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HOW TO CANCEL A DATING SUBSCRIPTION IN SWITZERLAND.



By **Sacha Bernard**, Webandreview · Published 29 September 2026 · Last updated 29 September 2026

We read the terms of service, help pages and, where we could, the checkout pages of 18 dating platforms available in Switzerland. This study compares notice periods, where they are shown, how you can cancel, and what happens when you only delete your profile or your app.

18	platforms, from swipe apps to 60-plus sites
20–29.09	collection period, September 2026
CSV	full dataset, free to reuse (CC BY 4.0)
DOI	archived on Zenodo, 10.5281/zenodo.23036874

18/18

4 weeks

platforms let you cancel online, in the account or with a web form.

longest notice period we found, at 8 platforms, all shown during checkout.

11

platforms sell in their app: those purchases are cancelled in the Apple or Google account only.

8

platforms accept a cancellation form that works without logging in.

KEY FINDINGS

Five facts every subscriber in Switzerland should know before paying for a dating service. Each one is backed by the platform-by-platform table below.

01 **Notice periods range from none to four weeks.** Six platforms let you cancel at any time before the term ends, C-Date asks for 14 days in its terms, and the eight brands of be2 S.à r.l. ask for four weeks before the end of each term.

02 **Where we could see checkout, the notice period was on it.** The eight be2 group brands show the four-week period at step 2 of the order. For the other ten platforms, the public terms either give a rule or refer to the order page.

03 **Every platform offers an online way out.** Eight also accept a web form that works without logging in, which helps if you have lost your password.

04 **Deleting your profile is not always cancelling.** At the eight be2 group brands the subscription keeps running after a profile deletion. At

LoveScout24 and Zweisam, closing the account counts as cancellation.

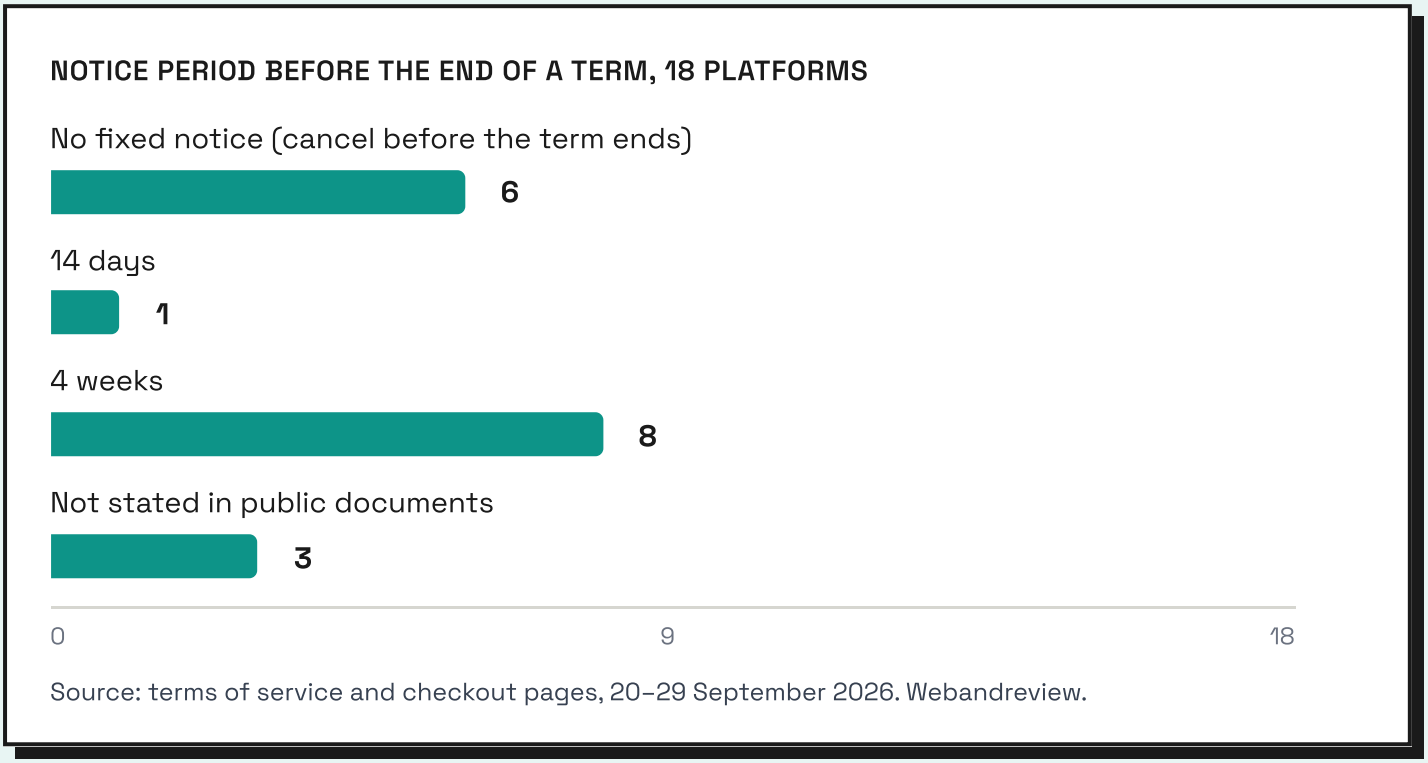
05 **App purchases follow the store, not the platform.** A subscription bought in the App Store or Google Play is cancelled in that account, as Apple and Google explain in their own help pages. Deleting the app does not cancel it.

