



## **CALOUNDRA CATHOLIC PARISH REFUND POLICY**

- All requests for refunds must be made in writing (email or post as detailed below).
- The request should have the details of the initial donation/payment including the date, amount, name of the donor/payee, receipt number and the nature of the error.
- For errors made by the Caloundra Catholic Parish or its financial institution a full refund will be made upon notification, and all costs borne by Caloundra Catholic Parish.
- For errors in amount donated, the donor has 60 days in which to notify Caloundra Catholic Parish. Caloundra Catholic Parish is under no obligation to give a refund if an error has been made on your part, but will endeavour to ensure that any genuine errors (such as to the amount donated) are rectified.
- Caloundra Catholic Parish, which is a non- profit organisation, reserves the right to deduct any bank or transaction charges for any refund processed onto the donor.

**61 Edmund Street, Moffat Beach QLD 4551 AUSTRALIA  
(PO Box 595, Caloundra QLD 4551 )**

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