

## Donation Refund Policy

### Purpose

Rotary Club of Wahroonga Inc (WRC) have developed a donation refund policy as part of our commitment to honouring and respecting the financial contributions that people make to our projects. 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 WRC will refund a donation.

### Scope

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

### Policy statement

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

WRC recognises that it is possible to make an error when making online donation or an error can be made by WRC or our financial institution.

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

### Principles

- If an error is made in making online donation, 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, receipt number and the nature of the error.
- Requests for refund can be sent by email or mail:  
Email: [info@wahroongarotary.org](mailto:info@wahroongarotary.org)  
Mail: Rotary Club of Wahroonga Inc  
PO Box 13 Wahroonga NSW 2076
- WRC 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 WRC's discretion
- If an amount is adjusted by WRC, 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
- WRC reserves the right to pass any refund transaction charged onto the donor

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- 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 WRC or our financial institution(s), a refund of the full amount will be made once we are notified of the error in writing.

## **Responsibility and policy owner**

The owner of this policy is the Treasurer, Rotary Club of Wahroonga.

The owner is responsible for implementing the policy and achieving the desired outcomes.

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

- respect and value all those who donate to WRC.
- 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 WRC management regarding donation refunds.