



# General Terms and Conditions and Right of Withdrawal for Consumers by Dorothee Amelung

## **Part 1**

### **Scope of Application and Governing Law**

#### **1 Scope of Application**

(1) The following General Terms and Conditions apply to all legal transactions between consumers and businesses and

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hereinafter referred to as “I.” These legal transactions may be concluded via email, during an initial consultation, or through the website.

(2) The language of the contract is German. Translations into other languages are provided for your information only. In the event of any differences in wording, the German text shall prevail.

(3) These Terms and Conditions apply exclusively. I do not recognize any terms and conditions you may use that conflict with or deviate from these Terms and Conditions, unless I have expressly agreed to their validity in writing or in text form.

(4) In individual cases, I may use a supplementary agreement in addition to these Terms and Conditions. This agreement is concluded separately between the parties and, in case of doubt, takes precedence over these Terms and Conditions.

#### **2 Applicable Law and Consumer Protection Provisions**

(1) The law of the Federal Republic of Germany shall apply, to the exclusion of international private law and the UN Convention on Contracts for the International Sale of Goods as applicable in Germany.

(2) If you are a consumer within the meaning of Section 13 of the German Civil Code (BGB) and your habitual residence is in a member state of the European Union, German law shall also apply, provided that mandatory provisions of the country in which you have your habitual residence that are more favorable to the consumer remain unaffected.



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(3) Upon completing your order, you shall make a binding declaration as to whether you are acting as a consumer (Section 13 of the German Civil Code (BGB)) or as a business entity (Section 14 of the German Civil Code (BGB)).

A “consumer,” as defined by the provisions below, is any natural person who enters into a legal transaction for purposes that are predominantly neither commercial nor related to their independent professional activity.

A “business entity” is any natural or legal person, or a partnership with legal capacity, that acts in the course of its independent professional or commercial activity when entering into a legal transaction. When placing an order as a business, you must provide your company name and—if available—your VAT identification number. Providing incorrect information regarding your status as a business entitles me to rescind the contract and to demand reimbursement for any additional expenses incurred.

(4) The version of these Terms and Conditions valid at the time of booking shall apply.

(5) The prices in effect at the time of booking shall apply.

(6) If specific discounts or promotional offers are advertised, they are limited in time or quantity. There is no entitlement to such offers.

## **Part 2**

### **Conclusion of the Contract, Payment Terms, Term of the Contracts, and Cancellation**

#### **3 Subject Matter of the Contract**

(1) The subject matter of the contract may include the following services (this list is not exhaustive):

- 1-on-1 Mentoring
- 1-on-1 Guided Meditation/Hypnosis
- Group Counseling
- Group Constellation Workshops (“Sacred Spaces”)
- Group Workshops/Training Sessions
- Counseling Programs
- Online Programs
- Digital Products
- Memberships/Member Areas/Community Access

(2) All offers on the Internet are nonbinding and do not constitute a legally binding offer to enter into a contract.

#### **4. Prices, Payment Terms, and Due Dates**

(1) My prices are gross prices (including the applicable value-added tax, as shown for Germany).

(2) Invoices are generally sent to you via email as a PDF document. The invoice amount is due immediately upon receipt of the invoice and must be paid to me within 14 days.

If you booked or purchased my service through my reseller, **ablefy** will send you the invoice via email as a PDF document.

(3) Access to the respective services is contingent upon prior receipt of payment. As soon as I have received your payment or deposit, you are entitled to my corresponding service from that point onward.

If you have booked or purchased my service through my reseller—and your payment or deposit has been received by ablefy—you are entitled to my corresponding service as of that time.

(4) In some cases, I also offer payment in installments. The total amount due remains the same even if payment in installments is granted.

The total amount may be higher for installment payments compared to a lump-sum payment. I will inform you of this amount in advance. Early termination of an installment payment agreement is possible by making an early repayment. You have the right to pay the full amount (including any increased installment amount, if applicable) in part or in full at any time before the agreed-upon term expires.

(5) If you are in default on a payment, the statutory default interest rates apply.

For consumers, this rate is 5 percentage points above the applicable base rate.

For business customers, the late payment interest is 9 percentage points above the applicable base rate. Business customers are also liable for a flat-rate late payment fee of €40.00. We reserve the right to claim further damages.

In addition, costs may arise for appropriate reminders. If our internal collection efforts are unsuccessful, I am entitled to refer the outstanding claim to an attorney or a collection agency. You are responsible for the resulting costs, to the extent they are necessary and legally recoverable.

(6) If we have agreed to payment in installments and you default on any due payments, I am entitled to terminate the installment plan early, and the entire outstanding amount shall become due immediately.

For consumers, this applies only if you are in default, in whole or in part, on at least two consecutive installments and I have previously set a reasonable grace period for you without success.

For business customers, the entire remaining balance becomes due immediately if you are more than 14 days in default on an installment.

(7) If you fall behind on due payments, I will first send you a reminder and give you the opportunity to restore compliance with the contract. In the reminder, I will inform you that, in the event of continued or repeated default, I am entitled to temporarily suspend your access to the subscribed program. The suspension will apply exclusively for the duration of the existing payment default. Access will be reinstated once the outstanding amounts have been paid in full. Your obligation to pay the agreed-upon fee remains unaffected by the suspension. The right to terminate the contract for cause remains unaffected.

(8) For Consumers: As a consumer, you may only set off claims or exercise a right of retention that are undisputed, have been legally established, or are closely related to my claim.

For Business Customers: If you are acting as a business customer (Section 14 of the German Civil Code (BGB)), you are only entitled to set off claims if your counterclaim is undisputed or has been

legally established. You are only entitled to a right of retention to the extent that it is based on claims arising from the same contractual relationship.

(9) If a SEPA direct debit is returned due to insufficient funds or for a reason for which you are responsible, I may charge you for the resulting bank fees. In the event of default, the statutory default interest rates apply.

## 5 Formation of the Contract

### 5.1 The following applies to bookings made in person, by phone, in writing, via email, through a messaging service, or directly through my appointment booking tool:

(1) For a consultation, mentoring session, trance journey, or constellation, the preliminary introductory call between you and me forms the basis for the consulting service (this also applies if the consulting service takes place as part of your own constellation in the “Sacred Spaces,” either online or in person). You can contact me via my contact form, by phone, or by email, or book your introductory call using the appointment scheduling tool (Calendly).

