

Refund Policy – Donations & Fundraising Events

Responsibilities and delegations	
This policy applies to	All persons who donate, all event attendees
Policy approval	Board

Donations

Due to the nature of charity donations, refunds are given at the discretion of our General manager. Therefore, please make sure that the amount you enter is the amount you wish to give.

In the event of an incorrect amount being entered, or if the donation is made accidentally or there is an extremely unusual circumstance, please contact us via info@stf.org.au. We will review the request and respond within 2 business days.

If a recurring donation did not cancel correctly when requested, we will refund amounts donated from that date. Please advise us via info@stf.org.au if you believe there is an error with your recurring donation within 2 business days.

If a donation is refunded, the associated Tax Receipt is no longer truthful so it should be shredded.

Event tickets

Once the transaction has taken place refunds are given at the discretion of our General Manager. If you need to request a refund for an event ticket please contact us via info@stf.org.au.

The Stronger Together Foundation's details.

The Stronger Together Foundation
ABN 901 401 341 12
16/5-7 Anella Avenue, Castle Hill NSW 2154

You can contact The Stronger Together Foundation by email at info@stf.org.au

Policy Review and Version Tracking			
Review	Date Approved	Approved By	Next Review
1	November 2020	Senior Manager	October 2020
2	September 2023	Senior Manager	September 2025
3	June 2026	Senior Manager	June 2028

End of document
