PAVILION THEATRE

www.pavliontheatre.ie

Name of Policy	Fundraising Donor Charter
Policy Owner:	Head of Finance & Compliance
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Directors: M. Hanafin (Chairperson), F. Curran, T. Moylan, C. O'Leary, H. McCowen, P. Kennedy, O. Roe, Cllr. M. Fayne, Cllr. F. McNamara, Cllr. M. Clark, C. Cusack, C. Chapman

Registered Name: The Pavilion Theatre Management Company CLG
Registered Address: Marine Road, Dún Laoghaire Co. Dublin
Company Registered Number: 314064 | Charity Number: 20042578

Pavilion Theatre Donor Charter

Pavilion is deeply grateful for the generous support provided by our patrons. Your donations are vital to our mission of presenting high-quality artistic experiences and supporting our Artistic Development Programme.

This Donor Charter outlines the commitments of the Pavilion Theatre to you, our valued donor, as we strive to uphold the highest standards of integrity, respect, and transparency in all our fundraising activities, in line with the Charities Regulator's Guidelines for Fundraising.

Our Commitments to You

As a donor to the Pavilion Theatre, you have the right to expect the following:

1. Clarity and Transparency

- **Mission:** To be informed of the Pavilion Theatre's mission, how your donation will be used, and the specific charitable purpose it supports (i.e. Artistic Development).
- **Fundraiser Status:** To know that all individuals soliciting Patron Donations on behalf of the Theatre are direct employees and that we do not use third-party agents for this purpose.
- **Accountability:** To have access to the Theatre's most recent financial reports and annual updates demonstrating the impact of your contributions on the Artistic Development Programme.

2. Respect and Integrity

- **Voluntary Donation:** To know that all donations are voluntary, and to be treated with respect at all times, without undue pressure to donate.
- **Privacy:** To have your donation handled with confidentiality and to know that all personal information will be processed securely and in compliance with GDPR.
- **Vulnerable Donors:** To be assured that the Theatre will not exploit any vulnerable circumstances and will return any donation where there are reasonable grounds to believe the donor lacked the capacity to make an informed decision.
- **Right to Opt-Out:** To easily request to cease receiving fundraising solicitations and be assured that your decision will be respected.

3. Feedback and Complaints

- **Openness:** To ask questions about your donation, fundraising costs, and the Theatre's activities, and to have those questions answered promptly and honestly.
- **Procedure:** To have a clear and simple process for lodging a complaint or providing feedback about any aspect of our fundraising, with the expectation that complaints will be dealt with quickly, politely, and respectfully.

Handling Feedback and Complaints

Should you have any feedback or concerns regarding our fundraising practice, please follow the procedure outlined in our Fundraising Policy:

1. **Contact:** Please contact the Chief Executive Officer via email or post (contact details are available on the Theatre's website).
2. **Response:** We commit to acknowledging your complaint within **10 working days** and providing a full written response within **20 working days**.

The Pavilion Theatre thanks you for your support and partnership in promoting and supporting the arts. We are committed to earning and maintaining your trust.