

	Rev.	Reference POL-S33	Effective From March, 2025	Next Revision 2027	Revision Frequency Bi-annually	Page 1 of 4
Cromwell College Policy Manual						

CROMWELL COLLEGE FOUNDATION REFUND POLICY

1. 1. Purpose

The purpose of this policy is to guide decision-making at Cromwell College Foundation regarding the refund of financial donations.

2. Scope

This policy applies to all Cromwell College Foundation staff and Board members.

3. Principles

Cromwell College Foundation is registered as a charity with the Australian Charities and Not for Profits Commission (ACNC). Cromwell College Foundation accepts financial donations to provide financial support Cromwell College Students. Cromwell College Foundation is grateful for the support of our donors and commits to using donations efficiently.

Donations by individuals can be made in the form of one-off donations, regular gifts or bequests. Generally, a donation to Cromwell College Foundation is not refundable and the issue of a refund is discretionary.

4. Receipting donations

Cromwell College Foundation provides official receipts for approved donations of \$2.00 or more.

Cromwell College Foundation accepts anonymous donations but is unable to issue a tax-deductible receipt to the donor in such circumstances.

5. Decision-making

Decisions on refunds will be made on a case-by-case basis after analysis of the circumstances of the donation by the Business Manager or Principal/CEO. Cromwell College Foundation will consider a refund in the circumstances listed below upon a justified request from the donor:

- The Foundation will refund the donation if there was an error made by Cromwell College Foundation.
- The Foundation will refund the donation if the donation was made unknowingly, for example in a situation where a donation was made with a stolen or lost card.
- The Foundation may refund the donation if the donor accidentally entered the wrong amount.
- The Foundation may refund the donation if the donor has accidentally created a monthly donation whereas the intention was to make a one-off donation.
- The Foundation may refund in other similar exceptional circumstances at the discretion of the Chair of the Foundation.

6. Review of the Decision

If you don't agree with the decision of the Business Manager or Principal/CEO you may request a review of the decision by the Chair of the Foundation.

The request should be in writing and within 30 days of the date of notification of the decision.

7. Requesting a refund

Request for a refund must be made in writing within 45 days after the date of donation. The donor should email: stay@cromwell.uq.edu.au, including the following details about the donation:

- a) name of donor

- b) email address provided at the time of the donation
- c) phone number of donor
- d) details of how the donation was made
- e) date of the donation
- f) amount of the donation (including a copy of the receipt issued by Cromwell College Foundation); and
- g) the circumstances to support the request.

The Foundation will review and provide a response to the request within two business days. If the request is accepted, the Foundation will process the refund as soon as possible to the same card or account from which the donation was made. It may take 10-14 business days for the refund to reach the donor's account.

8. Information management

If a donation is refunded, the associated tax receipt is no longer valid and will be securely destroyed, including the SwiftFox database. Access to this information system is restricted to authorised staff. All information concerning donors will be confidential.

9. Definitions

Bequest means philanthropic provisions in a donor's will expressed as a:

- residual gift: the remainder or percentage of the estate.
- percentage of the entire estate.
- pecuniary gift: a specific cash gift amount.
- specific asset gift: real estate, shares, bonds or other articles of
- value.

Financial donation means money given to Cromwell College Foundation where the donation does not provide material benefit

to the donor, other than a potential tax benefit for donations over \$2.

Financial donor means a person or institution that gives money to Cromwell College Foundation.

Refund means a repayment of the financial donation to the donor.