



Great Barrier
Reef Foundation

GBRF Refund & Cancellation Policy

Version 1

October 2021

1 Policy

Introduction

1.1 Purpose

This policy is intended to ensure that refund requests, changes to or cancellations of direct debit are handled appropriately and fairly.

1.2 Scope

This policy applies to all GBRF staff who receive requests for refunds from donors, changes or cancellations to direct debits.

Refunds

1.3 Refund Statement

Due to the nature of charity donations the Great Barrier Reef Foundation is under no obligation to give refunds. Decisions on refunds will be at the discretion of Great Barrier Reef Foundation management.

If a donation is refunded, the associated tax receipt is no longer valid so it should be securely destroyed. It is the donor's responsibility to submit only correct receipts to the Australian Tax Office.

Donations & Refunds

Great Barrier Reef Foundation accepts all donations in good faith, including monthly gifts to our Reef Defender program. Whilst we understand entirely that everyone has different preferences regarding donations and that sometimes it is not convenient to give, we will not refund a donation that has been knowingly and voluntarily given to us.

- We will refund if there was an error made by Great Barrier Reef Foundation or one of our agents
- We will refund if the donation was provided by a vulnerable person
- We may refund if the donor entered the wrong amount
- We may refund if there are exceptional circumstances

Should an error in the donation amount be detected and a request for refund made after 90 days have expired, Great Barrier Reef Foundation regrets that we are unable to issue a refund.

Great Barrier Reef Foundation is a non-profit charity organisation and we reserve the right to deduct any bank or transaction charges for any refund processed onto the donor.

Change of Mind about your Donation

Once you have donated to Great Barrier Reef Foundation we cannot give refunds for change of mind. For this reason that we ask that donors make their decision carefully.

Errors by Great Barrier Reef Foundation

Should an error be made by Great Barrier Reef Foundation, one of our representatives or our financial institution(s), we will process a refund as soon as possible when notification of the error is received, and all costs will be borne by Great Barrier Reef Foundation.



1.4 Applying for a Refund

To apply for a refund, GBRF must receive a written request providing full name, Supporter ID (if known), full mailing address and phone number. It should include details of how the donation was made, the date and amount given and the circumstances justifying the request. Upon receipt we will review refund requests and respond within 3 business days.

1.5 Approval of refunds

If the donation amount is over \$1,000 and/or exceptional circumstances are present, a refund request must be escalated and approved by the Head of External Relations and Head of Corporate Services.

Cancellations

1.6 Changes and Cancellations to Direct Debit

The GBRF may vary details of the supporter's agreement or a direct debit request at any time by allowing at least 14 days written notice.

If the supporter wishes to cancel, defer or alter a debit payment, GBRF must be advised by phone or in writing at least 14 days before the next donation debit day.

Please refer to the Direct Debit Service Agreement for further information about direct debit arrangements.

