

## **Instructions on withdrawal**

### **Right of withdrawal**

You have the right to cancel the contract for the purchase of a voucher, the booking of a guided boat tour, a SUP Yoga course or a boat rental of one or more boats / SUPboards within fourteen days without giving any reason. The revocation period is fourteen days from the day of the conclusion of the contract.

The following restriction applies to the booking of services such as guided boat tours, SUP yoga courses and / or boat rentals: If you have requested that the service(s) start(s) during the cancellation period, we may charge compensation in the form of a percentage of the event or rental price. This is calculated as follows: 8 to 14 days before the start of the event or rental 25% of the agreed price, 1-7 days before the start of the event or rental 50% of the agreed price, on the day of the event or rental 100% of the agreed price. The amount of the fee depends on the date of receipt of the cancellation by kanuliebe. You reserve the right to prove a lower expenditure.

In order to exercise your right of cancellation, you must inform us (Kanuliebe, Alt-Treptow 6, 12435 Berlin, Tel.: 0049 170 489 26 80, E-Mail: [info@kanuliebe.de](mailto:info@kanuliebe.de)) by means of a clear declaration (e.g. a letter or e-mail sent by post) of your decision to cancel this contract. You may use the enclosed model withdrawal form for this purpose, which is, however, not mandatory. To comply with the withdrawal period, it is sufficient for you to send the notification of the exercise of the right of withdrawal before the expiry of the withdrawal period.

### **Consequences of the withdrawal**

If you withdraw from this contract, we must return to you all payments we have received from you immediately and at the latest within fourteen days of the day on which we received notification of your withdrawal from this contract. In the case of service(s) which are to begin during the cancellation period, we will repay you a percentage of the event or rental price. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged any fees because of this repayment.

### **Sample cancellation form**

If you wish to cancel the contract, please complete and return this form. To:

Kanuliebe

Alt-Treptow 6

12435 Berlin

E-mail: [info@kanuliebe.de](mailto:info@kanuliebe.de)

I/we (\*) hereby revoke the contract concluded by me/us (\*) for the purchase of a voucher (\*) / the provision of the following service (\*):

- Guided Tour (\*): Team event, canoe or pedal boat tour (\*) / Walking day/class trip (\*) / Private guided tour (\*).
- SUP yoga course (\*)
- Boat hire (\*): Canoe/s (\*) / Pedal boat/s (\*) / SUP board/s (\*)

Booked for the: \_\_\_\_\_

from \_\_\_\_\_ to \_\_\_\_\_ (clock)

Ordered on \_\_\_\_\_

Your name: \_\_\_\_\_

Your address: \_\_\_\_\_

Your phone number (optional information): \_\_\_\_\_

\_\_\_\_\_  
Place, date

\_\_\_\_\_  
Your signature

(\*) Delete as applicable.

## Model withdrawal form

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

- To  
Kanuliebe  
Alt-Treptow 6  
12435 Berlin  
Email: info@kanuliebe.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 (\*):

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- Booked on (date and hour): *[Gebucht für (Datum und Uhrzeit)]*

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- Ordered on (\*)/

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- Name of consumer(s),

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- Address of consumer(s),

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Date

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

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(\*) Delete as appropriate.