The introductory call lasts about 30 minutes and is free of charge. However, if you book the introductory call in preparation for your own constellation—whether online or in person—it costs €40 (net). This amount will be credited toward the cost of the constellation when you book it. All introductory calls take place via Zoom.

(2) If you’d like to book an appointment through my calendar, click the button: “Schedule a Free Introductory Call.” I use Calendly for this: <https://calendly.com/terms>

When you click there, a page will open showing you available times. After you’ve selected a time slot and confirmed it on your end, you’ll receive a confirmation email from Calendly. This email will also include my current Terms and Conditions. You’ll also receive a reminder email about half an hour before our call. I use Zoom for the call. <https://explore.zoom.us/de/terms/>

Your information (name, email address) will, of course, be used solely for preparing our Zoom call. If no contract is concluded with you, I will delete this data immediately.

(3) During the introductory call, we’ll determine whether my services are a good fit for you and your request. Together, we’ll assess whether a collaboration is feasible for both of us and what exactly it would entail. You’ll also have the opportunity to ask any questions you may have. If we agree during the introductory call that the consultation should take place as part of a constellation (online or in person as part of “Sacred Spaces”), we will also discuss in advance the specific issue you wish to address in your constellation.

(4) Offer: By booking, you are making a binding offer to enter into a contract with me.

(5) Acceptance: The contract between you and me is concluded upon your receipt of my confirmation email.

(6) You may pay by bank transfer or standing order. I will send you an invoice via email. The full invoice amount is due 14 days after the order is placed. If we agreed to payment in installments during our introductory call, you’ll find all the information regarding the installments and due dates on your invoice, which you’ll receive via email. You’ll transfer these installments to my business account on time by the agreed-upon due dates, even without receiving further reminder emails from me regarding the due dates.



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Bank Transfer: You transfer the specified amount to the business account listed on the invoice.

Recurring Payment: You set up a recurring payment in my name and transfer the amounts due regularly and automatically.

For in-person consulting services (constellation workshops) only: At my in-person constellation workshops, you also have the option to pay in cash on site.

As soon as I receive your payment (or deposit), you are entitled to the corresponding service.

## **5.2 The following applies to bookings made directly through my website:**

(1) All offers on my website marked with a “Book Now” button can be booked directly online.

(2) There you’ll also find all the information, details, and the price.

(3) Once you’ve decided to purchase the product, click the “Book Now” button.

(4) You will then be redirected to a page hosted by Thrivecart LLC to complete the purchase.

<https://legal.thrivecart.com/platform/terms/> There, you can enter your email address, first and last name, and your address; if you’re a business, you’ll also need to provide your company name and VAT ID number.

Later in the process, you’ll be prompted to pay via PayPal, SEPA direct debit through PayPal, credit card, or other payment options via Stripe. Please note that for digital products and online course access—depending on the payment method you choose—there may be delays in delivery via email or in the sending of access credentials.

The system is set up so that the digital product or online course access is not sent until payment has been received.

(5) If you have a coupon code, you can enter it here as well.

(6) You can choose to pay via PayPal, SEPA direct debit through PayPal, credit card, or other payment methods via Stripe. I will send you an invoice by email. The full invoice amount is due immediately. If we agreed to pay in installments during our introductory call, you’ll find all the information regarding installments and due dates on your invoice, which will be sent to you by email. You must transfer these installments to my business account on time by the agreed-upon due dates, even if you do not receive further reminder emails from me regarding the due dates. As soon as your payment or deposit is received, you are entitled to the corresponding service from me.

PayPal: When you select the “PayPal” payment method, a window will open with two payment options: “PayPal” or “SEPA Direct Debit.” Clicking either button will redirect you to the PayPal login page. After successfully logging in, your address and account information on file with PayPal will be displayed. The payment is processed by PayPal in accordance with its terms and conditions. The provider of this service is PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg (hereinafter: “PayPal”), subject to PayPal’s Terms of Service, available at <https://www.paypal.com/de/webapps/mpp/ua/useragreement-full>.

Credit cards and other payment methods via Stripe: Payments made using all other payment methods (e.g., credit card, Klarna, or Amazon Pay, depending on availability in your country) are



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processed by the payment service provider Stripe Payments Europe, Limited, 1 Grand Canal Street Lower, Dublin, D02 H210, Ireland (hereinafter “Stripe”). For more information on Stripe’s privacy policy and terms of service, visit [stripe.com/de/legal](https://stripe.com/de/legal).

If you select the “Credit Card” option, you have the option to pay directly with a credit card. You will be prompted to enter your information via a secure connection and complete the order by clicking the “Buy Now” button. A connection will then be established with the respective credit card issuer.

As part of the Stripe payment system, you also have various other payment options available, depending on local availability, which you can select by clicking the corresponding option (e.g., Klarna, Amazon Pay, Bancontact). We reserve the right to determine which specific payment methods are available. When you select a payment method offered through Stripe, the payment claim is assigned to Stripe. For the purpose of processing the payment, your payment and order data will be transmitted in encrypted form to Stripe and, if necessary, from Stripe to the relevant financial institution or the operator of the selected payment system (e.g., Bancontact Payconiq Company NV/SA). The payment transaction is executed immediately after Stripe or the respective payment system confirms the payment instruction, and your payment account is debited. Stripe’s Terms of Service and Terms and Conditions, as well as the terms of the specific payment service selected, apply in addition.

(7) Before completing your order, by clicking the checkbox, you give your consent

- to these Terms and Conditions and the Consumer Cancellation Policy
- to the Privacy Policy. Links to all of these documents are provided there.
- as well as to the following:
  - *Dorothee Amelung does not make diagnoses or provide medical or psychotherapeutic advice. All consultations, courses, and programs—and in particular work involving hypnosis or guided meditations—require normal mental and physical resilience*
  - In addition, you must confirm that you expressly request that I begin providing the service before the end of the 14-day cancellation period, and that you understand that your right of cancellation expires if you either receive immediate access to the program (in the case of a purely digital product) or if I (in the case of services) fully provide the service during the 14-day cancellation period.

Finally, click the “Buy Now” button to submit a binding offer to me. By doing so, you are offering to enter into a purchase agreement with me regarding the booking.

(9) Immediately after submitting your request, you will receive a confirmation email from me. At that moment, a contract is formed between us.

