

## Magic Moments Foundation Ltd

### Refund Policy & Terms and Conditions

#### Donations

Due to the nature of charity donations, refunds are given at the discretion of our management. Please make sure that the amount you enter is the amount you wish to give. In the event of an incorrect amount being entered, or if the donation is made accidentally or there is an extremely unusual circumstance, please email us at [admin@magicmoments.org.au](mailto:admin@magicmoments.org.au). We will review the request and respond. We will refund if there was a system error with the donation processing. If a donation is refunded, the associated tax receipt is no longer truthful so it should be shredded and destroyed.

#### Events and Tickets

The following terms and conditions will help all supporters to enjoy the event that tickets have been purchased for. Tickets entitle the holder to attend the event at the date, time and location stated on the ticket and/or selected at the time of purchase through official sales channels. By purchasing a ticket the buyer and/or the holder agrees to the following:

1. It is the responsibility of the buyer to ensure that all details are correct at the time of purchase especially the event name, date, time and location. The ticket may not be exchanged, refunded or returned except in accordance with Australian consumer Law.
2. Tickets purchased from third party resale sites may not gain you entry to an event, as we cannot guarantee that the ticket/s will be valid
3. The right is reserved to vary the advertised program and to add, withdraw or substitute speakers / presenters and content as necessary.
4. The right of admission is reserved including where entry is delayed for late arrivals, refused or where a customer is asked to leave the premises.
5. The recording of an event using any device is prohibited unless otherwise advised.

The above terms and conditions are consistent with Australian consumer Law and the [Ticketing Code of Practice](#). The right is reserved to vary these terms and conditions and updates may be made available via [www.magicmoments.org.au](http://www.magicmoments.org.au)

Ticket prices are correct at time of quotation or publication but are subject to change at the discretion of foundations management. Advertised prices are valid for today only and subject to change without notice.

#### Merchandise

If you are not satisfied with your product or would like a different size, we are happy to exchange it for a new one or refund your purchase price. This is in addition to your rights under Australian Consumer Law.

#### Membership

Memberships can be cancelled at any time. Membership fees are normally non-refundable but if you have made an error in your membership selection or change your mind about joining The Magic Moments Foundation, please email us at [admin@magicmoments.org.au](mailto:admin@magicmoments.org.au) and we will do our very best to help you.

## **Complaints resolution**

We are committed to providing donors, volunteers, recipients and other parties whose personal information we hold, a fair and responsible system for the handling of their complaints.

If at any time you have any complaints in relation to our refund policy or terms and conditions, please contact us. We will seek to address any concerns that you have through our complaints handling processes, but if you wish to take matters further you may refer your concerns to Australian Consumer Commissioner.

## **Changes to this Policy**

We are constantly reviewing our statements and policies in an attempt to keep up to date with market expectations and legal developments. Subsequently, we may change this Policy from time to time as the need arises.

## **Contact us**

If you seek any further information from the Magic Moments Foundation about this Policy or generally please contact us at:

[admin@magicmoments.org.au](mailto:admin@magicmoments.org.au)

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