

HOLY CROSS 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 Holy Cross Catholic Parish or its financial institution a full refund will be made upon notification, and all costs borne by the Holy Cross Catholic Parish.
- For errors in amount donated, the donor has 60 days in which to notify the Holy Cross Catholic Parish.
- The Holy Cross 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.
- The Holy Cross 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.