



Information on the consumer's right of withdrawal in distance selling contracts (§ 312c BGB)

Note: The right of withdrawal only applies to vouchers. See below for details.

Right of withdrawal

You have the right to revoke this contract within fourteen days without giving reasons (by letter or e-mail). The revocation period is fourteen days from the day on which you or a third party nominated by you, other than the carrier, have taken possession of the goods.

In order to exercise your right of withdrawal, you must inform us

by letter to:

Staatliche Museen zu Berlin, Besucherdienste, Genthiner Str. 38, 10785 Berlin

or by e-mail to:

service@smb.museum

by means of a precise notification (e.g. a letter or e-mail) of your decision to withdraw from this contract. You may use the attached [cancellation template](#) LINK, which is not mandatory. In order to comply with the revocation period, it is sufficient to send the notification of the exercise of the right of revocation before the end of the revocation period.

Consequences of the withdrawal

If you revoke this agreement, we shall reimburse you for all payments we have received from you, including delivery charges (other than any additional charges arising from your choosing a different method of delivery from the cheapest standard delivery offered by us), immediately and no later than fourteen days from the date on which we receive notice of your revocation of this Agreement. For this refund, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no circumstances will you be charged for this refund. We may refuse to make any refund until we have received the goods back or until you have provided proof that you have returned the goods, whichever is earlier.

Vouchers received are not to be returned, they will be invalidated.

- End of revocation instructions -

Exclusion of the right of withdrawal

Pursuant to Section 312g (2) No. 9 of the German Civil Code (BGB), there is no right of withdrawal for contracts for services in connection with leisure activities if the contract provides for a specific date or period for the performance.

We would therefore like to point out that there is no right of withdrawal for the purchase of admission tickets for museums and exhibitions, annual passes, tickets for participation in public guided tours and other public educational or informative offers, for the binding order of group tours as well as for the Museum Pass Berlin.