

Donation Refund Policy

The Eden Foundation values highly their donors and supporters and in return our aim is to provide the community the highest standard of service. Under UK charity law (The Charities Act 2011) we are not obliged to refund donations other than in extenuating circumstances. We understand that there are situations where the refund request will require further consideration and we will endeavour to do so.

If you feel you are entitled to a refund and would like to discuss this matter further, please email us at enquiries@theedenfoundation.org.uk and we will be happy to assist and provide any further information in relation to the enquiry. Processing a refund request will usually take between 7-10 working days. Any refunds granted will be done at the discretion of The Eden Foundation.