

Revocation clause

Right of revocation

You have the right to revoke this contract within 14 days without stating reasons.

The 14-day revocation period commences on the day on which you or a third party nominated by you, who is not the carrier, take(s) possession of the goods. In order to exercise your right of revocation you need to inform us, Steigenberger Hotels Aktiengesellschaft, Lyoner Straße 25, 60528 Frankfurt am Main, Germany, phone: +49 69 66564-460, fax: +49 69 66564-888, email: info@steigenberger.com, by way of an unambiguous declaration (e.g. a letter sent by mail, fax or email) of your intention to revoke this contract. You may, if you wish, use the enclosed sample revocation form for this purpose.

Your notification of exercise of the right of revocation is considered to have been submitted in time if it is dispatched prior to the expiry of the revocation period.

Consequences of revocation

If you revoke this contract we will refund all payments we have received from you, including delivery costs (with the exception of any additional costs incurred due to a delivery option other than the most economic standard option offered by us having been chosen), without delay and at the latest within 14 days of the day on which we receive your notice of revocation of this contract. We use the same payment method used in the original transaction to provide the refund unless we have expressly agreed otherwise; in no event will you be charged any fees related to this refund.

Updated: August 2017