

	Refund Policy	
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## 1.0 INTRODUCTION

Our Rainbow House Inc. is committed to the transparent and honest handling of all donations. We recognise the importance of donations and commit to the principles of fair and ethical management of refunds. Due to the nature of charity donations all decisions on refunds will be made at the discretion of Our Rainbow House Board.

## 2.0 DEFINITIONS

**Donations** shall mean any monetary or non-monetary gift given to Our Rainbow House for the purpose of achieving its mission and goals.

**Our Rainbow House Inc. Community** shall mean all Board members, employees, students, parents, caregivers and volunteers and student placements. Any person who is caused to undertake tasks or duties on behalf of Our Rainbow House Inc.

**Our Rainbow House school** shall mean the school operated by Our Rainbow House Inc.

## 3.0 SCOPE

This policy applies to:

- all sponsors and donors to Our Rainbow House.
- all staff, including full-time, part-time or casual, temporary or permanent staff; job candidates; student placements and volunteers.
- how Our Rainbow House Inc. deals with requests for refunds of donations.

## 4.0 PURPOSE

This policy outlines the position of Our Rainbow House with regards to refunding donations made to any of our programs. Our Rainbow House accepts all donations in good faith, including monthly and annual gifts to our sponsorship program.

## 5.0 POLICY STATEMENT

Whilst we understand entirely that mistakes can be made, refunds are not normally given where a donor changes their mind. All requests for a refund of donations will be considered on a case by case basis by Our Rainbow House Board during scheduled monthly meetings. We will examine all requests for refunds to ensure that genuine errors are rectified.

Possible reasons that a donation may be refunded include:

- We will refund if there was an error made by Our Rainbow House or one of our agents. Should an error be made by Our Rainbow House, one of our representatives will process a refund as soon as possible after notification of the error is received, and all costs will be borne by Our Rainbow House.

- We will refund if a donor's banking details have been fraudulently obtained and used.
- We may refund if the donor entered the wrong amount and a request for refund is made within 30 days.
- We may refund if there are exceptional circumstances.

Our Rainbow House 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.

Refunds will not be given due to:

- A change of mind about your donation. For this reason, we ask that you make your decision to donate to us carefully and check your donation amount during the transaction.
- The financial circumstances of the donor (excepting in exceptional circumstances).
- Disagreement by the donor with the nature of the programs provided by Our Rainbow House.

### **Restricted Donations**

All donations received are applied to operating costs of the Our Rainbow House School and associated expenses. For this reason, we are unable to accept restricted donations, i.e. donations that include instructions for use on a specific program or expense (restricted). Whilst every effort may be made to direct donations to requested programs, we reserve the right to allocate funds where necessary.

### **Applying for a Refund**

If you wish to apply for a refund, please submit your request in writing within 30 days of the transaction and provide:

- your full name (or name used on your credit card)
- address
- phone number
- donation amount
- date of the donation
- transaction details
- nature of the error made
- any existing exceptional circumstances

Upon receipt we will review your application and acknowledge your request within 5 business days.

Requests for refunds should be submitted to:

Our Rainbow House

PO Box 23

Emerald QLD 4720

Or by email to: [admin@ourrainbowhouse.org.au](mailto:admin@ourrainbowhouse.org.au)

Refunds will be made within ten working days of the decision to refund.

### **6.0 REVIEW**

Date of next review: 27.10.2022