

Donation Policy

Last updated: September 2026

This Donation Policy outlines how REMO (Retuno E Maa Organization) receives, manages, and reports on financial contributions. REMO is grateful for every donation and is committed to using all funds transparently and effectively in service of our community programmes.

1. Nature of Donations

All donations made to REMO are voluntary contributions in support of our community development projects in Tanzania, including water access, reforestation, ICT education, girls' school participation, and women's economic empowerment. Donations do not entitle the donor to any goods, services, or ownership rights.

2. Use of Funds

Donations are used solely for REMO's stated charitable objectives. Allocation of funds is determined by REMO's management team to ensure resources are applied effectively and transparently. Where a donor specifies a project or purpose, REMO will make reasonable efforts to honour that preference.

A small portion of unrestricted donations may be used for essential operational costs (such as communications or administration) where this is necessary to sustain REMO's programmes.

3. How to Donate

Donations can be made by direct bank transfer. The details for this process can be found on our website. If you require assistance, please do not hesitate to contact office@retunoemaa.org

REMO is currently registered in Tanzania only. Donors in Europe and other jurisdictions may not be able to claim a tax deduction for contributions. We are actively working to establish a tax-deductible donation route via a European partner organisation — please contact us for the latest options.

4. Refund Policy

Due to the charitable nature of our organisation, donations are generally non-refundable. However, if a transaction was made in error (for example, a duplicate payment), donors may contact us within 14 days of the donation date to request a review.

Requests can be submitted to office@retunoemaa.org with the subject line 'Donation Refund Request'.

5. Acknowledgement and Receipts

REMO acknowledges all donations and thanks donors for their support. Upon request, donors will receive an official acknowledgement or receipt for their contribution, which may be used for personal record-keeping or tax purposes depending on the donor's jurisdiction.

6. Transparency and Reporting

REMO maintains accurate financial records and provides project and financial updates to donors on an ongoing basis. Donors may request a summary of how funds have been utilised by contacting office@retunoemaa.org.

We publish regular updates via our website, newsletter, and social media channels so that supporters can follow the impact of their contributions directly.

7. Third-Party Platforms

Where donations are processed via third-party platforms (such as GoFundMe or bank transfer services), those platforms operate under their own terms and privacy policies. REMO receives net funds after any applicable platform fees and is not responsible for the terms of third-party services.

8. Changes to This Policy

REMO may update this Donation Policy from time to time. Any changes will be published on this page with a revised 'Last updated' date.

9. Contact Us

REMO (Retuno E Maa Organization)

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Phone: +255 752 067 118

Address: P.O. Box 16, Mto wa Mbu, Tanzania