



## ONLINE DONATION TERMS & CONDITIONS

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### How can I request a refund?

If you have made an error in making your donation or have changed your mind about contributing to Skateistan, we will honor your request for a refund within 30 days of your donation if the payment was made on <https://www.skateistan.org/donate>.

To request a refund, please email [donate@skateistan.org](mailto:donate@skateistan.org) and specify the date and payment method you used. Refunds are returned using the original method of payment. If you made your donation by credit card, your refund will be credited to that same credit card.

### What are the terms & conditions for a monthly donation?

By making a recurring donation, you authorize Skateistan to charge your credit card automatically each month. You acknowledge that you have full authority to make this charge to this credit card and this authorization is to remain in full force and effect until:

1. Skateistan has received an online termination activated by yourself, five (5) business days before the next requested charge cycle OR
2. You will send an email to [development@skateistan.org](mailto:development@skateistan.org). You understand that it may take up to three (3) weeks to process any email or written requests from time of receipt at Skateistan, during this time your credit card may be charged.

You also agree to amend your information electronically online, if the card expires. Until these amendments are received your credit card will not be charged and may be rendered inactive.

If your donation is refused by your financial institution for any reason, including over-limit, closed account, insufficient funds, or unauthorized account, Skateistan will not be able to process your donation and may freeze your recurring donation request until you submit updated information to Skateistan.

You understand and agree that you will notify Skateistan by sending an email to [donate@skateistan.org](mailto:donate@skateistan.org) within thirty (30) days if you think the donation has been incorrectly charged to your credit card. Skateistan will correct, as soon as



possible, any direct charges made in error, but you agree not to hold the organization liable for any contingent expenses, related losses or further charges that result from the incorrect charge.

All contributions are made with the understanding that Skateistan has complete control of the donated funds and discretion as to the use of the funds, so that the funds are used to carry out Skateistan's tax-exempt purposes and functions.

### **How does Citizens of Skateistan promotional gear work?**

When you donate 10 US Dollars or more a month, you become a Citizen of Skateistan and you are entitled to receive exclusive Citizens of Skateistan promotional merchandise. Monthly donors between 10 and 40 USD, will receive badges and stickers, donors between 40 and 80 USD will receive a t-shirt, and those donating 80 US dollars a month or more will receive a hoodie. The value of any merchandise or any other item received through the Citizens of Skateistan program will be deducted from your US tax donation receipt. You can email [donate@skateistan.org](mailto:donate@skateistan.org) to request this receipt.

If you would like to join the Citizens of Skateistan as a monthly donor but do not want to receive promotional merchandise, please leave the box labelled "Would you like to receive the exclusive Citizens of Skateistan promotional gear?" unticked, when signing up as a monthly donor.

Due to German tax law we are unable to offer exclusive Citizens of Skateistan merchandise to monthly donors giving in Euro.

## **DONATION PRIVACY AND SECURITY POLICY**

Skateistan takes great care to keep the details you provide for credit card payments confidential and attaches great importance to the protection of your personal data.

For more information about our data protection policy please click [here](#).

### **How can I be certain that my online payment is safe?**

Skateistan takes great care to keep the details you provide for credit card payments confidential (see our Privacy policy). We use Payvision and TransFirst which are online payment systems which ensure an optimum level of security. To prevent fraud, your data is encrypted and then transmitted automatically and directly to the credit card processor. The padlock symbol and the "https" prefix in the address line of your web browser shows that the



connection between you and Skateistan is secure and all of your details will be sent encrypted to our donation processor.

If you prefer, you can make your donation by bank transfer or cheque. For more information please email [donate@skateistan.org](mailto:donate@skateistan.org)

### **How can I ensure that my personal details are not sent to third parties?**

Skateistan takes great care to protect the personal data of its donors. This data is transferred encrypted, stored confidentially, and will not be used by third parties for commercial purposes.

### **How do I know if I am on Skateistan's mailing list?**

To make our administrative processes as simple and as cost effective as possible, when you donate to Skateistan you are given the option whether or not you would like be saved in our system as a Skateistan supporter. This means that you have given us permission to use your e-mail address to send you our newsletter and any other important information, such as updates about how your donation makes a difference. We will never share your email address with anyone else or spam you.

Should you like to be removed from our mailing list, please click the "unsubscribe" from the bottom of the email you receive and you will be immediately be removed from our mailing list.