



DUCHESNE COLLEGE

Refund Policy

VISION AND VALUES OF DUCHESNE COLLEGE

Vision

Inspiring personal growth within an inclusive, socially aware community that is impelled to act.

Values

We build upon the values of the Society of the Sacred Heart – our values define what we stand for and are our guiding principles:

- We believe community is a powerful catalyst for personal growth
- We are inclusive and embrace diversity
- Our social awareness impels us to act
- We value deep respect for intellectual life
- We are guided by truth, courage and confidence

INTRODUCTION

Duchesne College is a not-for-profit organisation, incorporated by Letters Patent 17 February 1949 pursuant to *The Religious Educational and Charitable Institutions Act 1861* (as amended).

POLICY

Overview

- Duchesne College collects various funds paid to the College including for resident enrolment and associate membership, community engagement activities and conference bookings.
- Duchesne College is endorsed as [deductible gift recipients \(DGRs\)](#) and is entitled to receive gifts which are deducted from the donor's income tax.
- The College may act as an agent for third parties such as the Duchesne College Student's Club Incorporated and external service providers to the College (e.g. UQ Sport).

Refunds relating to student related fees and charges

All requests for refunds must be made in writing via email to manager@duchesne.uq.edu.au or by mail to Duchesne College, College Road, St Lucia Q 4067.

Details of the payment including the date, amount, name of the payee, receipt number and the reason for requesting the refund must be included. When there are errors made by the College or its financial institution, a full refund will be made upon notification, and all costs borne by the College.

Note the scope of this policy does not cover the termination of an enrolment contract.

Refunds relating to donations

All requests for refunds relating to donations must be made in writing via email to manager@duchesne.uq.edu.au or by mail to Duchesne College, College Road, St Lucia Q 4067.

Details of the initial donation/payment including the date, amount, name of the donor/payee, receipt number and the reason for requesting the refund must be included.

When there are errors made by the College or its financial institution, a full refund will be made upon notification, and all costs borne by the College.

For errors in amount donated, the donor has sixty (60) days in which to notify the College. The College is under no obligation to give a refund if an error has been made on the part of the donor/payee however will endeavour to ensure that any genuine errors (such as to the amount donated) are rectified.

The College, which is a not-for-profit organisation, reserves the right to deduct any bank or transaction charges for any refund processed onto the donor.

Refunds relating to third party charges

All requests for refunds relating to third party charges must be made in writing via email to manager@duchesne.uq.edu.au or by mail to Duchesne College, College Road, St Lucia Q 4067.

Any refund of these funds will only occur after the third party has agreed to the repayment and the College is assured of reimbursement from that third party.

RELATED DOCUMENTS

- [Enrolment Contract](#)
- [Gift Pledge](#)

FEEDBACK

College staff, residents, associate members, and parents/guardians may provide feedback or inquiries about this policy by emailing: manager@duchesne.uq.edu.au

APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Policy Approval Authority	Head of College and Chief Executive
Last Approval Date	November 2022
Review Date	September 2024
Policy Administrator	Deputy Head of College (Business)