

## **Cancellation Policy**

### **Withdrawal**

If you order as a consumer, you have a legal right of withdrawal, which we inform you about as follows:

You have the right to withdraw from this contract within fourteen days without giving any reason. The cancellation period is fourteen days from the date on which you or a third party named by you, who is not the carrier, has taken possession of the goods.

To exercise your right of withdrawal, you must contact us

NaturHotel Wildewiese GmbH, Wildewiese 1, 59846 Sundern, Telephone: 02395/754

Fax: 02395/160453 E-Mail: [info@steinbergs-wildewiese.de](mailto:info@steinbergs-wildewiese.de)

by means of a clear statement (such as a letter sent by post, fax or e-mail) of your decision to withdraw from this contract. You can use the attached model withdrawal form, which is not required. In order to maintain the cancellation 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 cancellation**

If you withdraw from this Agreement, we have selected all payments we have received from you, including delivery charges (except for the additional costs arising from choosing a different delivery method than the most favorable standard delivery we offer have to repay immediately and at the latest within fourteen days from the date on which the notification of your revocation of this contract has reached us. For this repayment, we use the same means of payment that you used in the original transaction, unless otherwise agreed with you; In no case will you be charged for this repayment fees.

We may refuse repayment until we have received the goods back or until you have provided proof that you have returned the goods, whichever is the earlier. You must return the goods to us immediately and in any event not later than fourteen days from the date on which you inform us of the cancellation of this contract (NaturHotel Wildewiese GmbH, Wildewiese 1, 59846 Sundern) or to hand over. The deadline is met if you send the goods before the deadline of fourteen days.

You bear the immediate costs of returning the goods. You only have to pay for any loss of value of the goods if this loss of value is due to a handling that is not necessary for the examination of the nature, characteristics and functioning of the goods.

**Model withdrawal form**

If you want to cancel the contract, please fill out this form and send it back.

NaturHotel Wildewiese GmbH

Wildewiese 1

59846 Sundern

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

Ordered on (\*) / received on (\*)

\_\_\_\_\_

Name of the consumer (s)

\_\_\_\_\_

Address of the consumer (s)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date and signature of the consumer (s) (only when notified on paper)

\_\_\_\_\_

(\*) Strike out if not appropriate!