



Right of Withdrawal

For consumers domiciled in the EU or the EEA

Document	Right of Withdrawal H.A.B.A.360
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Scope	Consumers domiciled in the EU or the EEA. Courses HABA Basis, HABA Level 1 — Facilitator and HABA Level 2 — Coach & Trainer.
Relationship to related documents	Part of the General Terms and Conditions H.A.B.A.360; maintained as a separate annex to the GTC (see GTC Article 9 — Rebooking, Substitute Participant and Cancellation).

Important note. This document implements the statutory right of withdrawal under the EU Consumer Rights Directive 2011/83/EU and the national transposition laws (in particular §§ 312g, 355 of the German Civil Code (BGB), the Consumer Protection Act in Austria, the Code de la consommation in France, RDL 1/2007 in Spain). It forms part of the GTC. For consumers domiciled in Switzerland, there is by law no general right of withdrawal for distance contracts.

A Right of Withdrawal

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 the contract is concluded, that is, from the day on which you received the written admission and booking confirmation from the provider.

To exercise your right of withdrawal, you must inform the provider

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by means of a clear statement (e.g. a letter sent by post or an email) of your decision to withdraw from this contract. You may use the model withdrawal form attached in Part B, although this is not mandatory.

To meet the withdrawal deadline, it is sufficient that you send your communication concerning the exercise of the right of withdrawal before the withdrawal period has expired.

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Consequences of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs arising from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and no later than fourteen days from the day on which we receive the communication of your withdrawal from this contract.

For this reimbursement we use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged any fees as a result of this reimbursement.

Early commencement of the service

If you have requested that the service — in particular the provision of digital learning materials, access to the course platform, or commencement of the course — should begin during the withdrawal period, you must pay us a reasonable amount corresponding to the proportion of the services already provided up to the point at which you notify us of the exercise of the right of withdrawal in respect of this contract, compared with the full scope of the services provided for in the contract.

Expiry of the right of withdrawal

In the case of a contract for the provision of services, the right of withdrawal expires if the provider has fully performed the service and only began performing the service after you gave your express consent and, at the same time, confirmed your awareness that you lose your right of withdrawal upon full performance of the contract by the provider.

In the case of digital content not supplied on a tangible medium (e.g. download of materials, access to the course platform, recordings), the right of withdrawal additionally expires if the provider began performing the contract after you had expressly consented that the provider should begin performance of the contract before the end of the withdrawal period, and you confirmed your awareness that, by giving your consent to the commencement of performance of the contract, you lose your right of withdrawal.

Note on exercising these options. If you wish the course or access to digital learning materials to begin within the 14-day withdrawal period, you will be asked for express consent during the booking process or by separate email. Performance before expiry of the period will begin only after this consent. Without your consent, performance begins at the earliest after the withdrawal period has expired.

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B Model Withdrawal Form

If you wish to withdraw from the contract, you may complete this form and return it to us. Use of this form is not mandatory.

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I/we (*) hereby withdraw from the contract concluded by me/us (*) for the provision of the following service:

- ☐ Course HABA Basis
☐ Course HABA Level 1 — Facilitator
☐ Course HABA Level 2 — Coach & Trainer

Booking confirmation dated

Course run / start date

Ordered on / on

Received on

Name of consumer(s)

Address of consumer(s)

Email of consumer(s)

Place, date · Signature of consumer(s) (only where notified on paper)

(*) Delete as appropriate.

C Additional Notes**C.1 Scope**

This withdrawal instruction applies exclusively to consumers within the meaning of the EU Consumer Rights Directive 2011/83/EU or the corresponding national transposition laws who conclude a course contract with the provider by means of distance selling or away from business premises. A consumer is any natural person who concludes a legal transaction for purposes that can predominantly be attributed neither to their commercial nor to their self-employed professional activity. Persons who book the course in the context of their professional or commercial activity (e.g. self-employed practice, employment at a school, a counselling centre, freelance activity) are, according to the prevailing view, not consumers within the meaning of the EU Consumer Rights Directive and have no statutory right of withdrawal. Given the access requirements for HABA courses, the provider assumes that the majority of participants book the course for professional reasons and therefore do not qualify as consumers within the meaning of this instruction. In case of doubt, this withdrawal instruction applies in favour of the participant.

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C.2 Consumers domiciled in Switzerland

For consumers domiciled in Switzerland, there is by law no general right of withdrawal for distance contracts. In this case, the rescission and cancellation provisions under Article 9 of the provider's GTC apply conclusively.

C.3 Relationship to the GTC

This withdrawal instruction forms part of the GTC and supplements the provisions therein on rescission, cancellation and withdrawal (Article 9 of the GTC). Insofar as the statutory right of withdrawal applies to a particular participant, the provisions of this withdrawal instruction take precedence over the deviating cancellation provisions of the GTC for the duration of the withdrawal period.

C.4 Language versions

This withdrawal instruction is maintained in German, French, Spanish and English. In the event of interpretation discrepancies, the language version that applies as the contractual language at the consumer's habitual place of residence takes precedence; otherwise the German-language version applies.

C.5 Dispute resolution

The European Commission provides a platform for online dispute resolution (ODR), available at <https://ec.europa.eu/consumers/odr>. The provider is neither obliged nor, in principle, willing to participate in a dispute resolution procedure before a consumer arbitration body; it participates in a voluntary procedure at its own discretion.

References

- GTC H.A.B.A.360 — Article 9 (Rebooking, Substitute Participant and Cancellation)
- Privacy Policy of the provider (in each case the current version)
- Booking confirmation (separate) — contains the declaration of consent to early commencement of the service

— End of the Right of Withdrawal H.A.B.A.360™ · As at June 2026 —