(PF-3) - Refund Policy	
Approved: College Board	**Date approved:** 31.07.25
Responsible Officer: The Principal	**Policy Review Date:** Term 2 2028

1. RATIONALE

Lyrebird College accepts all donations in good faith. Whilst we understand that everyone has different preferences regarding donations and that sometimes it is not convenient to give, we will not refund a donation that has been knowingly and voluntarily given to us. However, refunds may be offered on a case-by-case basis in the event of an error or exceptional circumstances (strictly within 60 days).

2. SCOPE

This policy applies to all staff, community members and the Board of Lyrebird College.

3. KEY ELEMENTS OF THIS POLICY

Once you have donated to Lyrebird College, we cannot give refunds if you change your mind. For this reason that we ask that you make your decision to donate to us carefully. Please note that we may only consider refunding donations in the following situations:

- We will refund if there was an error made by Lyrebird College, one of our representatives or our financial institution
- We may refund if the donor entered the wrong amount
- We may refund if there are exceptional circumstances

Donation refunds will only be considered if the request for refund is made within 60 days of the original donation date.

3.1 <u>Donation Error</u>

What you should do

If an error in the donation amount is detected, a request for refund needs to be submitted in writing to the College within 60 days.

Please send your refund request via email or postal mail as follows:

Email: admin@lyrebirdcollege.vic.edu.au

Postal Mail:
Lyrebird College

PO Box 254
Coldstream VIC 3770

What to include

Be sure to include details of your original donation including:

- your full name (or the name used on your credit card),
- the donation date,
- the donation amount,
- your receipt number, and
- the nature of the error made.

What happens next?

Lyrebird College will review your refund request and advise you of the outcome.

If your refund request is approved, your original tax receipt becomes void and invalid and (where applicable) a new receipt will be issued. Once a donation is refunded, the associated receipt is no longer valid and should be securely destroyed. It is your responsibility to submit only accurate, valid receipts to the Australian Taxation Office (ATO).

Refund terms and conditions

Where refund requests are received more than 60 days after the transaction, Lyrebird College regrets that we are unable to issue a refund.

All decisions on refunds will be at the discretion of Lyrebird College management.

Lyrebird College reserves the right to deduct any bank fees, transaction charges or processing fees from the refunded amount.

Donations can only be refunded to the same account and by the same payment method the donation was originally made.

Should an error be made by Lyrebird College, our financial institution(s), platform partners or suppliers, a full refund will be made immediately upon notification of the error and investigation, with processing costs borne by us.

4. EVALUATION

This policy will be reviewed as part of a three year cycle.

Melissa Handbury
Board Chair