

# Livermore Music

## Donation and Refund Policy

### I. PURPOSE

The purpose of this policy is to outline Livermore Music's (LM) procedures for effective and ethical acceptance and management of donations.

This policy applies to all donations and to anyone who is involved in the raising and collecting of funds and management of funds donated for LM purposes.

### II. DEFINITIONS

The following definitions apply for the purpose of this policy:

- **Solicitation activity** means all activities undertaken by or on behalf of LM with the aim of receiving donations.
- **Pledge** means a documented commitment to make a donation within a specified period of time.
- **Donation** means voluntary contribution or gift, whether in cash or kind.
- **Earmarked donation** is considered a gift and is not a charitable contribution.
- **Solicited designations** means donations requested for a specific cause. (Restricted donation)
- **Unsolicited designations** means donated funds that the donor designates without having been solicited. (Restricted donation)
- **Restricted donation** refers to any donation given and received for specified purpose that cannot normally be used for any other purpose without the donor's approval. Restricted donations may have an end date.
- **Unrestricted donation** refers to any donation given and received for no specified purpose that can be used at the discretion of LM.
- **Prospect** means a prospective donor, i.e. individual or organization with both the financial capacity and the likely inclination to support LM via donation.
- **Donor** means any person or organization making a donation to LM.
- **Recognition** means actions taken by LM to recognize the generosity of donors, individually or collectively.

### III. POLICY

The principles underpinning this policy are:

1. Transparent and ethical processes for the acceptance and management of donations and solicitation activities;
2. Adequately identifying funds and using them for the purpose which they were provided;
3. Compliance with relevant legislation governing solicitation;
4. All personal information collected is confidential;
5. Utilisation of strategic, uniform, and coordinated approach for the seeking and acceptance of donations.

# Livermore Music

All donations in cash or kind are made to LM with the intention of supporting LM's mission.

No LM board members or volunteers may make formal approaches for solicitation purposes unless coordinated with the Fundraising Committee and approved by the board.

No person representing LM is to engage in speculation about taxation implications or legal status of donation with respect to the potential impact of the donor. LM representatives may state only that donations to LM are tax-deductible. Donors should seek their own independent advice about these matters.

## **IV. SOLICITATION OF DONATIONS**

Members, volunteers and others wishing to undertake the solicitation of donations for LM must first contact the Fundraising Committee. Requests should outline whom they will be approaching and the method they intend to use.

LM requires that the following standards be complied with in any solicitation activities undertaken:

- All statements must be truthful and accurate;
- Include LM's identity and purpose (including Tax ID number and address);
- State what the donations are being collected for and what they will be used for;
- Use of photographs which are misleading that could create a false impression or misunderstanding are not permitted.

## **V. ACCEPTANCE OF DONATIONS**

LM accepts donations via a variety of methods including: cash, check, credit cards, direct deposit, money order, resources, and other approved form of in-kind donations.

LM will process donations and will issue a receipt of donation in a timely manner.

Where an offer of donation is not accepted, the board will determine the appropriate manner in which to convey to the donor LM's decision.

LM accepts donations only under the premise that no material benefit or advantage will be provided to the donor.

No board members, general members or volunteers engaged in activities resulting in or relating to receipt of donations (e.g. solicitation, donor liaison, etc.) on behalf of LM will grant or accept favors for personal gain and they will avoid any real or perceived conflicts of interest.

## **VI. RECORDING AND MANAGING DONATIONS**

LM will receive, process, and bank all donations in a timely manner. Any copies of documentation such as letters, cards, notes, and agreements will be filed appropriately.

Restricted donations will be tracked separately and in accordance with the donor's intent. Whenever possible LM will use the donation in accordance with the original specified purpose and conditions.

# Livermore Music

Where this is not possible, LM will contact the donor to discuss alternative acceptable purposes, or refund.

Unrestricted donations will be used in accordance with LM's mission and published budget.

## **VII. CHEF DONATIONS**

Donations received through CHEF (Community Health and Education Foundation, Inc.) are accepted with the understanding that the donation will be applied to the areas the donor indicated on their pledge sheet. If no pledge sheet is on file, and there is no documentation from the donor, the donation will be considered unrestricted.

Only donations are processed through the CHEF program as any other payment is not allowed due to the donor receiving a donation receipt from CHEF.

## **VIII. BINGO DONATIONS**

Donations received through volunteering at either Granda Supporters Bingo or Livermore Bingo are accepted with the understanding that the donation will be applied to the areas the volunteer(s) indicates on their volunteer agreement.

Donations received by volunteering through these Bingo programs are not tax-deductible and the volunteer will not receive a donation receipt.

## **IX. DONOR MANAGEMENT AND RECOGNITION**

LM will ask for donations in a planned and coordinated way to maximize potential success and discourage inappropriate, ill-considered, or multiple approaches to donors.

Donations should be sought for the program(s) judged most likely to receive a donation from a prospective donor, based on an understanding of the prospective donor's interests.

Once a donation has been received, effective management and appropriate recognition of donor encourages donor loyalty and provides a compelling case for the donor's continued support.

## **X. DONOR'S RIGHTS**

Having regard for those who make donations to LM it is a requirement that the processes for handling donations includes:

- Security measures used to protect the Donor's information (See Confidentiality Policy)
- Those collecting donations (e.g. at fundraising events) are wearing authorized identification stating they are volunteers and are able to produce appropriate identification
- There is a clear statement about the purpose of the fundraising

# Livermore Music

## **XI. REFUNDS**

Donations provided through either the CHEF or Bingo programs are non-refundable.

Any request for a refund of contributions given directly to LM by a donor will be considered and determined on a case-by-case basis.

When a request for a refund is received, an assessment of the reason given for the refund request will be undertaken.