TERMS AND CONDITIONS

Donations

Thank you for choosing to make a donation to ACT Pet Crisis Support. Your support will help change the lives of some of the most vulnerable people and pets in our community. By donating to ACT Pet Crisis Support you agree to the following terms and conditions:

Purpose of your Donation

ACT Pet Crisis Support will always aim to honor the agreed purpose of a donation, however, we have ultimate unconditional discretion to redirect the donation if applicable.

Declining a Donation

ACT Pet Crisis Support has ultimate discretion to decline any donation.

Refund Policy

Please ensure the amount you nominate is the amount you wish to donate. In the event of an incorrect amount being entered, the donation is made accidently or an extremely unusual circumstance, please email us immediately at [actpetcrisis@gmail.com](mailto:actpetcrisis@gmail.com). Due to the nature of charity donations, refunds are given at the discretion of our Committee. We will review requests and respond accordingly. We will consider refunds if:

1. there was a proven system error with the processing of the donation or,
2. a duplicate donation was made in error

**PLEASE NOTE:** If a donation is refunded by ACT Pet Crisis Support, any associated tax receipt for that donation is void, and should be shredded and destroyed.

Privacy Policy

ACT Pet Crisis Support respects the privacy of all individuals, companies and community organisations who donate money and/or goods in support of our work. Personal information gathered through donations is captured via an encrypted financial platform and secure database for receipting and communication purposes only. We will collect, use and disclose personal information in accordance with our privacy policy.