



National Coastwatch

EYES ALONG THE COAST

DONATIONS – REFUND POLICY

CAN I GET A REFUND ON MY DONATION?

Our supporters are extremely important to our charity. Without your help and support we just couldn't carry on delivering and developing our important work supporting the Coastguard, RNLI and other emergency services in saving lives along the coastline.

At the National Coastwatch Institution, we work hard to make sure our donation process is simple, with the aim of making donating as hassle-free as possible. However, we understand that errors can happen.

Like all registered charities, we are restricted by charity law, which means we are not permitted to refund donations, other than in very specific circumstances.

As always, we appreciate your donations and support, and we recognise that there may be an occasion when you need to speak to us regarding a donation you have made.

If you have reason to believe that a donation you have made should be refunded, then please contact us to discuss:

via email at admin01@nci.org.uk

or telephone 0300 111 1202

within 7 working days of your donation and we will be happy to assist you.

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