



Trinity Grammar School, Kew is committed to recognising and respecting the financial contributions people make to our school. We recognise the importance of donations and want to ensure we implement appropriate principles of transparency and fairness regarding the management of refunds.

We ask that you carefully consider the amount you wish to donate. Trinity will consider all requests for refund to ensure that genuine errors are rectified as soon as possible, however we are not obligated to provide refunds and the decision to do so will be at Trinity's discretion.

A refund may be granted if:

- An error is made by the donor in making an online donation
- If there is a change of mind or the donation is no longer considered feasible
- An error is made by Trinity or our financial institution

We will acknowledge all requests for refund that are made in writing within 30 days of the date the donation was made. The written refund request should include the details of the initial transaction including date, donation amount, donor's name, receipt number and the reason for requesting a refund.

If a donation is refunded, the original tax receipt is no longer valid. If a donation amount is adjusted by Trinity, the original receipt issued will become invalid and a new receipt will be issued for the adjusted donation amount.

Refunds will be returned via the original method of payment, if the amount is less than \$1000. All other refunds will be via Electronic Funds Transfer (EFT).

Requests for refund should be sent by email to [communityengagement@trinity.vic.edu.au](mailto:communityengagement@trinity.vic.edu.au)