



Centres for the Study and Practice of Tibetan Buddhism

ABN 62 003 584 385 : ARBN 123 109 624

Refund Policy Rigpa Fellowship Inc (Australia)

July 2018

Please complete your details carefully when you make a donation to us or when you purchase one of our goods or services. Most of our staff are volunteers who help out in their spare time. Your care when completing our forms will ensure that the time they take to make changes or to correct errors is kept to a minimum.

General

Should we or our financial institution(s) make a financial error, we will refund to you any payment that is the subject of the financial error immediately upon proof of the error and we will bear all costs associated with that financial error.

If you or your financial institution(s) make an error you will bear any associated charges we may incur.

Donations

Donations you make to us are non-refundable.

If you did not authorise a donation, or wish to notify us of an error in the amount of the donation, please contact fundraising@rigpa.org.au. Please include the details of the initial donation including the date, amount, name of the donor and the nature of the error.

Events, including talks and retreats

If you cannot attend an event, a full refund will be given upon request when cancellation is notified at least 24 hours prior to the starting date of the event. Otherwise a refund, less an administration charge of \$25, will be given.

If you need to withdraw from an event that you are already attending and the event is offered over a period longer than one day, we will refund you the balance of the days that have not yet concluded. We will calculate the amount of your refund on a pro-rata basis for the number of days that have not yet concluded divided by the total number of days the event runs for.

Full financial refund is available for optional services that may be offered as part of an event or course, such as meals, accommodation and transport, when cancellation occurs before the day of the service being offered. *For example if you have booked and paid for a bus departing on Monday 12 April you can cancel your booking with full refund up till and including the day before (Sunday 11 April).*

To cancel your registration or to notify us of an error in the amount we have charged you please email our registration team at retreat@rigpa.org.au.

Bookshop

Bookshop items include: books, DVDs, CDs, photos and other items sold at Rigpa events and city Centres. No financial refund is issued for Bookshop purchases.

A Bookshop credit may be issued if a Bookshop item is returned unused & in mint condition within 1 week of purchase or if purchased on-line, of delivery. *For example if you have paid for a book on Wednesday you have up till and including the following Wednesday to return the book and apply for a Bookshop credit.*

NATIONAL CONTACT DETAILS

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rigpa.org.au



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If you purchase a Bookshop item and it is not of acceptable quality, eg damaged or faulty, or did not match the description or the sample shown to you, or could not be used for the purpose you bought it for, we will offer you a full refund or if you prefer, a suitable exchange. Please email rigpa.australia@rigpa.org.au to notify us of a damaged or faulty or otherwise unsuitable item.

Courses Offered at Rigpa City Centres

If we cancel your course before it has started, you will get a full refund or credit to use towards another similar course. If we cancel your course after it has started, you will get a refund or credit to use towards another similar course for the remaining period.

If you cannot attend a course, a full refund will be given upon request when cancellation is notified at least 24 hours prior to the starting date of the course. Otherwise a refund, less an administration charge of \$25, will be given upon request.

If you want to defer a course, we will be happy to credit your enrolment to another course of the same (or similar) content. An administration charge of \$ 25 will be made if the change is notified less than 24 hours prior to the course commencement date. Course deferral/credits are valid for up to 12 months from the date of the initial course.

Please note: that there is no refund for cancellations notified on or after the course commencement date.

Please contact your course instructor or Centre management team regarding any refund request. All refunds are processed within 2 weeks of written notification of cancellation.

Definition

The terms 'we', 'us' and 'our' refer to Rigpa Fellowship Inc (Australia).

The terms 'you', 'your' and 'yours' refer to the person who has received the good or service or who has made a payment for a donation or good or service provided by Rigpa Fellowship Inc (Australia).

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