



## Payment & Refund Policy

GNM Rotary Club (ABN: 36 761 061 083) can be contacted via:

- e-mail: [treasurer.gnmrotaryclub@gmail.com](mailto:treasurer.gnmrotaryclub@gmail.com)
- Facebook <https://www.facebook.com/Global-Nurses-and-Midwives-Rotary-Club-104409994868631>
- mail to: PO Box 8606  
BARGARA QLD 4670

The GNM Rotary Club abides by Australian Consumer Law and as such ensures your rights are protected. For more information visit [ACL Website](#).

### Online payment

The GNM Rotary Club uses the eWAY Payment Gateway for processing of online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the internet.

All online credit card transactions performed on our site using the eWAY gateway are secured:

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by the Rotary Club or any outside party.
- eWAY secures all customer and credit-card data with military-grade software and servers, and the highest level of encryption available.
- eWAY is an authorised third party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by the Club (Bendigo Bank).

For more information about eWAY and online credit card payments, please visit [www.eWAY.com.au](http://www.eWAY.com.au).

### Membership

Members are invoiced in June and December of each year for their membership of the GNM Rotary Club for the next 6-month period. Members are required to pay 50% of the annual membership fee prior to the start of each 6-month period. With the agreement of the Treasurer, members may pay the membership fee on a monthly basis. The membership fees are reviewed in May/June of every year as part of setting the Club's budget setting process.

As this is a global club a tiered fee structure has been developed which takes into account the income variation across nations. For more detail refer to [Membership Fee Structure](#).

Invoices for membership fee will be generated and emailed out of Club Runner. Members can log into Club Runner to view their accounts or money owed. Statements will be provided to any member on request or any other time that the Treasurer considers appropriate. Members are not charged for the provision of a statement.

Membership fee payments can be made to GNM Rotary Club via:

- Direct Debt to our club's operational bank account:
  - Bendigo Bank: BSB: 633 000  
Account Number: 180669889
- eWAY transaction via our club's website

The GNM Rotary Club is invoiced by Rotary International and the Rotary District each year on a per capita (membership) basis and most of the membership fee is applied towards these charges. As neither Rotary International or the Rotary District will refund payments should a Rotarian cease to be a member of the GNM Rotary Club, the Club does not refund membership fees should a member cease to be a member for any reason. This standard practice for all Rotary Clubs world-wide and forms part of the terms and conditions of membership with Rotary.

However, the GNM Rotary Club will, if requested, facilitate the transfer of a financial member to another Rotary club. It is a decision of that other Rotary club as to what credit the transferring member should receive in respect of their membership.

## **Donations**

Donations to the GNM Rotary Club can be made by any of the following methods:

- Cash to the Treasurer
- Cheque made payable to the GNM Rotary Club
- Direct debt to our club's Donation bank account:
  - Bendigo Bank: BSB: 633 000  
Account Number: 180 669 913
- eWAY transaction via our club's website

Please specify whether you would like your donation directed to a specific project. Non-specific donations will be directed to a project or the Rotary Foundation at the discretion of the current Leadership team.

All Donations will be acknowledged by receipt from the Treasury Team and eWAY with funds being directed to the project specified by the donor.

If you have made a donation in error or require a refund, please contact the Treasury Team as soon as possible on [treasurer.gnmrotaryclub@gmail.com](mailto:treasurer.gnmrotaryclub@gmail.com) to discuss issue and refund options. Refund will usually be via method donation received.

## **Event Pricing and Payment**

The GNM Rotary Club will invite members and their guests to club events throughout the year. All events will be advertised on the Club website, in the Club Bulletin and by email to all financial members. The price for the event will be set out in the invitation.

Members are required to register for all events via the GNM Rotary Club website. They will receive email advice of their registration and if paying by credit card, will receive an email confirming payment.

While not preventing the Club from hosting other events, major events of the Club during the year are likely to be:

- Club birthday in November
- Changeover of Club officers in June
- District Governor's Official Visit in the first half of the financial year
- Christmas function in December

Refunds for our events are permitted in the following cases:

- Event cancelled, postponed, or rescheduled.
- Overcharges due to key entry errors on the website.
- Withdrawal requests from the event up to 14 days prior to the event or notified cut off date.

Requests for refunds must be received in writing stating the reason for the request and amount to be refunded. Requests for refunds should be sent to [treasurer.gnmrotaryclub@gmail.com](mailto:treasurer.gnmrotaryclub@gmail.com) via e-mail, our contacts page or by regular mail. The refund will then be processed and money refunded to the credit card the original amount was paid from.

### **Merchandise:**

The Club has a limited number of GNM Rotary Club specific merchandise available for purchase. Members can express interest in purchasing this merchandise via email to [president.gnmrotaryclub@gmail.com](mailto:president.gnmrotaryclub@gmail.com). If merchandise in stock an invoice will be generated and emailed out of Club Runner. Members can log into Club Runner to view their accounts or money owed.

Payment can be made via:

- Direct Debt to our club's operational bank account:
  - Bendigo Bank: BSB: 633 000  
Account Number: 180669889
- eWAY transaction via our club's website

Merchandise will be posted within 7 days of receipt of payment.

If the merchandise is not fit for purpose or a size exchange required, then the purchaser must email GNM Rotary Club Treasury Team via [treasurer.gnmrotaryclub@gmail.com](mailto:treasurer.gnmrotaryclub@gmail.com) within 14 days of receipt of the merchandise stating reason for refund of exchange.

The merchandise must:

- be returned within 28 days of receiving your order.
- be unworn and unwashed.
- Be returned your own cost. You must keep your proof of postage until you have received your refund, just in case your order is lost on its way back to us.
- Refund will usually be via method donation received.