(10) In the confirmation email, you will find—for individual consultations or your own constellation—a link to my appointment booking tool, which you can use to book your preliminary consultation or your first session. You’ll also find a link in the confirmation email to a questionnaire where you can give me your consent to process your personal data, as well as—for trance journeys or hypnosis—

extended consent to process health-related data. I use Google Forms for this purpose: <https://policies.google.com/terms?hl=en-US>. This consent is a prerequisite for our collaboration. If you do not provide this consent, or if you do not do so in time before our preliminary consultation or first session, the appointment must be rescheduled until your written consent has been received.

### **5.3 The following applies to bookings made through my reseller:**

(1) I sell on behalf of a third party and use the reseller ablefy for this purpose. This means that—if you make a booking through my reseller—you also enter into a contractual relationship with the reseller.

Once the purchase is made, the reseller handles the sale and payment processing. Therefore, when making a purchase, you must review not only my Terms and Conditions but also those of the reseller. All further communication regarding my products will continue to take place between you and me.

(2) You can find my offerings under the “Services” section in the header of my website.

(3) You can see immediately which products are available. Here, you can select the product you want and will then be directed to the page for that product. There, you’ll find all the information, content, and the price, and you can select it with a single click.

(4) Once you've decided to purchase the product, click the “Buy” button.

(5) You’ll then be taken to a page on ablefy where you can enter your email address, first and last name, and shipping address. At the top of the page, you can view your shopping cart at any time and remove selected products or change their quantities.

(6) If you have a coupon code, you can enter it here as well.

(7) Depending on local availability, payment options include PayPal, credit card, direct debit, Google Pay, iDEAL (Wero), Prezelewy24, and possibly others. You’ll receive an invoice from ablefy via email. The full invoice amount is due immediately upon placing your order. As soon as your payment is received, you’ll gain access to the product.

PayPal: When you select the “PayPal” payment method and click “Buy Now,” you will be redirected to the PayPal login page. After successfully logging in, your address and account information on file with PayPal will be displayed. Payment processing is handled by PayPal in accordance with its terms and conditions. The provider of this service is PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg (hereinafter: “PayPal”), subject to PayPal’s Terms of Service, available at <https://www.paypal.com/de/webapps/mpp/ua/useragreement-full>.

Visa or MasterCard: Click “Credit Card” to enter your information via a secure connection, then click the “Buy Now” button to complete your order. You will then be redirected to your credit card issuer’s website.

Direct Debit: Enter your account information when selecting SEPA Direct Debit, then confirm by clicking the “Buy Now” button.

Google Pay: This payment method is specifically for Android devices. You add your credit or debit card in the Google Wallet app. The data is stored securely and encrypted. The card details are not shared directly with the merchant. Instead, a one-time encrypted token is used for the payment. The payment is processed, and the merchant receives confirmation.

iDEAL | Wero: When you select the “iDEAL | Wero” payment method, the payment is processed via online banking through the European payment platform Currence iDEAL B.V. or the European Payments Initiative (EPI) under the Wero brand. After being redirected from the ablefy checkout system, you authorize the real-time transfer directly through the banking app of your participating financial institution. Your bank account will be debited immediately after authorization.

Przelewy24: If you select the Polish online payment system “Przelewy24,” payment processing is handled by the operating company PayPro Spółka Akcyjna (ul. Pastelowa 8, 60-198 Poznań, Poland). After being redirected through the ablefy system, select your Polish partner bank or the BLIK method and authorize the transfer. The invoice amount will be debited from your bank account immediately after the transaction is confirmed.

(7) Before completing your order, you agree to be bound by these Terms and Conditions, ablefy’s Terms and Conditions, and the Cancellation Policy for Consumers, and you confirm that you have read the Privacy Policy.

You can find links to these documents there.

In addition, you must confirm that you expressly request that I begin providing the service before the end of the 14-day cancellation period, and that you understand your right of cancellation expires if you either receive immediate access to the program (in the case of a purely digital product) or if I (in the case of services) fully perform the service during the 14-day cancellation period.

(11) Offer: Finally, click the “Buy Now” button to submit a binding offer to ablefy. By doing so, you are offering to enter into a contract with ablefy for the booking.

(12) Acceptance: The contract between ablefy and you is concluded upon your receipt of the confirmation email from ablefy.

## 6 Right of Withdrawal for Consumers

(1) As a consumer, you have the right to cancel in accordance with the instructions provided in the appendix.

If you booked the program/product through my reseller, afly, you may submit your cancellation notice to either me or the reseller.

(2) The withdrawal period is 14 days. For services, digital content, and online coaching sessions/courses, it begins on the day the contract is concluded—the contract is concluded the moment you receive the confirmation email regarding the booking/purchase from me or ablefy.

(3) The statutory withdrawal period is 14 days after the contract is concluded.

For **services such as mentoring or consulting**, the following special provision applies (Section 356(4) of the German Civil Code (BGB)): Your right of withdrawal expires if

(a) you expressly request, prior to the conclusion of the contract, that I begin providing the service before the 14-day withdrawal period expires, AND

(b) you confirm that you are aware that you will lose your right of withdrawal once the contract has been fully performed, AND

(c) I have fully performed the service.

All three conditions must be met.

(4) If you have expressly requested that I begin performance before the expiration of the withdrawal period, and if you have been properly informed, you must pay a reasonable amount in the event of withdrawal corresponding to the portion of the service provided up to the time of withdrawal (Section 357a(2) of the German Civil Code (BGB)). Compensation for loss of value is calculated on the basis of the contractually agreed total price, pro rata to the services already rendered. In this respect, there is no right to a refund.

(5) For **digital content/products** for which you have paid a purchase price, the following special provision applies with regard to the right of withdrawal (Section 356(5) of the German Civil Code (BGB)): Your right of withdrawal expires if

(a) you expressly agree before the contract is concluded that I may begin performing the contract (= full access to the entire product) before the 14-day withdrawal period expires,

(b) you confirm that you are aware that by giving this consent and upon the commencement of contract performance, you lose your right of withdrawal,

(c) I have provided you with a confirmation of the contract on a durable medium (e.g., via email) or— if you purchased through my reseller—ablefy has provided you with a confirmation of the contract on a durable medium (e.g., via email), and

(d) I have begun performing the contract (granting access to the entire product).

(6) If you cancel a contract for digital content not stored on a physical medium, you are not required to provide compensation for the value (§ 357a(3) BGB).

(7) If you have not paid a purchase price for my service or the digital content, but have instead provided me with your personal data, the right of cancellation expires by operation of law upon the commencement or provision of my service.

