



## SITE PAYMENT TERMS AND CONDITIONS

### SITE TERMS

- Site Security (SSL Certificate)
- Agreement
- Fahan School trading policies
- Payment Options
- Refunds and cancellations
- Delivery

### SITE SECURITY

The identity of this site has been verified by DigiCert High Assurance CA-3 via heroku.com. Your connection to fahan.herokuapp.com is encrypted with 256-bit encryption SSL certificate. The connection is encrypted using AES\_256\_CBC, with SHA1 for message authentication and DHE\_RSA as the key exchange mechanism. The connection is compressed with DEFLATE.

The presence of SSL means you can rest assured that communications (e.g. credit card numbers) between your browser and this site's web servers are private and secure when the SSL session is activated.

### AGREEMENT

By purchasing event tickets or donating to Fahan School online, you are agreeing to our terms and conditions including our refund policy. Please review the following prior to making your purchase or donation.

### FAHAN SCHOOL TRADING POLICIES

We adhere to all relevant fair trading laws, policies and practices. Find out more at <http://www.consumer.tas.gov.au>

### PAYMENT OPTIONS

How to pay

Once you have made your selection you will be guided through the payment process. The method of payment on our web site is by credit card. We do not capture or store your credit card details, only the authority from our bank that your credit card payment has been approved.

The cards we accept

We accept Visa, Mastercard and American Express cards via a secure payments system which is linked directly to our bank who will authorize all credit card payments. We can accept cards issued in Australia or overseas.

Payment currency

All transactions are processed in Australian dollars.

Receipt

We issue a printed receipt with a copy of the payment information received from our Bank for each order or donation.

Donations of \$2 and more are tax deductible.

### REFUNDS AND CANCELLATIONS

#### Event Ticket Refunds

Event payments are input taxed and are not tax deductible. Payments are processed in Australian dollars and are secured using 256-bit SSL (Secure Sockets Layer) encryption.

1. Refunds

- Events are not refundable.
- In the case of an event being postponed the ticket will remain valid for the rescheduled event.

- If a ticket holder is unable to attend a rescheduled event, the ticket holder may apply in writing or via email to Fahan School for a refund.
- If the event is cancelled a full refund will be available.

## 2. Tickets

- Tickets are not transferable, may not be resold or offered for resale at a premium (including via on-line auction sites) or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services, either by the original purchaser or any subsequent bearer. If a ticket is sold or used in breach of this condition, the ticket may be cancelled without a refund and the bearer of the ticket may be refused admission.
- Tickets purchased via this Website can be collected:
  - o by the credit card holder presenting the card used for the transaction at Fahan School Reception
  - o by printing the ticket at home and presenting the print out at the ticket
  - o by requesting that tickets be mailed to the credit card holder using regular post

## Donation Refunds

### 1. On Line Donations

We thank you for deciding to donate to Fahan School. As your donation is being made online without our assistance/involvement we ask that you complete your details and the amount of your donation carefully.

Donations over \$2.00 are tax deductible, are processed in Australian dollars and are secured using 128-bit SSL (Secure Sockets Layer) encryption.

### 2. Errors in Amount Pledged

Should an error be made in the amount of any donation, the donor has 60 days in which to notify Fahan School of the error. All requests for refunds must be made in writing and directed by:

- email to [enquiries@fahan.tas.edu.au](mailto:enquiries@fahan.tas.edu.au)
- by fax to 03 6225 1263
- by post to Director, Marketing & Communications PO Box 2090, Sandy Bay 7005

The request should have the details of the initial donation including the date, amount, name of the donor, the tax invoice number (if applicable) and the nature of the error.

Any tax invoice issued for the incorrect amount immediately becomes void and invalid, and a new tax invoice will be issued for the amount of the corrected donation.

### 3. Change of Heart Donation

Please note: refunds of the amount pledged to be donated will not automatically be made, simply because you have changed your mind. It is for this reason that we ask that you make your choice to donate carefully. Fahan School is under no obligation to give a refund if an error has been made on your part, but will endeavor to ensure that any genuine errors (such as the amount donated) are rectified. Fahan School reserves the right to deduct any transaction charges for any refund processed onto the donor. Should an error be detected and a request for refund be made after 60 days have expired, Fahan School regrets that it is unable to refund any monies.

### 4. Errors by Fahan School

Of course, should an error be made by Fahan School or its financial institution(s), full refunds will be made immediately upon notification of the error and all costs borne by Fahan School.

## Delivery

All payments made online will be provided with an electronic receipt at time of payment to the email address provided. This receipt will act as your booking confirmation and/or payment confirmation.

## Enquiries

If you would like further information in regards to our refund policy for donations and events, please contact our Director, Marketing & Communications at [communications@fahan.tas.edu.au](mailto:communications@fahan.tas.edu.au) or on 03 6225 1064.