

## Refunds & Returns Policy

- 1) This website ([thecarmelitecentremelbourne.org](http://thecarmelitecentremelbourne.org)) is operated by The Carmelite Fathers Incorporated VIC (ABN 98 004769 528), trading as “The Carmelite Centre”.
- 2) Donations to support the works of the Carmelite Centre are generally final and non-refundable, with the following exceptions:
  - Donations which have been made in error can be reversed if notified within seven days.
  - Donations which have been made fraudulently and without your permission can be reversed if notified within 60 days.
- 3) Payments for events or programs are generally final and non-refundable, with the following exceptions:
  - Payments which have been made in error (i.e. incorrect program or date) can be reversed if notified within seven days.
  - Payments which have been made fraudulently and without your permission can be reversed if notified within 60 days.
- 4) To pursue a refund or return under this policy, please contact:
  - Email: [natalie@thecarmelitecentremelbourne.org](mailto:natalie@thecarmelitecentremelbourne.org)
  - Phone: 03 9690 5430
  - Post: 214 Richardson St, Middle Park VIC 3206