

## **Donation Refund policy**

### **Overview**

The Cora Barclay Centre has developed a donation refund policy as part of our commitment to honouring and respecting the financial contributions that people make to the Centre. We recognise the importance of donations and want to ensure we establish appropriate principles of transparency and fairness in regard to the management of refunds.

This policy outlines the circumstances under which the Cora Barclay Centre will refund a donation.

### **Policy Statement**

The Cora Barclay Centre expects that anyone wishing to donate consider their decision carefully and check donation amounts during transactions.

The Centre recognises that it is possible to make an error when making online donation or for the donors to change their mind about the donation made. It can also occur that an error can be made by the Cora Barclay Centre or our financial institution.

Under this policy the Cora Barclay Centre will endeavour to refund donations in accordance with the following principles:

- If an error is made in making on line donation or if the donor changes their mind, we will honour all requests for refund that are made in writing within 30 days of the date the donation was made. The written refund request should include the details of the initial transaction including date, donation amount, donor's name, ID, tax invoice number and the nature of the error.
- Requests for refund can be sent by email or mail:

Email: [development@corabarclay.com.au](mailto:development@corabarclay.com.au)

Mail: Development

c/o Cora Barclay Centre

PO Box 3018

North Adelaide SA 5006



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- The Cora Barclay Centre will fully examine all requests for refunds and endeavour to ensure that genuine errors are rectified, however we are under no obligation to give refunds and the decision on refunds will be at the discretion of the Cora Barclay Centre General Manager
- If an amount is adjusted by the Cora Barclay Centre, the original receipt issued for the incorrect amount will become invalid and a new receipt will be issued for the amount of the adjusted donation
- The Cora Barclay Centre reserves the right to pass any refund transaction charges onto the donor
- Refunds will be returned using the original method of payment – if donation has been made by credit card, the refund must be credited to that same credit card
- Should an error be made by the Cora Barclay Centre or our financial institution(s) a refund of the full amount will be made once we are notified of the error in writing.

The Cora Barclay Centre General Manager is responsible for implementing the policy and achieving the desired outcomes.

All Cora Barclay Centre employees responsible for receiving and processing donations shall:

- Respect and value all those who donate to the Cora Barclay Centre
- Ensure donation processes are secure and transparent
- Build trusting relationships with regular donors and partners
- Respond proactively to any issues arising in regard to donation refunds
- Communicate respectfully and professionally with those who request a refund and raise any issues or concerns that arise with the Cora Barclay Centre General Manager regarding donation refunds.

July 2017