NOTICE PERIODS

A notice period is the time before the end of a term by which your cancellation must arrive. Miss it, and most subscriptions renew for the same length.

The eight brands run by be2 S.à r.l. (be2, eDarling, Academic Singles, Zusammen.ch, Verliebt ab 40, 60plusTreff, Aktiv & Verliebt, 50plus Singlebörse) apply four weeks, also after a renewal. Their general terms name 14 days only when no period is given at checkout.

Parship, ElitePartner and LemonSwan do not put a number in their public terms: the period is set in the order. Figures quoted elsewhere online could not be confirmed in official documents, so we left them out.

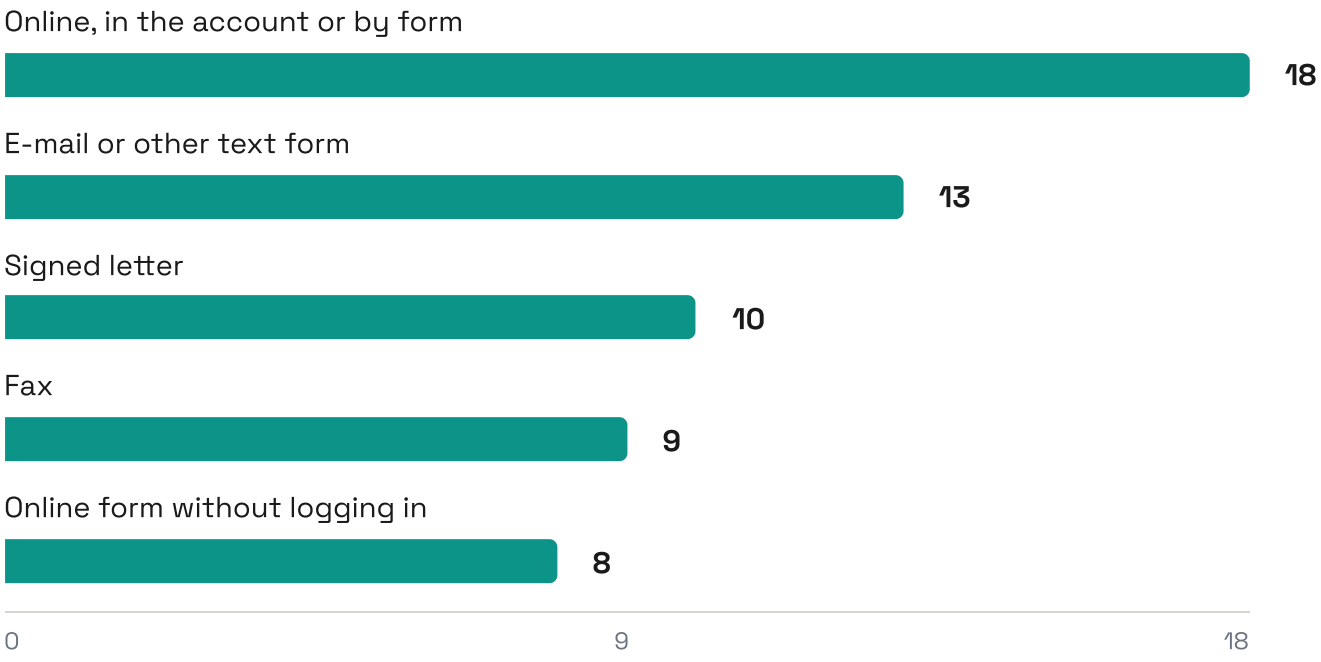


HOW YOU CAN CANCEL

All 18 platforms offer an online route: a button in the account, or a form. Written channels remain common among classic dating sites, while swipe apps work almost entirely through settings and app stores.