## **7. Electronic cancellation button (new as of June 19, 2026)**

(1) To make it easier for you to cancel, I will provide an electronic cancellation button on my website starting June 19, 2026. You can access the button in the footer of my website without logging in or having a customer account. Ablefy also provides a cancellation button. The button is labeled “Cancel Contract.” The process consists of two steps:

### **1. “Cancel Contract”**

### **2. “Confirm Cancellation”**

(2) Clicking the “**Cancel Contract**” button will take you to the confirmation page. The process is clearly laid out and guides you through the required information:

- Name,
- Email address
- and a unique identifier for the contract (for example, order or invoice number).

No reason is required.

No login or upload is required.

After you have provided the necessary information, you complete your cancellation by clicking the “**Confirm Cancellation**” button. Your cancellation is only effective after this second click.



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(3) After you submit your notice of withdrawal, I will immediately confirm receipt of your notice of withdrawal to you on a durable medium (via email), specifying its content as well as the date and time of receipt.

If you submit your cancellation through ablefy, ablefy will immediately confirm receipt of your cancellation notice to you on a durable medium (via email), specifying its content as well as the date and time of receipt.

(4) Use of the cancellation button is optional. You may also submit your cancellation notice by any other legally permissible means.

## 8. Contract Term and Termination

(1) The term of our contract depends on the program, product, or consultation you have booked. As a rule, the contract ends automatically upon fulfillment. This means that you have paid my full fee and I have provided the corresponding service.

(2) For consumers: If a specific term is agreed upon, it shall not exceed 24 months. If the contractual relationship is tacitly extended, the extension may be terminated at any time with one month's notice. The right to terminate the contract for cause remains unaffected; the termination button pursuant to § 312k BGB is available.

For business customers: For business customers, the term agreed upon during the ordering process or in the order shall apply. It may be terminated with notice in accordance with the notice period agreed upon there at the end of the term. The right to terminate the contract for cause remains unaffected.

(3) I have a right to terminate the contract for cause, in particular, if you have defaulted on payments more than twice, if you have intentionally violated provisions of these Terms and Conditions, and/or if you have committed prohibited acts intentionally or through negligence, or if our relationship of trust has been permanently disrupted.

## 9 Termination Button

(1) For ongoing contractual relationships with consumers involving payment, I provide a clearly visible and permanently available Termination button on my website labeled "Terminate contracts here."

If you book through ablefy, ablefy will provide you with a clearly visible and permanently available Termination button labeled "Terminate contracts here."

(2) After clicking the Termination button, you will be redirected to a confirmation page where you can enter details regarding the type of termination, the termination date, the information required to identify the contract, and a contact email address.

(3) By clicking the Termination button, you submit a binding notice of termination.

(4) I will immediately confirm receipt of your termination in writing, specifying the date and time of receipt as well as the date on which the termination takes effect.



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If you use the button via ablefy, ablefy will immediately confirm receipt of your notice of termination in writing, specifying the date and time of receipt as well as the date on which the termination takes effect.

(5) The termination takes effect at the time agreed upon in the contract. Any payment claims that have already accrued up until the termination takes effect remain unaffected.

(6) The right to terminate the contract for cause remains unaffected.

(7) Termination provisions for business customers as defined in Section 14 of the German Civil Code (BGB) are set forth separately in Section 8 of these Terms and Conditions.

### **Part 3**

#### **Details on the Services Offered**

##### **10 Duration of Mentoring/Consulting, Implementation, and Tools Used**

(1) The duration of the mentoring/consulting depends on the specific program booked or the individual offer.

(2) Mentoring/consulting takes place either in the form of one-on-one sessions or as group consulting/programs.

(3) Unless otherwise agreed, mentoring/consulting sessions take place online via Zoom or a comparable video conferencing tool. You will receive details regarding the format well in advance of the start of the mentoring or consulting sessions.

(4) During initial consultations, mentoring sessions, or consulting sessions, I may use technical tools and platforms as needed, particularly for video and telephone conferences as well as for recording sessions. Recordings of live sessions, group formats, or other non-public contributions will only be made with the prior, documented, and at any time (for the future) revocable consent of all affected participants. In group settings, consent must be obtained separately for each specific recording.

##### **11 Scope of Services and Unused Services**

(1) The scope of services provided by the product is determined by the mentoring/consulting program or the offer.

(2) Binding appointments are scheduled for individual or group consultations.

Appointments may be canceled or rescheduled free of charge up to 24 hours before the scheduled time. In the event of a later cancellation, I will charge a cancellation fee equal to the agreed-upon fee, minus any expenses saved and any compensation earned elsewhere; you reserve the right to prove that the actual loss was less.

(3) For online group sessions, you have the option to review the recorded sessions. There is no entitlement to participate in the session live. Appointments will be announced well in advance so that everyone can set aside time for them.

There is no entitlement to make up missed group sessions.

(4) If you terminate a mentoring or consulting relationship, the entitlement to the agreed-upon fee generally remains in effect, unless there is a statutory right of termination or good cause for extraordinary termination.



Any expenses already saved will be taken into account. You expressly reserve the right to prove that no damage occurred or that the damage was significantly less.

## **12 Cancellation and Exclusion of Participants by Me**

(1) I am entitled to cancel a group mentoring/consulting program if the minimum number of participants required for the program to take place is not reached.

(2) I am also entitled to cancel a mentoring or consulting session—whether one-on-one or in a group format—on short notice if I or a designated speaker am unable to attend for good cause, particularly due to illness, and a suitable replacement cannot be found.

(3) If an appointment must be canceled, I will endeavor to offer you an alternative date. If this is not possible, you will receive a full refund of any participation fees already paid.

I am liable for travel, lodging, or other expenses you incurred in connection with the canceled appointment only to the extent that I caused the cancellation intentionally or through negligence. In cases of slight negligence, liability is limited to foreseeable damages typical for this type of contract. Otherwise, statutory liability rights remain unaffected.

(4) I am entitled to exclude you from the mentoring/consulting program if you act in breach of the contract or significantly disrupt the mentoring/consulting process. This applies in particular if you

- repeatedly fail to attend scheduled appointments without giving timely notice,
- significantly disrupt the flow of group counseling sessions and programs,
- insult, discriminate against, or harass other participants,
- unauthorizedly disclose confidential content or internal documents (e.g., videos, audio files, live recordings, texts, and, in particular, confidential and personal information about other participants) to third parties,
- make or distribute recordings or transcripts without express consent,
- violate agreed-upon rules of conduct (e.g., through offensive or disrespectful behavior toward me or other participants) or these Terms and Conditions, and fail to cease such behavior despite being asked to do so.

