender to repair the damage in full.
36. All values indicated in this document are of net value.
37. All the Participants and Candidates are obliged to obey the Terms of Service.
38. By effecting the payment for the Course/Exam the Participant/Candidate declares thereby that he or she became acquainted with the Terms of Service and accepts its provisions.
39. The changes to the Terms of Service require a written form.
40. The Terms of Service becomes effective on 21 Feb 2022.

PRICING POLICY

1. The prices of the respective services and courses are determined at www.icao4.me and websites and subdomains linked to it.
2. Given prices are binding and effective until the publication of changes.
3. The prices given on the website are gross prices, expressed in currency given next to it and provide the maximum cost of the service/course on a given market.
4. The Organiser reserves the right to diversify the prices in various geographical location and for different currencies.
5. Depending on the promotional activities or affiliate programs the Organiser reserves the right to grant individual, group, one-time or recurring discounts in the amount determined by the Organiser and including certain products or groups of products.

ADDITIONAL PROVISIONS FOR PROMOTIONAL PURCHASES

The discount for purchases on the platform

1. During the purchase of courses determined by ICAO4.me the Participant will be provided with a code warranting a purchase at a discounted price.
2. The aforementioned discount can be used for the purchases other than those mentioned In its description.
3. The discount code cannot be shared to third parties.
4. The Terms of Service become effective on 18 Jan 2021.

COMPLAINTS AND RETURNS

1. This part clarifies details of complaint and return policy.
2. Complaints shall be submitted by email to kontakt@icao4.me and include purchase ID, email address used for the purchase and buyer's details.
3. The complaint will be addressed within 30 days and the answer will be delivered to an email address from which the complaint was received.
4. Services sold by ICAO4.me allow for immediate access once the payment is processed, therefore the Participant/Candidate resigns from the 14-days resignation period. His consent is expressed by ticking a respective checkbox in the purchase form.
5. This part of Terms of Service becomes effective on 3 May 2023.