



## **Donation Terms & Conditions**

The Asia Pacific Hospice Palliative Care Network (APHN) operates as a registered charity in Singapore (Registration No. 01713). Notably, APHN is not designated as an Institute of a Public Character (IPC). The following are the Terms and Conditions that oversee every utilization of the donation services accessible through our website.

These Terms and Conditions are applicable individually to each individual donation transaction. Upon confirming your intention to make a donation on the website, you thereby acknowledge and consent to abide by these Terms and Conditions specific to that particular donation.

### **(1) The Donation Service**

We deeply appreciate your generosity, and we assure you that your donation will be utilised effectively. Our commitment is to direct your contribution towards a cause that aligns with your interests. Each item requested by the program reflects specific needs, and all donations will be dedicated to providing assistance as outlined on the donation page. In rare instances where the total donations surpass the requirements of the selected program, we retain the right to redirect the excess funds to other programs listed on the donation page with urgent needs.

Upon confirming your donation through our website, the transaction will be securely processed by our payment services provider, Stripe. Your confirmation implies authorisation for Stripe to request funds from your credit or debit card provider. Please note that Stripe will process your donation in US dollars.

### **(2) Tax Exemption**

We are not an approved Institution of a Public Character (IPC) and are not authorised to issue tax deduction receipts for donations received.

### **(3) Information From You**

Before initiating the donation process, it is imperative that you furnish us with (i) your name and contact details, including your phone number and email address, and (ii) the credit or debit card details intended for funding the donation, which will be securely handled by our payment provider, Stripe. This information is vital for the seamless processing of your donation, and it is your responsibility to ensure its accuracy.

Please familiarise yourself with and comprehend Stripe's distinct terms and conditions, as they differ from our own. This understanding is crucial to ensuring your comfort with how they will handle your personal data before proceeding with your donation.

Rest assured, we will not disclose your personal details to any third party, except as specified in the APHN PDPA Policy. The APHN PDPA Policy is an integral component of these Donation Terms and Conditions. By agreeing to these Terms and Conditions, you also assent to the manner in which we utilise and safeguard your personal information in accordance with our PDPA Policy.

To facilitate your involvement, we will provide access to a secure, password-protected electronic donation account accessible through our website.

### **(4) Unauthorised Card Use**

In the event that you discover any fraudulent activity involving your card or if it is lost or stolen, it is imperative that you promptly notify your card provider.



We are committed to ensuring the security of your donations. In cases where we investigate and ascertain that the donation was unauthorised, and there is no evidence of fraudulent, intentional, or extremely careless actions on your part or by anyone authorised by you, we will proceed to initiate a refund.

#### (5) Refund Policy

All donations are non-refundable.

But if you have made an error in your donation, please notify your card provider immediately. In exceptional circumstances, we may consider authorising a refund, though we reserve the right to apply a fee before processing the refund. To request a refund, kindly contact us within three working days from the date of your donation via email at [aphn@aphn.org](mailto:aphn@aphn.org), by phone at +65 6235 5166, or by post at APHN Secretariat, c/o Division of Supportive & Palliative Care, National Cancer Centre Singapore, 30 Hospital Boulevard, Level 23, Singapore 168583.

#### (6) Links To Other Sites

While navigating our website, you may encounter links leading to other websites. It's important to note that these links are provided for informational purposes, and their presence should not be construed as an endorsement, approval, or agreement with the content found on those external sites.

#### (7) Disclaimer

The website is provided on an 'as is' and 'as available' basis, without any warranties, whether express or implied, statutory or otherwise. Your use of the website is undertaken solely at your own risk.

To the fullest extent permitted by law, we disclaim any and all other warranties, including, but not limited to:

(a) the accuracy, correctness, reliability, timeliness, non-infringement, title, merchantability, or fitness for any particular purpose of the website or any part thereof, including hyperlinks to or services from other parties; and/or

(b) any assurance that the website will be uninterrupted or error-free, or that defects will be corrected or that it is and will remain free of all viruses and/or harmful elements.

#### (8) Limitation Of Liability

We are not liable for any impact on you resulting from the failure of any service or any damage or loss of any kind associated with the use of the website, including issues related to access, denial of access, restricted access, modification, suspension, and/or discontinuation of the website.

Without limiting the generality of the above, we are not responsible for any defect, default, deficiency, or malfunction in any device, computer, internet service provider, or telecommunication system or network. This includes potential threats such as viruses, malicious software, or denial-of-service attacks that may affect your use of the website.

By using the website, you agree to waive any right to sue APHN for damages and/or losses related to your use of the website.



(9) General

We retain the right to modify these Terms and Conditions at any time. Our failure to exercise or any delay in exercising any right or power under these Terms and Conditions shall not constitute a waiver of such rights or powers.

(10) Invalidity

In the event that any provision in these Terms and Conditions is deemed illegal, invalid, or unenforceable, either in whole or in part, under any enactment or rule of law, that specific provision or part shall be considered as not forming part of these Terms and Conditions. However, such a determination shall not impact the legality, validity, and enforceability of the remaining provisions in these Terms and Conditions.

(11) Contracts (Rights of Third Parties) (Cap. 53B)

A person who is not a party to these Terms and Conditions has no rights under the Contracts (Rights of Third Parties) (Cap. 53B) to enforce any of these Terms and Conditions.

(12) Governing Law

These Terms and Conditions shall be governed by and construed in accordance with Singapore law.