In the event of a justified exclusion, there is no entitlement to a refund of fees already paid. You are free to provide evidence that I have incurred no damage or only minor damage.

## **Part 4**

### **Customer Rights and Obligations**

#### **13 Access to the Mentoring/Consulting Program**

(1) This is a personalized and non-transferable access to the mentoring/advisory program/online course/digital products. No physical goods will be shipped.

(2) You will receive the login credentials for your member area via email.

For security and anti-abuse reasons, downloads and access are technically limited to a maximum of 5 different devices.



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- (3) You must keep the login credentials (username, password, etc.) sent to you during registration confidential and must not make them accessible to unauthorized third parties.
- (4) Ensure that access to and use of your user data is restricted to you alone. If there are grounds to believe that unauthorized third parties have gained knowledge of your login credentials, notify me immediately so that I can block or change your account.
- (5) In the event of breaches of your obligations, I will first issue a warning and give you the opportunity to restore compliance with the terms of the contract. In the event of ongoing or repeated breaches, I may temporarily suspend your access. Permanent suspension will only be considered in the event of significant or repeated breaches. When deciding whether to suspend your access, I will give appropriate consideration to your legitimate interests.
- (6) You are entitled to access only after payment for the digital product has been made.
- (7) If you have questions about using the purchased services or if you are unable to access them, you can contact my support team: [info@dorotheeamelung.com](mailto:info@dorotheeamelung.com)

#### **14 Right to Use the Digital Content or Materials from the Mentoring/Consulting Program**

- (1) You may access (download) and print audio, video, and PDF files, as well as other documents, solely for your own personal use. Downloading and printing files are permitted only within this scope. In this regard, you may also have the documents printed with the technical assistance of third parties (e.g., a copy shop). Otherwise, I reserve all rights of use to the files and documents. This means that the samples, documents, and the knowledge imparted may not be made available to third parties, either free of charge or for a fee. Furthermore, the documents are not intended for use in consulting.
- (2) Therefore, in particular, the production of copies of files or printouts for third parties, the disclosure or forwarding of files and documents to third parties, or any other use for purposes other than your own study purposes—whether for a fee or free of charge—requires my express prior written consent both during and after the termination of the contract.
- (3) The trademarks and logos listed on the materials are protected under copyright law. You are obligated to use the materials and files accessible to you only within the scope expressly permitted herein or as permitted by mandatory statutory provisions even without my consent, and not to facilitate unauthorized use by third parties. This applies even after the termination, revocation, or cancellation of your participation.
- (4) Forms of use that are permitted under mandatory legal provisions are, of course, excluded from this reservation of consent.

#### **15 Digital Products, Updates, and Warranty**

- (1) If you have purchased a digital product from me, I will generally make it available to you immediately upon conclusion of the contract, unless otherwise agreed between us.
- (2) For time-limited services, such as memberships, community access, or ongoing platform services, you will receive access for the agreed-upon contract term.
- (3) I will ensure that your digital product remains in a condition consistent with the contract during the applicable provision period. This includes, in particular, necessary security and functional updates. If I release significant or security-related updates, I will notify you. For digital products



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provided on a permanent basis, updates will be provided throughout the entire contract term. For digital products provided on a one-time basis, you will receive updates for the period that you can reasonably expect based on the nature and purpose of the product.

(4) I am entitled to further develop, adapt, or modify digital products technically, provided that this does not significantly impair the agreed-upon main service.

(5) For the digital product to work for you, you must meet the technical requirements I have specified in the respective product description.

(6) You are required to install any updates provided without delay, to the extent that this is necessary for the security or functionality of the digital product and I have notified you of this.

(7) If you fail to install a provided update despite being notified, I am not liable for defects or functional impairments that result solely from this failure.

(8) If your digital product has a defect, please notify me immediately. I will remedy the defect within a reasonable time. If the remedy fails or is unreasonably delayed, you are entitled to your statutory rights. These include, in particular, the right to a price reduction, rescission, or termination, as well as compensation for damages in accordance with statutory provisions.

(9) If you are a consumer, the statutory warranty rights apply to digital products. The statutory limitation period is generally two years from the date the digital product is made available. For digital products provided on a permanent basis, the limitation period does not end before the end of the provision period and not before the expiration of two months from the date on which a defect first became apparent.

Any shortening of the statutory warranty or limitation periods with respect to consumers is excluded.

(10) If you are a business operator within the meaning of § 14 BGB, we agree to a warranty period for digital products of one year from the date of provision.

You are obligated to report any apparent defects in writing immediately upon discovery. § 377 HGB applies accordingly. Statutory rights of recourse remain unaffected.

## **16 Artificial Intelligence (AI)**

(1) To the extent that my program includes AI-powered features (such as chatbots, custom GPTs, or other AI tools), I will generally make these available to you for the duration of the agreed-upon program term. I am entitled to change the AI technology used, the provider, or individual features if this is necessary for technical, legal, or economic reasons. This applies in particular if a third-party provider discontinues services, makes significant changes to them, or substantially increases the costs of use. Where possible, I will provide an equivalent solution. The essential purpose of the program remains unaffected by this.

(2) AI-generated content may be incomplete, incorrect, or misleading. The answers and content provided are intended solely for general information and support and do not replace individual expert advice, in particular legal, tax, medical, or other professional advice.

(3) You use the AI features at your own risk. I assume no liability for the accuracy, completeness, or timeliness of the AI-generated content. My liability under these Terms and Conditions for willful misconduct, gross negligence, damages resulting from injury to life, limb, or health, as well as for the breach of material contractual obligations, remains unaffected.

(4) When you use AI features, your input may be transmitted to external technical service providers or AI providers and processed there. This processing may also take place outside the European Union. For more information on data processing, please see my Privacy Policy.



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You are personally responsible for ensuring that you do not enter any sensitive, confidential, or personal data into the AI features, unless this is expressly required and permitted under data protection law.

(5) To the extent that content is generated in whole or in part by AI, such content may be subject to no copyright protection or only limited copyright protection under applicable law.

You may use the content generated within the scope of the program for your own purposes in connection with the program. However, no exclusive right to purely AI-generated content is created.

