



Refund Policy

Approved: College Board	Date approved: 19.05.22
Responsible Officer: The Principal	Policy Review Date: Term 2 2025

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.

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:

- 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

3.1 Donation error

Should an error in the donation amount be detected and a request for refund made after 60 days have expired, Lyrebird College regrets that we are unable to issue a refund.

What you should do

You have up to 60 days to notify Lyrebird College of any errors and make a refund request in writing.

Please send your refund request in whichever way best suits you:

Email: admin@lyrebirdcollege.vic.edu.au

Post:

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 let you know the outcome.

If your refund is approved, your original tax receipt becomes void and a new receipt will be issued (where applicable). If a donation is refunded, the associated tax receipt is no longer valid so it should be securely destroyed. Please note it is your responsibility to submit only correct receipts to the Australian Tax Office.

Refund terms and conditions

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

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

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

Should an error ever 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.

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

3.2 Evaluation

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



Melissa Handbury
Board Chair