



## Donation & Registration Refund Policy

### **Donation Refund Policy**

We are grateful for your donation and support of Billy's Place. We cherish every donation and work hard to ensure every dollar is put to work helping grieving families quickly. When we receive your donation, we believe it was your full intention to support our efforts to fulfill the Billy's Place mission and that your donation was provided with no expectation of anything in return. Therefore, Billy's Place does NOT offer refunds on monetary donations or donations made in the form of gift items.

#### *Exceptions that would allow for refund:*

- In the event a written document accompanies the donation restricting the use of the donated funds and Billy's Place is unable to abide by the restrictions. This exception only applies to gifts of \$5,000 or more.
- Where an error has been made by our organization or a banking facility resulting in overpayment, Billy's Place will endeavor to correct the donation error with cooperation of the donor to provide appropriate information/documentation.

#### *Requirements to complete a donation refund:*

- The refund request must be in writing/email and made within 30 (thirty) days of donation.
- The refund request must state the reason for the refund and must contain all the following details:
  - Date of donation
  - Donation amount
  - Form in which donation made (credit card, cash, check)
- Once details regarding the refund are verified, the refund amount will be returned using the original method of payment. If you made your donation by credit card, your refund will be credited to that same credit card. If by check or cash, refund check will be sent within 30 days to the donors on file address. Donors are responsible to report any change of address to Billy's Place.

### **Purchased Event Registration**

Billy's Place hosts certain fundraising events in which paid registration is required. In such cases, when we receive your event registration fee, we believe it was your full intention to

support our efforts to fulfill the Billy's Place mission. Because Billy's Place puts all donations to work quickly, we do not offer refunds on event registration. The registration may be transferred to another designated attendee. Please email [kim@billysplace.me](mailto:kim@billysplace.me) or call 623.414.9838 if you are in need of a transfer.

If unforeseen circumstances cause Billy's Place to CANCEL an event, registrants will be informed as soon as possible, and a full registration fee refund will be offered. Registration fee refunds will be returned using the original method of payment. If you made your donation by credit card, your refund will be credited to that same credit card. If by check or cash, refund check will be sent within 30 days to the registrants address on file. Those seeking registration refunds are responsible to report any change of address to Billy's Place.