(6) If you publish or reuse AI-generated content, you are personally responsible for verifying whether the rights of third parties might be affected.

(7) If you interact with an AI system, I will clearly and unambiguously inform you of this within the respective application before the interaction begins, so that it is evident to you that you are not communicating with a natural person (Art. 50(1) AI Regulation).

### **17 Collection, Storage, and Processing of Your Personal Data**

(1) To process and complete a booking, I need the following information from you:

First and last name

Address

Email address

For businesses, also the company name and VAT ID number

The specific information that is required is indicated by the required fields for each product.

(2) For paid services, the name information—particularly the company name—must be correct. The same applies to the address. Invoices are issued based on this information. Should corrections be necessary, this may result in additional work, for which I will charge a reasonable fee.

(3) If your personal information changes—especially if you change your email address—please notify me via email at [info@dorotheeamelung.com](mailto:info@dorotheeamelung.com).

### **18 Collection, Storage, and Processing of Your Personal Data by Thrivecart LLC**

(1) I use the service provider “Thrivecart LLC” to process orders for some of my products. You can view Thrivecart LLC’s privacy policy here: <https://legal.thrivecart.com/platform/gdpr/>

(2) To process and complete a booking, Thrivecart LLC requires the following information from you:

- First and last name
- Address
- Email address
- For businesses, also company name and VAT ID number

The specific data that is required is indicated by the required fields for each product.

(3) If you wish to create a customer account, Thrivecart LLC requires the information listed in paragraph 2 and a password of your choice.

(4) We use the data you provide—without your separate consent—exclusively to fulfill and process your order(s), such as to deliver goods to the address you specified. When paying by bank transfer,



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Thrivecart LLC also uses your bank account or credit card information to process the payment. Any use of your personal data beyond this for the purposes of advertising, market research, or tailoring further offers to your needs requires your express consent.

(5) Unless you create a user account, Thrivecart LLC stores the data you provide only to the extent required by tax and commercial law.

(6) If your personal information changes, you are responsible for updating it yourself. You can make these changes through Thrivecart LLC. To do so, either use the link provided in your purchase confirmation or contact support at [support@thrivecart.com](mailto:support@thrivecart.com)

### **18 Collection, Storage, and Processing of Your Personal Data by ablefy**

(1) I use the service provider ablefy to process orders for some of my products.

In this case, ablefy also receives the data necessary to process the purchase. I have entered into a data processing agreement with ablefy. You can find ablefy's privacy policy here:

<https://myablefy.com/privacy>

(2) To process and complete a booking, ablefy requires the following information from you:

First and last name

Address

Email address

For businesses, also company name and VAT ID number

The specific data that is required is indicated by the mandatory fields for each product.

(3) If you wish to create a customer account, ablefy requires the data listed in paragraph 2 and a password of your choice.

(4) I will use the data you provide—without your separate consent—exclusively to fulfill and process your order(s), such as to deliver goods to the address you specified. When paying by bank transfer, ablefy also uses your bank account or credit card information to process the payment. Any use of your personal data beyond this—for advertising, market research, or to tailor further offers to your needs—requires your express consent.

(5) Unless you create a user account, ablefy stores the data you provide only to the extent required by tax and commercial law.

(6) If your personal information changes, you are responsible for updating it yourself. You can make these changes through ablefy. To do so, either use the link provided in your purchase confirmation or contact support at [support@ablefy.io](mailto:support@ablefy.io)

### **19 Maintaining one's own suitable IT infrastructure and software**

You are responsible for providing and ensuring Internet access (hardware, telecommunications connections, etc.) and any other technical equipment and software necessary for using my online services (in particular web browsers and PDF programs such as Acrobat Reader® and Zoom) at your own expense and risk.

### **20 General Information About the Counseling Program/Mentoring**

(1) The counseling program/mentoring is based on cooperation.



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(2) Participation in the counseling program/mentoring requires a willingness to learn on your own initiative. I cannot promise any specific success in these processes. I am merely a facilitator and provide support, examples, and guidance. The implementation and decision-making are your sole responsibility.

(3) You are fully responsible for your own physical and mental health, both during the session and in the period between appointments. Any actions you may take as a result of the counseling program/mentoring are entirely your own responsibility. If you have a mental health condition or have been medically diagnosed with one, please ask your doctor whether a counseling program/mentoring might be appropriate for you. I reserve the right to terminate the counseling program/mentoring in such cases.

(4) Prior to our collaboration, particularly in connection with the 1:1 trance journeys/hypnosis sessions, you have granted me permission via a separate consent form to collect and take into account your health data.

(5) In this consent form, I have also pointed out that, as a counselor/mentor, I do not make diagnoses and do not provide medical advice or information. When using hypnosis or guided meditations, I have also pointed out specific potential contraindications related to the use of hypnosis (including cardiovascular diseases, psychoses [schizophrenia, etc.], mood disorders [depression], and addictions [alcohol, drugs, medications], etc.). If such a contraindication exists, ask your doctor or therapist whether the use of hypnosis might still be appropriate. I reserve the right to terminate the counseling session in such cases.

(6) The consultation requires normal mental and physical resilience. If you have symptoms that constitute a medical condition, you are advised to seek medical treatment. The consultation is not psychotherapy or medical treatment and is not intended to replace either.

(7) I am not a doctor and make no medical or health-related promises of healing.

## **21 Protection of Know-How and Confidentiality**

(1) You acknowledge that all information you receive during our collaboration regarding the manner in which I provide my services (ideas, concepts, and operational experience (know-how) developed by me) that must be kept confidential due to legal requirements or the nature of the matter is subject to trade secret protection. For this reason, you agree to maintain the confidentiality of trade secrets and to keep the aforementioned information confidential.

(2) Within the scope of a written reference agreement, you are authorized to speak or write about the nature of our collaboration.

(3) The confidentiality obligation remains in effect beyond the end of our collaboration.

(4) The following information is not subject to confidentiality:

information that was already known prior to the confidentiality obligation,

information developed independently of me,

information that was or is publicly available at the time of receipt, or information that subsequently became publicly available through no fault of yours.

(5) If you are a consumer within the meaning of § 13 BGB, I will not agree with you to any lump-sum contractual penalties for amounts already paid. Should damage nevertheless occur, only the

statutory provisions regarding compensation for damages shall apply. Of course, you may at any time provide evidence that no damage occurred or that the damage was less than claimed.

