

Refund Policy

Women's Health and Action Research Centre (WHARC)

1. Purpose

This policy establishes clear and transparent guidelines for issuing refunds related to WHARC's programmes, services, and transactions. It ensures fairness, accountability, and consistency in handling refund requests.

2. Scope

This policy applies to all payments made to the Women's Health and Action Research Centre (WHARC) for its various activities and services

3. General Policy

- WHARC operates a **no-refund policy** once services have been rendered or participation confirmed, except in cases of WHARC-initiated cancellation or significant change in programme delivery.
- Refunds will only be considered if:
 - The event, service, or publication is cancelled or postponed by WHARC.
 - A payment error or duplication occurred.
 - The applicant withdraws participation with valid written notice within the specified period.

4. Refund Requests

- All refund requests must be submitted in writing to WHARC via the official email address, stating the reason and proof of payment.
- Requests will be reviewed by the Finance Department and approved by WHARC management before processing.
- WHARC reserves the right to reject refund requests that do not meet the stated criteria.

5. Processing and Timelines

- Approved refunds will be processed within 14 working days of confirmation.
- Refunds will be made through the original payment method or another approved method agreed upon with the payee.
- Bank or transaction charges incurred during refund processing will be deducted where applicable.

6. Non-Refundable Items

The following payments are non-refundable:

- Completed training or event participation fees
- Processed publication fees (where editorial review or production has commenced)
- Donations and grants
- Administrative or bank charges

7. Compliance and Record-Keeping

All refund transactions shall be documented and retained in WHARC's financial records in line with accounting and audit requirements.

8. Review and Updates

This policy shall be reviewed annually or as required to align with WHARC's financial procedures and operational realities.

Policy Approved By: Board of Trustees

Date: November 3, 2025