



**FOUNDATION
HOUSE**

THE CONSTRUCTION INDUSTRY
DRUG & ALCOHOL FOUNDATION

DONATION REFUND POLICY

Policy Number:	GL04/25
Document Owner:	Nita Nunes
Document endorsement:	David Atkin
Document approval:	Committee of Management (COM)
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Record of policy development:

Version number	Date of issue	Lead author/ reviewer	Consultation	Significant changes on previous version
01	09/2025	Nita Nunes	David Atkin	New Policy

1.1 Policy Statement

CIDAF is committed to honouring the generosity and purpose of our donors. We understand that there may be occasions when a donation is made in error or circumstances change.

1.2 Purpose and Scope

This policy has been developed to provide clear information regarding the refunding of donations made to the Construction Industry Drug and Alcohol Foundation.

1.3 Principles

- Due to the nature of charitable donations, CIDAF donations are generally considered non-refundable.
- All donors are required to ensure that the amount donated is the amount they wish to give.
- Refund requests will be considered under limited circumstances, including duplicate donations, donations made in error such as incorrect amounts and unauthorised or fraudulent transactions.
- Refunds are given at the discretion of management.

1.4 Policy Implementation

• Requesting a Refund

CIDAF must be contacted within 7 days of the receipt date to request a refund. The request will be reviewed and responded to within 48 hours.

The following information is to be provided:

- » Full name and Company if applicable
- » Email address
- » Phone number
- » Date and amount of donation
- » Method of payment
- » Reason for the refund request

- **Processing of Refunds**

Approved refunds will be processed using the original method of payment.

7 to 10 business days should be allowed for the refund to appear on the individual's statement.

- **Non-Refundable Items**

The following donations are not eligible for a refund:

- » Donations made more than 7 days prior to the request.
- » Donations for which an official tax-deductible receipt has been issued and used.
- » Event and third-party donations.

This policy has been incorporated in the CIDAF Financial Management Policy and Framework and is subject to change at any time without notice. The current version will always be available on our website.