

Withdrawal information

Review note: The specific legal position depends, among other things, on distance selling, fixed dates, digital learning content and any early start of performance. The final version must be adapted to the actual booking process. In case of doubt, the German version prevails.

Right of withdrawal

Where a statutory right of withdrawal exists, the period is generally 14 days from the conclusion of the contract. The withdrawal must be declared unambiguously to DiveWithSteini, Sven Steinhardt, Hasenplatz 4, 71083 Herrenberg, Germany, email: sven@divewithsteini.de.

Early start of performance

If the participant expressly requests that the service begin before the withdrawal period expires, compensation for the portion already performed may be due in the event of a later withdrawal, provided the statutory information and consent requirements have been met.

Digital content and leisure services with a fixed date

Special statutory rules or exemptions may apply to digital learning content and to certain leisure services with a specific date. The booking confirmation must reflect these points correctly.

Early expiry of the right of withdrawal

For a contract for the provision of services, your right of withdrawal expires early if we have performed the service in full and only began performance after you gave your express consent and at the same time confirmed your awareness that you lose your right of withdrawal once the contract has been performed in full (Section 356(4) of the German Civil Code).

This declaration is only requested in the enrolment form if your preferred start date falls within the 14-day withdrawal period. You are not obliged to give it: without it, training begins only after the period has expired.

If you withdraw after having requested an early start of performance, you owe us reasonable payment for the services already provided up to the point of withdrawal (Section 357(8) of the German Civil Code). The amount is calculated in proportion to the total price agreed in the contract.

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