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The Community Foundation
of the Bega Valley Region
www.mumbulla.org.au

REFUND POLICY

Policy number	MF001POL	Version	1.0
Drafted by	Michael Pryke	Approved by Board on	17 th November 2020
Responsible person	Michael Pryke	Scheduled review date	<<insert date>>

INTRODUCTION

Refunds may be required from time to time, when payments are made to Mumbulla Foundation in error.

PURPOSE

To spell out procedures relating to refunds of amounts paid to Mumbulla Foundation.

POLICY

Membership

Memberships can be cancelled at any time. Membership fees are normally non-refundable but if you have made an error in your membership selection or change your mind about joining ACSA, please contact us.

Donations

Due to the nature of charity donations, refunds are given at the discretion of our management. 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. We will refund if there was a system error with the donation processing. If a donation is refunded, the associated tax receipt is no longer truthful so it should be shredded and destroyed.

AUTHORISATION

Chair

Name: Michael Pryke

Signature:



Date: 12th November 2020

Date of approval by the Board: 17th November 2020

Policies can be established or altered only by the Board: **Procedures** may be altered by the CEO.

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REFUND PROCEDURES

Procedure number	MF001PRO	Version	1.0
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Responsible person	Michael Pryke	Scheduled review date	<<insert date>>

RESPONSIBILITIES

It is the responsibility of the Chair to ensure that:

- Board Members are aware of this policy;
- any breaches of this policy are dealt with appropriately.

It is the responsibility of the Board Members and volunteers to ensure that their usage of organisational funds for refunds and authorities to pay conform to this policy.

PROCESSES

All Requests for Refund must be received in writing.

Any two of the Directors with Authority to sign cheques or release Mumbulla Foundation funds have authority to approve refunds.

Signatories cannot sign a cheque or authorise a refund made payable to themselves.

A list of all payments made each month, featuring amount, recipient, signatories, and explanation, will be provided to the Treasurer.

AUTHORISATION

Chair

Name: Michael Pryke

A handwritten signature in blue ink that reads "Michael Pryke".

Signature:

Date: 12 November 2020