

Information concerning the right of withdrawal for services (live sessions)

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason. The withdrawal period is fourteen days from the day of the conclusion of the contract.

To exercise the right of withdrawal, you must inform us (Relocation Information Service, Nina Banspach, Belziger Straße 13, 10823 Berlin, Telefon +49 30 516 32 767, E-Mail info@relocation-information.de) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model withdrawal form, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

If you have requested that our services commence during the withdrawal period, you shall pay us a reasonable amount equal to the proportion of the services already provided up to the time you notify us of the exercise of the right of withdrawal in respect of this agreement in relation to the total services provided for in the agreement.

Expiration of the right of withdrawal

In the case of a contract for the provision of services, your right of withdrawal shall also expire if we have provided the agreed service in full and have only commenced to provide the service after you have given your express consent thereto and at the same time confirmed your knowledge that you will lose your right of withdrawal if we have provided the agreed service in full.

Exceptions from the right of withdrawal

There is no right of withdrawal for contracts for the provision of services related to leisure activities if the contract provides for a specific date or period of performance.

Sample Withdrawal Form

(complete and return this form only if you wish to withdraw from the contract)

- To Relocation Information Service, Nina Banspach, Belziger Straße 13, 10823 Berlin, E-Mail info@relocation-information.de.

- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*) / for the provision of the following service (*),

- Ordered on (*) / received on (*),

- Name of consumer(s),

- Address of consumer(s)

- Signature of consumer(s) (only if this form is notified on paper),

- Date

(*) Delete as appropriate.