

Donation & Refund Policy

1. Introduction

The Hungarian Culture & Heritage Society (HC&HS) is a UK-registered charity. We rely on the generosity of our supporters to fund our cultural, educational, and community activities. This policy outlines our approach to donations, recurring contributions, and refunds.

2. General Donations

- All donations made to HC&HS are voluntary and non-refundable.
- Donations may be one-off or recurring, and can be made via our website or approved third-party platforms (e.g. Stripe).
- We issue electronic receipts for all donations. Donors eligible for Gift Aid may opt in, allowing us to reclaim additional funds from HMRC.

3. Errors and Duplicate Donations

- If you believe a donation was made in error or duplicated, please contact us within 14 days of the transaction.
- We will investigate promptly and, if appropriate, issue a refund.

4. Refunds for Events or Products

- Tickets or merchandise sold directly by HC&HS may be refundable subject to the terms provided at the time of sale.
- Where events are booked via external providers, their refund policies will apply.

5. Recurring Donations and Cancellations

- Donors can cancel recurring payments at any time via their payment provider or by contacting us.
- Cancellations will take effect before the next scheduled payment, provided at least 5 working days' notice is given.

6. Contact Us

For donation-related queries or refund requests, please contact:

Email: info@hchs.org.uk

Postal: Hungarian Culture & Heritage Society, 20 Coopers Court, Church Road, London, W3 8PN