



RECURRING DONATION CANCELLATION POLICY

Effective Date: 01/04/2026

At The Gem Project NPC, we are deeply grateful for the ongoing support of our donors. This policy outlines how cancellations of recurring (monthly / scheduled) donations are handled via our website.

1. Recurring Donations

By signing up for a recurring donation on our website, you authorise The Gem Project NPC to process automatic donations at the agreed frequency and amount using your selected payment method.

Recurring donations may include, but are not limited to:

- Monthly donations
- Fixed-term recurring donations
- Ongoing sponsorship contributions

2. Cancellation by Donor

Donors may cancel a recurring donation at any time, without penalty.

Cancellations can be made by:

- Using the cancellation or donor portal link provided in your confirmation email (if applicable), or
- Contacting us directly at finance@gemproject.co.za

To ensure your cancellation is processed before the next billing cycle, we request that cancellation notifications be submitted at least 3 business days before the next scheduled debit.

3. Effect of Cancellation

- Once cancelled, no further recurring charges will be processed.
- Any donations already successfully processed prior to cancellation will not be refunded, unless required by law or due to a billing error.

4. Failed or Rejected Payments

If a recurring donation payment fails or is rejected:

- We may attempt to process the payment again
- If repeated failures occur, the recurring donation may be automatically suspended or cancelled

You are welcome to reactivate your donation at any time.



5. Changes to Donation Amount or Frequency

Donors wishing to:

- Change the donation amount
- Update billing details
- Adjust donation frequency

may do so by contacting us at [email address] or via the donor portal (if available).

6. Refunds

Recurring donations are voluntary contributions and are generally non-refundable.

Refunds will only be considered:

- Where a duplicate or erroneous charge has occurred
- Where required by applicable law

Requests for refunds must be submitted in writing to [email address] within a reasonable time after the charge.

7. Third-Party Payment Processors

Recurring donations are processed securely through third-party payment providers. The Gem Project NPC does not store or process your card or banking details directly.


Cancellation or billing timelines may be subject to the terms of the payment provider used.

8. Contact Details

For cancellations, changes, or questions regarding recurring donations, please contact:

The Gem Project NPC

 finance@gemproject.co.za

 +27 41 364 1220