

## **Refund Policy – Fundraising**

This policy outlines the circumstances under which Drought Angels will refund any money raised as part of your fundraising activity.

For the purposes of this policy:

“approved nominee” means the nominee approved under your Letter of Authority;

“donor” means a person who has made a donation, being an amount of money given with no expectation of a benefit in return for the amount given;

“Drought Angels” means Drought Angels Limited (ABN 47 611 990 697) of 29 Malduf Street, Chinchilla, Queensland;

“fundraising activity” means the fundraising activity approved by Drought Angels in accordance with your Letter of Authority;

“Letter of Authority” means the letter of authority provided to you by Drought Angels to enable you to fundraise on Drought Angel’s behalf;

“us”, “our” or “we” means Drought Angels;

“you” or “your” means a person or organisation who has been provided with a Letter of Authority.

### **Circumstances that may give rise to a refund**

- **Cancellations**

If your fundraising activity is cancelled due to reasons outside your control but you have received donations you must forward those donations to Drought Angels as set out in your Letter of Authority. Drought Angels may refund those donations if any of the circumstances set out below apply.

- **Errors by you**

If you or a donor, have made an error in the amount of your donation or have duplicated your donation in error, Drought Angels may provide you with a refund, but we are not obliged to do so.

- **Errors by Drought Angels**

Should an error be made by Drought Angels or its financial institution(s), full refunds will be made as soon as possible upon notification of the error and all costs will be borne by Drought Angels.

If the error is in relation to an amount shown on a tax invoice that was issued by Drought Angels, the incorrect amount immediately becomes invalid, and a new tax invoice will be issued by us for the amount of the adjusted donation.

### **Raffle tickets, dinner tickets etc**

Raffle tickets, dinner tickets etc are not donations because you receive a benefit, or the chance of a benefit, in return. This refund policy only applies to donations. Any refund for raffle tickets, dinner tickets etc must be resolved with the approved nominee.

### **Change your mind?**

Please choose to donate to Drought Angels carefully as refunds are not normally provided when you or a donor have simply changed your/their mind.

### **Applying for a Refund**

- Please notify us within 60 days of your fundraising activity being cancelled or an error being made. Regrettably, after this time, Drought Angels will be unable to provide you or a donor with any refund.
- All requests for refunds must be made in writing and directed by email to [fundraising@droughtangels.org.au](mailto:fundraising@droughtangels.org.au) or by post to Fundraising/Events Team Leader, Drought Angels Ltd, Po. Box 451, Chinchilla, QLD. 4413
- Your refund request should include these details:
  - the date the donation was made
  - the donation amount(s)
  - name of the donor (unless the donation was made through a third-party platform – see further below)
  - the receipt number (if issued) by Drought Angels
  - your unique fundraising reference (which can be found on your Letter of Authority)
  - nature of the error
- Drought Angels reserves the right to deduct any bank or transaction charges for any refund processed onto you or the donor.

#### **Donations through third party platforms**

If the donation was made through a third-party platform, (e.g. Facebook Fundraiser or GoFundMe) or your donor has opted not to be issued with a tax receipt, you and the approved nominee, will be responsible for the privacy of the donor's contact information. In these instances, you will be required to provide only the donation dates and amounts, any receipt number and the nature of the error when requesting a refund.

#### **Payment of your refund**

We will endeavour to review and respond to your request for a refund as soon as possible.

Unless otherwise agreed with you, all refunds will be made via the original method of payment. For example, if the donation was paid using a credit card, the amount of the refund will be credited to the same credit card.

#### **Enquiries**

Any queries regarding our refund policy should be directed to our Fundraising/Events Team Leader at [fundraising@droughtangels.org.au](mailto:fundraising@droughtangels.org.au)