

Cancellation Right and Sample Cancellation Form

1. At the purchase of a ticket allowing the participation in Escape Games, collaboRATIO GmbH and the customer conclude a contract on the delivery of services in the context of leisure time activities bound to a specific date or period of time (cp. section 312 g clause 2 no. 9, German Civil Code). In accordance with section 312 g clause 2 no. 9, German Civil Code, the client has **no cancellation right**, regardless of the payment method chosen. Every ticket purchase allowing the participation in an Escape Game is thus immediately binding (cf. paragraph 2.1) and obliges the customer to pay the total amount of the order to collaboRATIO GmbH.
2. At the purchase of a voucher with the purchasing customer or their proxy physically present (e.g. purchase on site), no distance contract is concluded according to section 312 b, German Civil Code. The customer thus has no cancellation right.
3. For all other voucher purchases, the following applies to all contracts with customers:

Cancellation Policy

Cancellation Right

You have the right to cancel this contract within 14 days without giving reasons. This 14-day period starts with reception of the delivery by you or a third party named by you which is not the carrier. To claim your cancellation right, you must inform us, collaboRATIO GmbH, Brüsseler Platz 14, 50674 Köln, +49 221-6430 6742, koeln@teamescape.de via an unambiguous declaration (e.g. posted via mail, telefax or email) about your decision to cancel the contract. You may, but are not obliged to, use the enclosed sample cancellation form. In order to comply with the set cancellation period, it is sufficient to send the notification on your decision to claim your cancellation right by the last day of said period.

After the Cancellation

If you cancel this contract, we must refund all payments received by you immediately, or at the latest within 14 days starting from the day we received your cancellation notification. For the refund, we will use the same payment method that you used in the initial transaction, if not agreed otherwise. We will never charge additional fees in case of a refund. We can hold back the refund amount until already delivered goods are returned to us or proof of return is provided, depending on which occurs first. You must return the goods to us by mail or in person immediately or at the latest within 14 days after submitting your cancellation notification. In order to comply with the set return period, it is sufficient to send the goods by the last day of the 14-day period. You must bear all direct costs for the return. You will only have to pay for a loss in value if that loss can be traced

back to damages inflicted by you that were not necessary to check the quality, characteristics and functioning of the goods.

Sample Cancellation Form

(If you want to cancel the contract, please fill in this form and send it back to us.)

To collaboRATIO GmbH, Brüsseler Platz 14, 50674 Köln,
I/we hereby cancel the contract concluded by me/us (*) on the purchase of the voucher described below:

Date of order

Order number / invoice number

Name of customer(s)

Customer(s) address

Customer(s) signature(s) (only applicable for notification via mail)

Date

(*) Delete as applicable.

Click here for the PDF sample cancellation form.

End of Cancellation Policy and Sample Cancellation Form

4. In case of cancellation by the customer, the following applies:
collaboRATIO GmbH deactivates the voucher. If the voucher was paid before the cancellation, collaboRATIO GmbH refunds the purchase price to the customer.