



Cancellation Policy

Right to withdraw

You have the right to withdraw from this contract within fourteen days without specifying a reason. The deadline for withdrawal is fourteen days from the day you sign the contract. To exercise your right to withdraw consent, you must inform us either via our contact form, by sending us a letter (to Deutsche Bahn Connect GmbH, Mainzer Landstrasse 169 - 175, 60327 Frankfurt am Main, Germany) or by contacting us via e-mail (to info@callabike.de). To comply with the statutory cancellation deadline, all you need to do is inform us that you are exercising your right to withdraw consent before the 14-day withdrawal period ends.

Consequences of withdrawing

If you withdraw from this contract, we must return all payments we receive from you no later than fourteen days from the day on which we receive notification of your withdrawal. We shall make these repayments via the same means of payment that you used for the original transaction, unless we explicitly agree otherwise with you. You shall not be charged for any repayment. If you use our services during the 14-day withdrawal period, you must pay us accordingly, i.e. the sum proportionate to the services you received up to the time you notified us of your withdrawal from the contract.

Last modified: 31 March 2022