The be2 group brands have the widest choice: a cancellation form in the footer of every page that works without logging in, plus letter, fax and e-mail with a signed statement.

CANCELLATION CHANNELS OFFERED, NUMBER OF PLATFORMS OUT OF 18



A platform can offer several channels. Source: official terms and help pages, 20–29 September 2026.

PROFILE, ACCOUNT, SUBSCRIPTION

Three different things are easy to confuse: the profile other members see, the account you log into, and the paid subscription. The rules differ from one operator to the next.

WHAT YOU DO	EFFECT ON THE SUBSCRIPTION
Delete your profile at a be2 group brand	The subscription keeps running until you cancel it

WHAT YOU DO	EFFECT ON THE SUBSCRIPTION
Close your account at LoveScout24 or Zweisam	Counts as ordinary cancellation
Cancel Premium at Parship or ElitePartner	The paid features end; the free account stays
Uninstall the app	No effect: store subscriptions are cancelled in the Apple or Google account

RENEWAL

Packages renew automatically when they are not cancelled in time. At the be2 group brands the 3 and 12 month packages renew at the same price. The 6 month package, sold at CHF 479.40, renews at CHF 599.40 at seven of the eight brands, and at CHF 479.40 at eDarling.

For the other platforms we did not observe a renewal price. Their terms say how renewals work, and these rules are summarised in the dataset.

BEFORE YOU SUBSCRIBE

Four checks that take two minutes and avoid most unwanted renewals.

01

READ THE ORDER PAGE

02

PUT A DATE IN YOUR CALENDAR

Look for the notice period and the renewal price before you pay, and take a screenshot.

End of term minus the notice period, plus a few days of margin for letters and e-mails.

03

KNOW WHERE YOU PAID

Bought in the app? Cancel in the Apple or Google account. Bought on the website? Cancel on the website.

04

KEEP THE CONFIRMATION

Save the confirmation e-mail or the form receipt until the term has ended.

ALL 18 PLATFORMS

Each row has its own link, for example `#edarling` or `#parship`, and links to the official documents we used. “Checkout not observed” means we relied on the public terms, not that the period is hidden.

PLATFORM	OPERATOR	NOTICE PERIOD	SHOWN AT CHECKOUT	HOW TO CANCEL	APP IN CH	OFFICIAL SOURCE
be2 SERIOUS DATING	be2 S.à r.l. (LU)	4 weeks before the term ends, also after renewal	Yes, step 2 of checkout	Online form in the footer (no login needed), signed letter, fax, or e-mail with a signed statement; app purchases in the Apple or Google account	Yes	Terms · Imprint · A
eDarling SERIOUS DATING	be2 S.à r.l. (LU)	4 weeks before the term ends,	Yes, step 2 of checkout	Online form in the footer (no login needed),	No	Prices · Terms

PLATFORM	OPERATOR	NOTICE PERIOD	SHOWN AT CHECKOUT	HOW TO CANCEL	APP IN CH	OFFICIAL SOURCE
		also after renewal		signed letter, fax, or e-mail with a signed statement		
Academic Singles GRADUATES	be2 S.à r.l. (LU)	4 weeks before the term ends, also after renewal	Yes, step 2 of checkout	Online form in the footer (no login needed), signed letter, fax, or e-mail with a signed statement; app purchases in the Apple or Google account	Yes	Terms · App St re
Zusammen.ch 50 PLUS	be2 S.à r.l. (LU)	4 weeks before the term ends, also after renewal	Yes, step 2 of checkout	Online form in the footer (no login needed), signed letter, fax, or e-mail with a signed statement; app purchases in the Apple or Google account	Yes	Terms · App St re
Verliebt ab 40 40 PLUS	be2 S.à r.l. (LU)	4 weeks before the term ends, also after renewal	Yes, step 2 of checkout	Online form in the footer (no login needed), signed letter, fax, or e-mail with a signed statement	No	Terms · Imprint

