

HMRI

Refund Policy – Donations and Events

Donations

1. On Line Donations

We thank you for deciding to donate to the Hunter Medical Research Institute (HMRI). As your donation is being made online without our assistance/involvement we ask that you complete your details and the amount of your donation carefully.

Donations over \$2.00 are tax deductible, are processed in Australian dollars and are secured using 128-bit SSL (Secure Sockets Layer) encryption.

2. Errors in Amount Pledged

Should an error be made in the amount of any donation, the donor has 60 days in which to notify the Hunter Medical Research Institute of the error. All requests for refunds must be made in writing and directed by email to info@hmri.net.au, by fax to 02 4985 5909 or by post to Finance Manager, HMRI, Locked Bag 1, HRMC NSW 2310. The request should have the details of the initial donation including the date, amount, name of the donor, the tax invoice number (if applicable) and the nature of the error.

Any tax invoice issued for the incorrect amount immediately becomes void and invalid, and a new tax invoice will be issued for the amount of the corrected donation.

3. Change of Heart Donation

Please note: refunds of the amount pledged to be donated will not automatically be made, simply because you have changed your mind. It is for this reason that we ask that you make your choice to donate carefully. HMRI is under no obligation to give a refund if an error has been made on your part, but will endeavor to ensure that any genuine errors (such as the amount donated) are rectified. HMRI, which is a non profit organization, reserves the right to deduct any transaction charges for any refund processed onto the donor. Should an error be detected and a request for refund be made after 60 days have expired, HMRI regrets that it is unable to refund any monies.

4. Errors by HMRI

Of course, should an error be made by HMRI or its financial institution(s), full refunds will be made immediately upon notification of the error and all costs borne by HMRI.

Events

We thank you for deciding to support the Hunter Medical Research Institute (HMRI) through your attendance at a HMRI or PULSE event.

Event payments are input taxed and are not tax deductible. Payments are processed in Australian dollars and are secured using 128-bit SSL (Secure Sockets Layer) encryption.

1. Refunds

- Events are not refundable.
- In the case of an event being postponed the ticket will remain valid for the rescheduled event. If a ticket holder is unable to attend a rescheduled event, the ticket holder may apply in writing to HMRI for a refund.
- If the event is cancelled a full refund will be available.

2. Tickets

- Tickets are not transferable, may not be resold or offered for resale at a premium (including via on-line auction sites) or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services, either by the original purchaser or any subsequent bearer. If a ticket is sold or used in breach of this

condition, the ticket may be cancelled without a refund and the bearer of the ticket may be refused admission.

- HMRI and PULSE have the right of admission and entry may be refused if tickets have not been purchased from HMRI or PULSE.

Enquiries

If you would like further information in regards to our refund policy for donations and events, please contact the Chief Operating Officer of HMRI.

Approved by:	Chief Operating Officer
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Policy Contact Position:	Chief Operating Officer
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