



# Galway International Arts Festival

## DONOR'S CHARTER

The following Donor's Charter has been created in line with guidance from The Charities Regulator in Ireland and aims to comply with its Guidelines for Charitable Organisations Fundraising from the Public. For more information, see the GIAF Fundraising Policy, available [here](#).

Galway International Arts Festival honours the rights of all donors and endeavours to build mutually beneficial, respectful and fair relationships with them. To this end, the organisation promises the following to all its donors:

### **Respect**

- ✓ The dignity, autonomy and privacy of all donors, beneficiaries and members of the public will be respected at all times by the organisation's fundraising professionals and by members of its staff and Board of Directors.
- ✓ Those engaged in fundraising will not place undue pressure on individuals to donate or continue donating.
- ✓ Special consideration will be provided for any donor deemed to be vulnerable or in any way needing additional support so they may make an informed decision.
- ✓ Any promotional material in which donors are presented will be created and marketed with full permission from the donors as to the use of their words and likeness and will be carried out in a respectful manner.

### **Honesty and Integrity**

- ✓ Fundraising staff at Galway International Arts Festival are committed to conducting businesses in a truthful and accurate way that best represents the interests of the organisation and its donors.
- ✓ Donors have the right to know if the fundraiser is a staff member, trustee, third party or volunteer.
- ✓ All donations made to Galway International Arts Festival will be used for the purpose(s) for which they were intended by the donor, who has the right to make an informed decision about his or her donation based on forthright communication from the fundraising professional and all publicly available information.
- ✓ All communications regarding fundraising shall be presented in as clear and honest a way as possible to donors and to the general public.

## **Transparency and Accountability**

- ✓ Galway International Arts Festival takes full responsibility for its fundraising activities and endeavours to state this clearly in its Fundraising Policy. This document also contains the organisation's procedure to address enquiries, issues and concerns.
- ✓ The organisation will inform all donors of the cause of which any fundraising is occurring and how their donations will be used.
- ✓ GIAF is contactable in a number of ways during normal business hours, including by phone, email and in person, details of which are on the GIAF website.