If you are a business operator within the meaning of Section 14 of the German Civil Code (BGB), an appropriate contractual penalty may be agreed upon on a case-by-case basis in the event of breaches of material contractual obligations, subject to a separate written agreement.

However, these Terms and Conditions do not generally provide for a fixed, lump-sum contractual penalty based on payments already made.

Statutory claims, in particular claims for damages, remain unaffected by this provision.

## **Part 5**

### **Confidentiality and Liability Provisions**

#### **22 Confidentiality of Both Parties**

- (1) I agree to maintain confidentiality regarding all confidential information you provide, both during the term of the mentoring/consulting program and after its termination.
- (2) You are obligated to maintain confidentiality regarding all information deemed confidential that you become aware of in the course of our collaboration and to use such information in relation to third parties only with my prior written consent. This also applies to all documents that you receive from me as part of the mentoring/consulting program or to which you have access.
- (3) In group programs, the duty of confidentiality also applies to confidential information about other participants that you learn about them during the program.

#### **23 Liability for Content**

- (1) In my mentoring and consulting programs, I identify patterns and/or possible courses of action and, where appropriate, provide general recommendations for action. The responsibility for implementation and for making management decisions rests solely with you.
- (2) The files and documents I provide are templates that you must adapt to your specific needs. I assume no liability for the completeness or timeliness of these templates.
- (3) I reserve the right to optimize and adapt the content at any time.

#### **24 Limitation of Liability**

(1) For consumers: I am liable without limitation for willful misconduct and gross negligence, as well as for damages resulting from injury to life, limb, or health. In the event of a breach of material contractual obligations due to slight negligence, my liability is limited to the foreseeable damages typical for this type of contract. Otherwise, liability for slight negligence is excluded. Liability under the Product Liability Act remains unaffected.

For Business Customers: With respect to business customers—excluding liability for intentional acts, gross negligence, injury to life, limb, or health, and liability arising from mandatory law—I am liable only for the breach of material contractual obligations, and even in such cases, liability is limited to the amount of damage typical for the contract and foreseeable at the time the contract was concluded, but not exceeding the respective order value. Liability for indirect damages, lost profits, and consequential damages is excluded.

(2) Given the current state of technology, error-free and/or always-available data communication via the Internet cannot be guaranteed. Accordingly, I am not liable for the constant and uninterrupted availability of the service.

(3) All of the aforementioned limitations of liability also apply to my vicarious agents.

## **25 Force Majeure**

(1) Force majeure occurs when an external event arises that is unrelated to business operations and cannot be averted even by exercising the utmost care that can reasonably be expected. Force majeure shall be presumed in the case of natural disasters (floods, earthquakes, storms, hurricanes, fires, and political events such as wars and civil wars), as well as other events such as epidemics, pandemics, diseases, and quarantine orders issued by authorities, states, and countries.

These lists are not exhaustive; comparable events such as those mentioned in paragraph 1 also fall under the concept of force majeure.

(2) The party that first becomes aware of the event shall promptly inform the other party.

(3) In the event of force majeure as defined in paragraph 1, we agree that the contractual obligations shall initially be suspended for the duration of the impediment. This means that the services of both parties will be suspended for the time being. Fees already paid in advance for consultations, mentoring programs, events, courses, etc., will remain with me for this period, provided that I have already rendered the corresponding services; in all other respects, the statutory provisions apply. If you still have payments to make, you must still make the payments for services already rendered. For services not yet rendered, you may suspend payment for the duration of the contract suspension. Once the unforeseeable event has ended, the contract will resume. Each party shall bear any further damages on its own.

(4) If the event lasts longer than 18 months, both of us are entitled to terminate the contract in writing with 3 weeks' notice to the end of the month.

You are required to pay for any services I have already provided. I am required to refund any fees paid in advance. If you have made a payment intended to secure you a guaranteed spot in one of my events or programs, this fee will not be refunded, as the service of securing your spot has already been provided by me and is due regardless of whether the event or program takes place or not. Any additional ticket fees, program fees, etc., will of course be refunded to you. Even in the event of such termination, each party shall bear any further damages (e.g., hotel reservations, flight reservations, etc.) on its own.

(5) In the event that the situation persists for more than 24 months, the contract will be terminated. I will then prepare a final settlement statement. This statement will list the services I have provided and the payments you have made. If you still owe payments for services already rendered, these must be paid within 14 days of receiving the final settlement statement.

If there is a credit in your favor, it will be paid to you within 14 days of the final statement being sent. The final statement may be sent as a PDF attachment via email. Any further claims arising from force majeure are excluded. Each party shall bear the damages it has incurred.

## Part 6

### Amendments to the Terms and Conditions, Final Provisions, and Jurisdiction

#### 26. Amendments to These Terms and Conditions

(1) If you are a consumer as defined in § 13 of the German Civil Code (BGB), I will notify you in writing (e.g., by email) of any planned changes to these Terms and Conditions no later than six weeks before they are scheduled to take effect. Changes will only become effective for you if you expressly consent to them. Consent may be given, in particular, electronically, by email, or as part of a contract renewal or within your customer account. If you do not give your consent, the contract will remain in effect under the previously agreed-upon terms until it is terminated with or without notice in accordance with the contractual or statutory provisions.

(2) If you are a business operator within the meaning of § 14 of the German Civil Code (BGB), I am entitled to amend these Terms and Conditions with effect for existing contractual relationships, provided there is an objective reason for doing so and the amendment is reasonable for you, taking my interests into account.

I will notify you of any amendments in writing at least six weeks before their scheduled effective date. If you do not object to the changes within six weeks of receiving the notice of change, the changes shall be deemed accepted. I will specifically inform you of this consequence in the notice of change. This presumption of consent does not apply to changes to the principal obligations or the fee. In the event of a change, you may terminate the contractual relationship extraordinarily within the objection period.

#### 27 Final Provisions

(1) The terms and conditions set forth herein are complete and final. To avoid any ambiguities or disputes between us regarding the agreed-upon terms of the contract, any amendments or additions to these terms and conditions must be made in writing; email (text form) is sufficient. Individual agreements always take precedence over these General Terms and Conditions.

(2) For business customers: The exclusive place of jurisdiction for all disputes arising from or in connection with this contract is—provided you are a merchant, a legal entity under public law, or a special fund under public law—my place of business.

