

DONATIONS – REFUND POLICY

CAN I GET A REFUND ON MY DONATION?

Our supporters are extremely important to our charity. Without your help and support we just couldn't carry on delivering and developing our work that so many people in Cumbria depend on.

At Beep Doctors (BASICS Cumbria) Ltd, we work hard to make sure our donation process is simple, with the aim of making donating as hassle-free as possible. However we understand that errors can happen.

Like all registered charities, we are restricted by charity law, which means we are **not permitted** to refund donations, other than in very specific circumstances.

As always, we appreciate your donations and support, and we recognise that there may be an occasion when you need to speak to us regarding a donation you have made. If you have reason to believe that a donation you have made should be refunded, then please contact us to discuss via email at info@beepdoctors.co.uk or telephone 01768 809 535 within 7 working days of your donation and we will be happy to assist you.

Any donation made in relation to sponsored events are not dependent on the fundraiser/s in question completing the event and therefore cannot be refunded if the event or challenge is cancelled or not completed.

Beep Doctors
2022