

LBIF REFUND POLICY

Effective Date: April 1, 2026

Organization: Long Beach Island Foundation of the Arts and Sciences (“LBIF”)

Website: <https://lbifoundation.org>

LBIF is committed to the transparent and fair treatment of donors, members, registrants, ticket purchasers, and program participants. This Refund Policy explains when payments may be refunded and how refund requests are handled.

1. GENERAL POLICY

As a charitable nonprofit organization, LBIF treats contributions as final once received, except as stated in this Policy, required by law, or approved by the President or Executive Director in exceptional circumstances.

We may issue refunds in order to correct errors, address duplicate charges, honor restrictions stated at the time of solicitation, or respond to event, membership, or program cancellations.

2. CHARITABLE DONATIONS

A. Unrestricted Donations

Unrestricted charitable donations are generally nonrefundable.

B. Duplicate or Erroneous Donations

A donation will be refunded if:

1. the donor made a duplicate payment;
2. the payment was made in the wrong amount;
3. the payment was made without authorization; or
4. the donor timely notifies LBIF of a clear processing error.

To request a refund for a duplicate or erroneous donation, the donor must contact LBIF within **thirty (30) days** of the charge date.

C. Restricted Donations

If LBIF accepts a donation for a specific restricted purpose and later determines that it cannot use the funds for that purpose, LBIF may either:

1. seek the donor's written consent to redirect the donation to a substantially similar purpose; or
2. refund the donation, if legally appropriate and administratively feasible.

D. Refused or Returned Donations

LBIF reserves the right to refuse, return, or refund any donation where acceptance would be inconsistent with the organization's mission, gift acceptance policies, legal obligations, or administrative capacity.

3. MEMBERSHIP DUES

A. Annual Memberships

Membership dues are generally nonrefundable once paid.

B. Duplicate or Erroneous Membership Payments

Duplicate or erroneous membership payments may be refunded if reported within thirty (30) days of the charge date.

C. Membership Benefits Already Used

If a member has already used material membership benefits, LBIF may deny the refund or issue only a partial refund, as determined in its sole discretion.

4. EVENT TICKETS AND REGISTRATION FEES

A. Canceled Events

If LBIF cancels an event, registrants and ticket purchasers will be offered one of the following, as determined by LBIF and disclosed at the time of cancellation:

1. a full refund or
2. the option to convert the payment into a charitable contribution, if the payer affirmatively elects to do so.

B. Postponed or Rescheduled Events

If an event is postponed or rescheduled, LBIF may offer:

1. ticket transfer to the rescheduled date or
2. a refund request window of fifteen (15) days after notice of rescheduling.

C. Purchaser Cancellations

Unless otherwise stated in event-specific terms, ticket purchases and registration fees are nonrefundable if the purchaser cancels or does not attend.

D. Partial Refunds

If an event includes meals, merchandise, or other goods or services that have already been committed or delivered, LBIF may issue a partial refund only.

5. CLASSES, PROGRAMS, CAMPS, WORKSHOPS, AND SIMILAR ACTIVITIES

A. Classes, Workshops, program refunds:

There are no refunds for cancellations made fewer than two (2) business days before the start date.

B. Camp Refunds and Withdrawals:

A refund can only be provided if the camp week is over 30 days out and ONLY if there is a waitlist. All cancellations are subject to a \$25.00 administrative fee per camp. No refunds will be offered if the date of the registered camp week has passed.

Withdrawal requests due to illness or emergency will be considered on a case-by-case basis, however, refunds, changes, or substitutions will NOT be given for individual days of absence.

6. MERCHANDISE SALES

Refunds for merchandise sold by LBIF are available only if the item is:

1. defective;
2. materially different from what was ordered; or
3. not delivered.

Refund requests for merchandise must be made within ten (10) days of delivery. Returned merchandise must be unused and in original condition unless defective.

Shipping charges are nonrefundable unless the error was caused by LBIF.

7. RAFFLES, AUCTIONS, AND CHANCE-BASED FUNDRAISING

Payments for raffle tickets, auction bids, paddle raises, and similar fundraising transactions are nonrefundable, except in cases of duplicate payment, billing error, or cancellation of the fundraising activity.

If goods, services, or benefits are provided in connection with the payment, LBIF will handle any refund consistently with the terms disclosed for that activity.

8. TAX ACKNOWLEDGMENT TREATMENT

If a payment is refunded, LBIF may revise, void, or decline to issue any related donation acknowledgment or tax receipt.

If only part of a payment is refundable because goods or services were provided, LBIF may issue a revised acknowledgment reflecting the corrected charitable amount.

9. HOW TO REQUEST A REFUND

Refund Requests should be emailed to:

- Camp refunds: Camp Director camp@lbifoundation.org
- All other refund requests: office@lbifoundation.org

All refund requests must include:

1. Email Subject line: Request for Refund
2. Payer's full name;
3. Payment date and amount;
4. Payment method used;
5. Reason for the refund request; and
6. Any supporting documentation reasonably requested by LBIF.

10. REVIEW AND PROCESSING

LBIF will review refund requests in good faith and respond within fifteen (15) business days after receipt of all necessary information.

Approved refunds will generally be issued to the original payment method. If that is not possible, LBIF may issue the refund by check or another reasonable method. Any card processing fees are not refundable.

11. ADMINISTRATIVE DISCRETION

LBIF reserves the right to make exceptions to this Policy in extraordinary circumstances, including illness, family emergency, fraud prevention, donor relations concerns, or legal compliance considerations.

Any exception above \$500 must be approved by the President or Executive Director.

12. NO WAIVER

Failure by LBIF to enforce this Policy in one case does not waive its right to enforce the Policy in any other case.

13. NEW JERSEY CHARITABLE SOLICITATION DISCLOSURE

Where required by New Jersey law, LBIF's written or printed solicitations, tickets, receipts, or reminders will include the following statement:

"INFORMATION FILED WITH THE ATTORNEY GENERAL
CONCERNING THIS CHARITABLE SOLICITATION AND THE
PERCENTAGE OF CONTRIBUTIONS RECEIVED BY THE CHARITY

DURING THE LAST REPORTING PERIOD THAT WERE DEDICATED TO THE CHARITABLE PURPOSE MAY BE OBTAINED FROM THE ATTORNEY GENERAL OF THE STATE OF NEW JERSEY BY CALLING 973-504-6215 AND IS AVAILABLE ON THE INTERNET AT www.njconsumeraffairs.gov/charities. REGISTRATION WITH THE ATTORNEY GENERAL DOES NOT IMPLY ENDORSEMENT."