



Fundraising, Donor and Refund Privacy Policy



Executive Director Approval

September 10, 2017

Review Date

Introduction

A Child's Haven (ACH) is a nonprofit agency committed to providing services to children and families in Greenville County of South Carolina. All donations solicited on behalf of the agency shall be used to further this mission and follow the policies and procedures outlined below.

Fundraising Policy

Funds shall be solicited in a respectful manner and without pressure. All third parties not directly affiliated with ACH who wish to solicit funds on behalf of the agency must acquire written permission from the ACH development office prior to beginning any fundraising activities. Donor-designated restrictions on contributions shall be honored. A Child's Haven is a non-profit 501 (c)(3) agency and contributions made to the agency are tax deductible to the fullest extent of the law. Written tax receipts shall be issued for all donations. If the donor receives anything in exchange for their donation, such as a dinner or event admission, the tax receipt shall clearly state what portion of the donation is tax deductible. At the beginning of each calendar year, if requested by donor, ACH shall provide its donors with written documentation of all tax-deductible gifts received during the prior calendar year.

Fundraising Procedures

Upon receipt, all monetary donations are opened and reviewed by the Development Director, forwarded to the volunteer coordinator for coding and recording purposes. After funds have been accounted for by the appropriate staff, a written transmittal, check copies, cash receipts, and any other correspondence accompanying the gift shall be circulated through the finance department. A report is forwarded to the finance director each time a batch is entered into the tracking system. Donations are acknowledged by the development department. All monetary donations are recorded and deposited according to accounting procedures. All donor-designated restrictions shall be communicated to the accounting department so that they may be recorded and governed appropriately. All requests for donors to remain anonymous shall be honored by flagging the gift in the donor database as appropriate. All in-kind gifts that are accepted by ACH shall be recorded and acknowledged according to development and accounting procedures.

Donor Privacy Policy

Any information supplied to A Child's Haven by donors will be used solely to fulfill their donation and shall not be shared for any reason unless permission is granted by the donor to share such information. All requests to remain anonymous shall be honored. ACH does not sell or share donor lists. Donors who supply ACH with their postal address or email address may be contacted periodically for solicitation purposes and/or with information regarding upcoming events. All donors have the option of being placed on a "once-a-year" mailing list which grants ACH permission to contact them only once per year. Donors may request to be permanently removed from ACH's mailing list by contacting us via email, phone or postal mail. All requests to be removed from ACH's mailing list shall be honored.

Donor Refund Policy

For donations made through our website, if you have made an error or change your mind about contributing to A Child's Haven, **we will honor your request for a refund made within 15 days of your donation.**

To request a refund, call +1 (864) 298.0025 ext. 2032. **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. If you did not make your donation on our website, please call our office or send a request in writing to Development Director at 20 Martin Drive, Greenville, SC 29601.