

Cancellation policy for consumers

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 on which you or a third party named by you, who is not the carrier, took possession of the voucher.

To exercise your right of withdrawal, you must inform us,

Hotel-Restaurant Erich Rödiger GmbH
Zur Herrgottsmühle 2
96231 Bad Staffelstein
Tel.: 09573 / 9260 or 09573 / 5963
Fax: 09573 / 926262 or 09573 / 5924
Email: info@hotel-roediger.de or info@banzer-wald.de

by means of a clear statement (e.g., a letter sent by post, fax, or email) of your decision to withdraw from this contract. You can use the attached sample withdrawal form for this purpose, but this is not mandatory.

To meet the withdrawal deadline, it is sufficient for you to send your notification of exercising your right of withdrawal before the withdrawal period expires.

Consequences of withdrawal

If you withdraw from this contract, we shall reimburse you for all payments we have received from you, including delivery costs (with the exception of additional costs resulting from your choice of a type of delivery other than the cheapest standard delivery offered by us), without delay and at the latest within fourteen days of the day on which we receive notification of your withdrawal from this contract.

We will use the same means of payment for this refund as you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged for this refund. We may refuse to refund until we have received the voucher back or until you have provided proof that you have returned the voucher, whichever is earlier.

You must return or hand over the voucher to us immediately and in any case no later than fourteen days from the day on which you notify us of the cancellation of this contract. The deadline is met if you send the voucher before the expiry of the fourteen-day period.



You shall bear the direct costs of returning the voucher.

You shall only be liable for any loss in value of the voucher if this loss in value is attributable to handling of the voucher that is not necessary for testing its condition, properties, and functionality.



Cancellation form

If you wish to withdraw from the contract for the voucher(s), please fill out this form and send it back to:

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I, _____, hereby revoke my
contract concluded by me on the / the vouchers:

with the following voucher number: (centered on the right side of the
voucher):

Ordered on: _____

Received on: _____

Name: _____

Address: _____

Place, date

Signature