PLATFORM	OPERATOR	NOTICE PERIOD	SHOWN AT CHECKOUT	HOW TO CANCEL	APP IN CH	OFFICIAL SOURCE
60plusTreff 60 PLUS	be2 S.à r.l. (LU)	4 weeks before the term ends, also after renewal	Yes, step 2 of checkout	Online form in the footer (no login needed), signed letter, fax, or e-mail with a signed statement	No	Terms · Imprint
Aktiv & Verliebt ACTIVE SINGLES	be2 S.à r.l. (LU)	4 weeks before the term ends, also after renewal	Yes, step 2 of checkout	Online form in the footer (no login needed), signed letter, fax, or e-mail with a signed statement	No	Terms · Imprint
50plus Singlebörse 50 PLUS	be2 S.à r.l. (LU)	4 weeks before the term ends, also after renewal	Yes, step 2 of checkout	Online form in the footer (no login needed), signed letter, fax, or e-mail with a signed statement	No	Terms · Imprint
C-Date CASUAL DATING	Interdate S.A. (LU)	14 days before the term ends (terms of service), unless checkout states another period	Checkout not observed	Online form in the footer, signed letter, fax, or e-mail with a signed statement; app purchases in the Apple or Google account	Yes	App Store · Ter
Parship SERIOUS DATING	PE Digital GmbH (DE)	Not stated in the terms or FAQ; set at checkout	Checkout not observed	In text form (for example e-mail) or in the profile settings; app purchases in the store account	Yes	Prices · Terms · Ap

PLATFORM	OPERATOR	NOTICE PERIOD	SHOWN AT CHECKOUT	HOW TO CANCEL	APP IN CH	OFFICIAL SOURCE
ElitePartner GRADUATES	PE Digital GmbH (DE)	Not stated in the terms; set at checkout	Checkout not observed	In text form (for example e-mail) or in the profile settings; app purchases in the store account	Yes	Membership · Ter
LoveScout24 GENERAL	Meetic SAS (FR)	Any time before the initial term ends; one month after a renewal	Checkout not observed	Online in “Mein Konto”; closing the account counts as cancellation; app purchases under Apple or Google rules	Yes	Terms · App Store
Zweisam 50 PLUS	Meetic SAS (FR)	Any time before the initial term ends; one month after a renewal	Checkout not observed	Online in “Mein Konto”; closing the account counts as cancellation; app purchases under Apple or Google rules	Yes	Terms · App Store
50plus-Treff 50 PLUS	50plus-Treff GmbH (DE)	Before the booked period ends, no fixed period	Checkout not observed	In text form (for example e-mail) or under Profile > Settings	No	Terms · Imprint
LemonSwan SERIOUS DATING	LemonSwan GmbH (DE)	Set in the contract documents confirmed at checkout and by e-mail	Checkout not observed	Cancellation page in the footer, or in text form	No	Prices · Terms

PLATFORM	OPERATOR	NOTICE PERIOD	SHOWN AT CHECKOUT	HOW TO CANCEL	APP IN CH	OFFICIAL SOURCE
Tinder SWIPE APP	MTCH Technology Services Limited (Match Group) (IE)	Before the period ends; store purchases at least 24 hours before	Checkout not observed	In the Apple or Google account, or in the account settings for direct purchases	Yes	App Store · Ter ns
Bumble SWIPE APP	Bumble Holding Limited (GB)	Before the current period ends	Checkout not observed	In the payment settings of the profile, or in the Apple or Google account	Yes	App Store · Ter ns
Hinge SWIPE APP	MTCH Technology Services Limited (Match Group) (IE)	Before the period ends	Checkout not observed	In the Apple or Google account, in the account settings, or by letter or e-mail to the operator in Dublin	Yes	App Store · Ter ns

METHOD AND LIMITS

Data were collected between 20 and 29 September 2026 from official sources only: terms of service, imprint and help pages, cancellation forms, and the App Store Switzerland. For the eight be2 group brands we also followed the order process with a test profile up to the payment step, without buying and without contacting members.

Comparison sites, forums and review platforms were not used as sources.

- Checkout pages were observed for 8 of 18 platforms; for the others, the public terms are the source.
- Terms can change. Every value carries its date and source link in the dataset.

- Test profiles were female; prices shown to men were not checked.
- Webandreview earns affiliate commissions from some platforms, including be2 group brands. See how our sites are funded.

How to cite

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