(3) For consumers: If you had your domicile or habitual residence in Germany at the time the contract was concluded and you move it abroad before or after a lawsuit is filed, or if your domicile or habitual residence is unknown at the time the lawsuit is filed, the place of jurisdiction for all disputes arising from this contract is the registered office of Dorothee Amelung. Mandatory statutory places of jurisdiction—in particular Section 29c of the German Code of Civil Procedure (ZPO) and Sections 17 et seq. of the Brussels I Regulation for consumers—remain unaffected.

(4) I hereby inform you that, in addition to ordinary legal proceedings, you also have the option of dispute resolution proceedings before a consumer arbitration board.

I do not participate in dispute resolution proceedings.

(5) Should any provision of this contract be or become invalid, this shall not affect the validity of the remaining provisions. The scope of services agreed upon in the provision shall then be adjusted to the extent permitted by law.



VERSION 2  
Effective June 19, 2026



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## Appendices 1 and 2

Appendix 1:

### Consumer Information and Cancellation Policy

(1) The only language available for entering into the contract is German.

(2) The presentation of my services on the website does not constitute a binding offer on my part. Only your booking of a service constitutes a binding offer pursuant to § 145 of the German Civil Code (BGB).

If you accept this offer, I will send you a booking confirmation via email. This constitutes the conclusion of the booking contract.

(3) Please note that I sell some of my products through ablefy. In this case, ablefy handles the sale and payment.

If this offer is accepted, the reseller will send you a booking confirmation via email. This constitutes the conclusion of the booking contract.

(4) The prices I quote are gross prices, including taxes (for Germany).

(5) I will store the data required to fulfill the contract, and you may access it at any time. In this regard, I refer you to the provisions of the privacy policy on my website.

(6) You may exercise your right of withdrawal either with ablefy or with me.

(7) As a **consumer, you have a right of withdrawal** in accordance with the following **notice**:

### Cancellation Policy

#### Right of Cancellation and Start of the Cancellation Period

As a consumer, you have the right to cancel the contract within fourteen days without giving a reason. The cancellation period is fourteen days from the date the contract is concluded. The contract is concluded on the date you receive a confirmation email from me following a successful booking or purchase.

If you book through my reseller, the contract is concluded on the day you receive a confirmation email from **ablefy** following a successful booking or purchase.

#### Expiration of the Right of Withdrawal

For **services**, your right of withdrawal expires if, prior to the conclusion of the contract, you expressly request that I begin providing the service before the 14-day withdrawal period expires; you confirm that you are aware that you will lose your right of withdrawal upon full performance of the contract; and I have fully performed the service.

For **digital content/products** for which you have paid a purchase price, your right of withdrawal expires if, prior to the conclusion of the contract, you expressly agree that I may begin performing the contract (= full access to the entire product) before the 14-day withdrawal period expires, You confirm that you are aware that, by giving this consent and upon commencement of contract



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performance, you lose your right of withdrawal, I have provided you—or, if the booking was made through my reseller, **ablefy** has provided you—with a confirmation of the contract on a durable medium (e.g., via email), and I have begun performing the contract (granting access to the entire product).

If you have not paid a purchase price for my service or digital content but have provided me with your personal data, the right of withdrawal expires by law upon the commencement or provision of my service.

To exercise your right of withdrawal, you must send your notice of withdrawal to  
Dorothee Amelung  
Lörscher Weg 4  
69493 Hirschberg an der Bergstraße-Großsachsen

or to

Tel.: +49 (163) 8416148

[info@dorotheeamelung.com](mailto:info@dorotheeamelung.com)

Alternatively, I am providing you with an easily accessible, always available, and clearly visible electronic opt-out button.

You can find it at the following link:

[Widerrufserklärung - Dorothee Amelung](#)

You can use this button to submit your cancellation quickly and easily online. Once you submit your cancellation, I will immediately send you a confirmation of receipt on a durable medium (e.g., via email).

OR

If you booked or purchased through my reseller, ablefy, you also have the option to send your cancellation to  
ablefy GmbH  
Potsdamer Straße 125  
10783 Berlin

or to

Tel.: +49 (30) 398 20 46 50

[support@ablefy.io](mailto:support@ablefy.io)



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Alternatively, **ablefy** provides you with an easily accessible, always-available, and clearly visible electronic cancellation button.

You can find it at the following link:

[Right of Withdrawal](#)

You can use this button to submit your cancellation quickly and easily online. After you submit your cancellation, **ablefy** will immediately send you a confirmation of receipt on a durable medium (e.g., via email).

To meet the cancellation deadline, it is sufficient for you to send the notice of your intention to exercise your right of cancellation before the cancellation period expires.

### **Consequences of the Revocation**

If you cancel this contract, all payments you have made must be refunded to you no later than 14 days from the day I receive notice of your cancellation.

I will use the same payment method for this refund that you used for the original transaction, unless we have expressly agreed otherwise; in no event will you be charged any fees for this refund.

If you made the payment via bank transfer, please provide your account details, as only part of your account information is visible on the bank statement.

**If you requested that I begin providing the service before the end of the cancellation period, you owe me reasonable compensation for the value of the service already provided up to the time of your cancellation. Compensation is calculated on a pro rata basis based on the total price agreed upon in the contract, in proportion to the services already provided (Section 357(8) of the German Civil Code (BGB)). In this respect, there is no right to a refund.**



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Appendix 2:

The following is the **template for the cancellation form** in accordance with Annex 2 to Article 246a, Section 1, Paragraph 2, Sentence 1, No. 1, and Section 2, Paragraph 2, No. 2 of the EGBGB.

If you wish to cancel the contract, please fill out this form and send it to me.

### Sample Cancellation Form

To

Dorothee Amelung  
Lörscher Weg 4  
69493 Hirschberg an der Bergstraße-Großsachsen

Or to

Tel.: +49 (163) 8416148  
[info@dorotheeamelung.com](mailto:info@dorotheeamelung.com)

or—if you booked or purchased through my reseller—ablefy:

To

ablefy GmbH  
Potsdamer Straße 125  
10783 Berlin

or to

Tel.: +49 (30) 398 20 46 50  
[support@ablefy.io](mailto:support@ablefy.io)

I/we (\*) hereby cancel the contract I/we (\*) entered into for the booking of the service (description, so that it can be clearly determined to which booking the cancellation refers)

booked on: (\*) . . . . / . . . . .

Confirmation email received on: (\*)

Name of the consumer(s);

Address of the consumer(s);

Bank account information for the refund

Signature of the consumer(s) (only for paper notifications);

Date

(\*) Delete as appropriate