



DONOR CHARTER
THE ZOOLOGICAL SOCIETY OF IRELAND

ADOPTED BY THE BOARD OF DIRECTORS
ON 19 NOVEMBER 2020

The Zoological Society of Ireland

Donor Charter

The purpose of this Donor Charter is to confirm that:

- We treat all of our donors with respect, honesty and openness;
- We are accountable and transparent so that donors and prospective donors can have full confidence in the Charity; and
- We effectively apply your gifts to us for their intended purposes so that we respect the intentions of donors.

As a charity seeking donations from the public, we commit to compliance with the Charities Regulatory Authority's Guidelines for Charitable Organisations on Fundraising from the Public and to acting in a way that is respectful of donors and members of the public.

We commit that you, our donors and any prospective donors, will:

- Be informed of the Charity's mission, and of the way that the Charity intends to use donated resources;
- Be informed whether those seeking donations are volunteers, employees of the organisation or hired third party agents;
- Be assured that your gifts will be used for the purposes for which they were given;
- Be assured that information about your donation is handled with respect and with confidentiality to the extent provided by law;
- Have the opportunity for your name and contact details to be deleted from mailing lists;
- Be assured that the charity trustees will exercise prudent judgement in their stewardship responsibilities;
- Receive appropriate acknowledgement and recognition;
- Have easily available the agreed procedures for making and responding to complaints; and
- Receive prompt, truthful and forthright answers to questions you might have of the Charity.

If you do have a comment or query about any aspect of our work, you can contact us in writing or by telephone at The Marketing Department, Dublin Zoo, Phoenix Park, Dublin 8, info@dublinzoo.ie or 01 4748900.

Please give us as much information as possible and provide us with your relevant contact details. In the first instance, your comment will be dealt with by the Marketing Manager, Dublin Zoo.

We will endeavour to respond to your query within 10 days.