



## **Terms, Conditions and Refunds**

### **Refund Policy**

Due to the nature of charity donations, refunds are given at the discretion of our management. Donations will only be refunded if genuinely made in error. 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 in writing. We will review the request and respond within five working days.

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

### **Privacy Policy**

The Sanctuary - The Hills Women's Shelter respects the privacy of all individuals, companies and community organisations who donate money and/or goods in support of our work. Personal information gathered through donations is entered into a secured database for receipting and communications purposes. We will collect, use and disclose personal information in accordance to our Privacy Policy.

### **Purpose of your donation**

The Sanctuary - The Hills Women's Shelter will always aim to honor the agreed purpose of a donation, if any. However, we have ultimate unconditional discretion to utilise donated funds as our services require.

### **Declining a donation**

The Sanctuary - The Hills Women's Shelter has ultimate discretion to decline a donation.

Questions can be directed to:

Email: [hello@thesanctuaryshelter.org.au](mailto:hello@thesanctuaryshelter.org.au)

Phone: 02 9680 2653

The Sanctuary - The Hills Women's Shelter

Public Benevolent Institution with DGR1 (Deductible Gift Recipient) Status

ABN 45 392 521 740