

<b>PARKINSON'S TASMANIA POLICY</b>	
Policy Name	Donation Refund Policy
Policy Number	
Date of Approval	
Date of Review	

### **1. Purpose**

Parkinson's Tasmania (PT) have developed a donation refund policy as part of our commitment to honouring and respecting the financial contributions that people make to us. 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 PT will refund a donation.

### **2. Scope**

This policy applies to all those who make financial donations to PT and PT employees and volunteers responsible for processing and managing financial donations.

### **3. Policy statement**

PT expects that anyone wishing to donate consider their decision carefully and check donation amounts during transactions.

PT recognises that it is possible to make an error when making on line donation or for the donors to change their mind about the donation made. It can also occur that an error can be made by PT or our financial institution.

Under this policy PT will endeavour to refund donations in accordance with the following principles:

#### **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, receipt number and the nature of the error.

- Requests for refund can be sent by email or mail:  
Email: [info@parkinsonstasmania.org.au](mailto:info@parkinsonstasmania.org.au)  
Mail: PO Box 608, Kingston TAS 7051
- PT will fully examine all requests for refund 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 PT's discretion.
- If an amount is adjusted by PT, 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.
- PT reserves the right to pass any refund transaction charged onto the donor.

### **3. Responsibility**

All PT employees and volunteers responsible for receiving and processing donations shall:

- respect and value all those who donate to PT.
- 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 raise any issues or concerns that arise with PT management regarding donation refunds.