Donations and Refund Policy

Tina's Trust | Scottish charity number SC054353

Effective date 12/10/2026 | Review date 12/10/2027

How donations help

Tina's Trust is an entirely volunteer-run Scottish charity providing grants to UK families caring at home for someone with early onset FTD. Donations support our charitable purposes. Trustees receive no salary for their charity role. Necessary operating and fundraising costs, payment fees and any properly approved expenses may be met from charity funds.

Unless we expressly accept a donation for a restricted purpose, it supports our charitable purposes generally. If a particular appeal has a target, we explain what will happen if it raises more or less than needed, or if its purpose cannot be achieved. We do not automatically redirect restricted donations to another purpose; we follow the appeal terms and applicable law.

Payment methods and donor information

Donations can be made in cash, bank transfer, through justgiving.com, or card payment. Payment processing fees may reduce the net amount we receive. Do not email full card details. Our Privacy Policy explains how we use donor information.

We aim to treat donors respectfully and do not place pressure on anyone to give. We may decline a donation where accepting it would be unlawful, inconsistent with our purposes or otherwise contrary to the charity's interests. If there are concerns about an illegal source, we seek appropriate advice before returning funds or contacting the donor.

Refund requests

If you believe a payment was duplicated, entered incorrectly, made without authority or processed in error, contact tinastrust2025@gmail.com as soon as possible. Include the date, amount, payment method and transaction reference if available. Please do not send full card details. We aim to acknowledge requests within five working days and explain the outcome or progress within 28 days.

Donations are generally gifts and do not carry the same cancellation rights as purchases. We consider refund requests individually and return money only where legally permitted or required, following any necessary checks or approvals. This policy does not limit statutory refund rights or payment-provider rights. If a refund is authorised, we normally return it through the original payment method; provider processing times may apply.

For donations made through another platform, you may also need to contact that provider. If a refunded donation has been included in a Gift Aid claim, we make the appropriate correction.

Gift Aid

HMRC recognition is pending. Where we are eligible to claim Gift Aid and the donation qualifies, a valid declaration can allow us to claim an additional 25p for each £1 donated at no extra cost to the donor.

The donor must have paid enough UK Income Tax and/or Capital Gains Tax to cover the Gift Aid claimed by all charities and community amateur sports clubs on their donations in that tax year. The donor is responsible for any shortfall. Tell us if your name or address changes, you want to cancel a declaration or you no longer pay enough tax. Company donations do not qualify for Gift Aid, and payments for merchandise or tickets are not treated as ordinary Gift Aid donations.

Merchandise and complaints

Merchandise purchases and event tickets are separate from donations. Applicable consumer rights and any published sales or booking terms apply; this donations policy does not remove those rights. Contact tinastrust2025@gmail.com about a purchase or event payment. For fundraising concerns, follow our Complaints Policy, including the external referral route where appropriate.