

Cancellation Policy

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, have taken or has taken possession of the last goods.

For contracts for the supply of data not on a physical medium, which are produced and provided in digital form (digital content), the withdrawal period is fourteen days from the date of conclusion of the contract.

You can exercise your right of withdrawal online at <https://teamtactives.com/cancellation>. If you use this online option, we will promptly send you a confirmation of receipt on a durable medium (e.g. by e-mail), including information on the content of the withdrawal declaration and the date and time of its receipt.

To meet the withdrawal deadline, it is sufficient that you send the notification of the exercise of the right of withdrawal before the expiry of the withdrawal period.

Consequences of withdrawal

If you withdraw from this contract, we shall reimburse you all payments we have received from you, including delivery costs (with the exception of additional costs resulting from the fact that you have chosen a type of delivery other than the most favorable standard delivery offered by us), without undue delay and no later than within fourteen days from the day on which we received the notification of your withdrawal from this contract. For this repayment, we will use the same means of payment that you used in the original transaction, unless expressly agreed otherwise with you; in no case will you incur additional fees for this repayment.

In the case of contracts for the supply of goods, we may refuse repayment until we have received the goods back or until you have provided proof that you have returned the goods, whichever is the earlier.

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

You bear the direct cost of returning the goods.

You must pay for any loss in value of the goods only if this loss in value is due to a handling of the goods that is not necessary for testing the condition, properties and functioning of the goods.

Exclusion or premature expiration of the right of withdrawal

The right of withdrawal expires prematurely for contracts for the delivery of digital content if we have started the execution of the contract after you have expressly agreed that we start the execution of the contract before the expiry of the withdrawal period and you have confirmed your knowledge to us that

you lose your right of withdrawal by your agreement with the start of the execution of the contract.

Additional voluntary cancellation guarantee

In addition to the statutory right of withdrawal described above, we grant you a voluntary cancellation guarantee: You can cancel your booking and receive a full refund at any time before you start the tour (i.e. before activating your access code in the game), even after the statutory fourteen-day withdrawal period has expired.

This voluntary guarantee applies **in addition** to your statutory right of withdrawal and does not limit, replace or shorten it in any way. Your statutory right of withdrawal remains fully intact for fourteen days from the date of conclusion of the contract, subject only to the premature expiration described in the preceding section.

Please note: If you choose to start the tour within the fourteen-day statutory withdrawal period, you will be asked to expressly consent to the immediate execution of the contract and to acknowledge that your statutory right of withdrawal expires the moment the tour is started. The voluntary cancellation guarantee likewise ends with the start of the tour, as the service has then been rendered.

You can cancel your booking conveniently via our cancellation form at <https://teamtactives.com/cancellation#cancellation-form>. Simply enter your booking reference and email address — we will then refund the full amount to your original payment method. Alternatively, you may contact us using the same contact details as for the statutory right of withdrawal.

If the form indicates that your booking can no longer be cancelled online (for example, because an access code of your booking has already been activated) and you believe this is not correct, please get in touch with us by email so we can review the situation.

Model withdrawal form

The quickest route is the online withdrawal function. We provide the statutory model form in addition – you may use it, or declare your withdrawal informally by e-mail or letter.

(complete and return this form only if you wish to withdraw from the contract)

To Johannes Lambert - TEAMTACTIVES, Kutzbachstr. 15, 54290 Trier, e-mail: info@teamtactives.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*)

- Ordered on (*)/received on (*)
- Name of consumer(s)
- Address of consumer(s)
- Signature of consumer(s) (only if this form is notified on paper)
- Date

(*) Delete as appropriate.