Donation Terms & Conditions

Recurring card payment

A recurring card payment (also known as a Continuous Payment Authority or CPA) is set up by the merchant, Save the Children Fund ("Save the Children"), on your account using your debit or credit card details. As part of this process, Save the Children is requesting your permission ("standing authority") to take payments as and when they're due. Save the Children manages recurring card payments in line with the Payment Services Regulations 2017.

Payments

You confirm you are the account holder and the only person required to authorise payments on this account.

Your first donation will be taken immediately, and then on the date, at the frequency and for the amount agreed, as per your confirmation email or letter. This authority will continue indefinitely until cancelled by you or us.

If the donation is declined due to an issue with your account, for example insufficient funds, Save the Children will re-attempt to take the donation within thirty (30) calendar days of the original payment date.

If Save the Children is unable to take the donation on the donation date for any other reason, Save the Children will attempt to take the donation within thirty (30) calendar days of the original payment date.

In either of the above scenarios, your monthly donations will continue as per the payment date agreed.

Refunds

Under charity law, charities are only able to refund donations in very exceptional circumstances. In these circumstances, Save the Children's Refund Policy will be followed. Please contact our Supporter Care team if you wish to discuss a refund.

Cancellation

You can cancel your donation at any time. You can do this by contacting our Supporter Care team at supportercare@savethechildren.org.uk or on 0207 012 6400.

You must contact us **at least five working days** in advance of your next donation date. If you contact us outside of this timeframe, we will endeavour to cancel your donation, but this may not be possible, and the next donation may be taken. If we take any unauthorised donations after we have confirmed your cancellation, you will be entitled to a refund.