

Cancellation policy

Cancellation right:

You have the right to withdraw from this contract within fourteen days without providing a reason.

The cancellation period comprises fourteen days from the date on which you, or any third party that is not the carrier and was appointed by you, took possession of the goods.

To exercise your right of cancellation, you must inform us (Europa-Park GmbH & Co Mack KG, Europa-Park-Straße 2, 77977 Rust, fax: +49 7822 77-14205, telephone: +49 7822 77-6655, email: info@europapark.de) of your decision to withdraw from this contract by sending a clear declaration (e.g. a letter sent by post, fax or email). You may use the attached template cancellation form for this, but are not obliged to do so.

To comply with the cancellation period, it is sufficient for you to send the notification of your decision to exercise your cancellation right before the cancellation period expires.

Consequences of cancellation:

If you withdraw from this contract, we will refund all payments that we have received from you, including shipping costs (except for additional costs incurred in the event that you selected a shipping method other than the cheapest standard delivery option that we offer), without undue delay, no later than fourteen days from the date of receipt of your notice of withdrawal from this contract. The refund will be issued to the same payment method that you used for the original transaction, unless otherwise explicitly agreed with you; under no circumstances will you be charged a fee for this refund. If you required that the provision of services begin during the cancellation period, you are obliged to pay us an appropriate amount that corresponds to the services already provided up to the point in time you informed us that you wished to exercise your cancellation right with respect to this contract in comparison to the full extent of services provided for in the contract.

End of cancellation policy

Template cancellation form

If you would like to withdraw from the contract, please complete this form and return it to us.

Europa-Park GmbH & Co Mack KG
Europa-Park-Straße 2
77977 Rust
Germany

Telephone: +49 7822 77-6655
Telefax: +49 7822 77-14205
Email: info@europapark.de

I hereby withdraw from the contract that I concluded

for the purchase of the following goods/the provision of the following services (*)

Booked on _____

Received on _____

Name of the consumer(s) _____

Address of the consumer(s) _____

Signature(s) of the consumer(s) (only for submission of this form on paper)

Date

(*) Delete as applicable.