

## Terms and Conditions

All prices are in Australian dollars (AUD) and include GST (Goods and services tax) where applicable.

Prices are updated when price changes are received.

## Training Courses

1. Cancellation policies for specific courses may apply to override this general policy.
2. Enrolment is accepted on the basis that FVSRG will not be held liable for costs incurred due to course cancellation or rescheduling. FVSRG will use all endeavours to give as early advice as possible of any course changes, and the above cancellation conditions will not apply where the FVSRG cancels any training course.

## Donations

### Online Donations

We thank you for deciding to donate to FVSRG. As your donation is being made online without our assistance/involvement we ask that you complete your details and the amount of your donation carefully as it involves a substantial amount of administrative time to deal with and rectify any errors.

### Errors in Amount Pledged

Should an error be made in the amount of any donation, the donor has 60 days in which to notify FVSRG of the error. All requests for refunds must be made in writing and directed by email to [admin@searescue.com.au](mailto:admin@searescue.com.au), or by post to [Fremantle Volunteer Sea Rescue Group Inc. P.O Box 334, Fremantle WA 6959](#) The request should have the details of the initial donation including the date, amount, name of the donor, the tax receipt number and the nature of the error.

Any tax receipt issued for the incorrect amount immediately becomes void and invalid, and a new tax receipt will be issued for the amount of the corrected donation.

### Change of Heart on Donation

Please note: refunds of the amount pledged to be donated will not automatically be made simply because you have changed your mind. It is for this reason that we ask that you make your choice to donate carefully. FVSRG is under no obligation to give a refund if an error has been made on your part, but will endeavour to ensure that any genuine errors (such as to the amount donated) are rectified.

FVSRG, which is a non-profit organisation, reserves the right to deduct any bank or transaction charges for any refund processed onto the donor. Should an error be detected and a request for refund be made after 60 days have expired, FVSRG regrets that it is unable to refund any monies.

### Errors by Us

Should an error be made by FVSRG, full refunds will be made immediately upon notification of the error and all costs borne by FVSRG.

## Privacy Policy in relation to e-commerce

FVSRG is dedicated to keeping your details private. Any information, we collect in relation to you, is kept strictly secured. We do not pass on/sell/swap any of your personal details with anyone. FVSRG uses cookies to allow you to login to your account and book courses. Cookies sent to your computer from FVSRG only last while you're browsing our website. We do not store persistent cookies on your computer.

Whenever you use our web site, or any other web site, the computer on which the web pages are stored (the Web server) needs to know the network address of your computer so that it can send the requested web pages to your Internet browser. The unique network address of your computer is called its "IP address," and is sent

automatically each time you access any Internet site. From a computer's IP address, it is possible to determine the general geographic location of that computer, but otherwise it is anonymous.

We do not keep a record of the IP addresses from which users access our site except where you have specifically provided us with information about yourself, in which case we also record your IP address for security purposes. An example of this would be when proceeding to a checkout to finalise an order you may wish to make. After completing the form provided, your IP address will be stored along with a transaction number that allows us to track your order. Refer to the website privacy policy.

## **Security Policy**

When donating to FVSRG your financial details are passed through a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology. 128-bit SSL encryption is the current industry standard.

If you have any questions regarding our security policy, please contact our IT Officer on [itofficer@searescue.com.au](mailto:itofficer@searescue.com.au).