

Refund Policy

Donations

Due to the nature of charity donations, refunds are given at the discretion of our management. 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. We will review the request and respond within 48 hours.

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 management.

Refunds are given at the discretion of management providing the tickets are returned to us in a resalable condition within seven days.

General rules

Ticket sales

We will refund ticket sales if the buyer advises two days in advance of the event that they cannot attend due to illness or misadventure.

Donations and recurring donations

- We will refund if there was an error with the donation processing
- We will refund if the donor entered the wrong amount
- We will refund if the recurring donation did not cancel correctly when requested