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| **Policy Name :** | **Refund Policy** |
| Date last reviewed: | N/A |
| Approved by: |  |
| Date: |  |

At

York LGBT Forum our supporters are incredibly important to us. Without your help, we simply wouldn’t be able to help the people who need us – or carry on providing and developing the services that so many depend on.    
  
We, in common with all registered charities, are constrained by charity law, which means that we are only able to refund a donation in certain prescribed circumstances. If you believe that a donation you have made should be refunded, please contact us. Donations arising from a sponsored event are not dependent on the supporter concerned completing the event and so cannot be refunded if the event or challenge is not completed.

We truly appreciate your donations and support and recognise that there may be an occasion when you need to speak to one of our team discuss your donation.  Please email us at [yorklgbtforum@gmail.com](mailto:yorklgbtforum@gmail.com)