



Royal Veterinary College
University of London

THE ROYAL VETERINARY COLLEGE
BUSINESS TRAVEL AND ACCOMMODATION
POLICY & PROCEDURES MANUAL

SEPTEMBER 2011

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Travelling on College Business 2011/12

- **Do not buy your own travel insurance for travel on College business.** It is a waste of money, since the College covers you automatically. Additional travel insurance costs will not be reimbursed. The only exception is for travellers over the age of 75, who are not covered by the College's insurance.
- **All forms mentioned in this document are available from the College intranet.**
- **Before travelling overseas check the Travel Insurance (Disturbed Areas) document on the Intranet (<http://intranet.rvc.ac.uk/AdminInsurance/Documents.cfm>).**
- **In the event that you have a general travel insurance related query, please contact Claire Delaney, PA to the Director of Finance, on ext. 5132.**

SECTION 1 - INTRODUCTION

This document sets out the travel and subsistence rates applicable to both the UK and overseas. In addition, they explain the procedures for calculating and submitting expense claims and guidelines with regards to the reimbursement of travel expenses where claims are to be met by the College. They should be read in conjunction with the College's Financial Regulations. Information about travel insurance is given at the end of this document.

In addition, The Corporate Manslaughter and Corporate Homicide Act 2007 became law on 5th April 2008. The Act underpins an expectation that all employers will take reasonable measures to ensure that all due care has been taken when their members of staff undertake business travel, an example of this being the risk assessment of hotels. As a result, the College's contracted suppliers referred to in this document have undertaken to "risk assess" the products they are selling in order to satisfy the appropriate compliance to the act.

SECTION 2 - OBJECTIVES

1. Obtain maximum value for money from the College's expenditure on travel and accommodation.
2. Ensure that the College's expenditure on travel and accommodation represents only the necessary and reasonable costs incurred by or on behalf of staff who are properly engaged on College business.
3. Minimise the indirect cost of administering this expenditure e.g. time spent by members of staff making travel arrangements and submitting or processing claims for reimbursement of expenses.
4. Ensure the availability of management information in order to support the business decision making process.
5. Fulfil a duty of care to all members of College staff travelling on College business. This objective can be achieved by booking travel and accommodation via College contracted suppliers.

SECTION 3 – PROCEDURES

The following procedures apply to all travel and subsistence expenditure incurred on College business, including that funded by external research sponsors and private donations. The rules apply to all staff, students and visitors whose claims are to be met by the College.

3.1 AUTHORISATION OF EXPENDITURE

Permission to travel must always be obtained before undertaking any overseas trip using the **Leave of Absence Form** (<http://intranet.rvc.ac.uk/AdminFinance/Forms.cfm>) and must be approved by the Principal.

No one may authorise his or her own expenses. Expense claims must be authorised by someone sufficiently senior to challenge their validity, normally your line manager. The Principal must countersign heads of Departments' claims. The person authorising the claim must ensure the total claim does not exceed the maximum daily allowance listed below and that appropriate evidence of expenditure (receipts or invoices) is attached. Please note, credit card slips, bank statements or copy cheques are **not** appropriate evidence of expenditure. Claims must also be supported by original receipts where available as refunds claims for such items shall **not** be authorised without the appropriate receipt(s). In case of doubt, please refer to the **Assistant Director of Finance on ext. 5141** based at Camden for guidance. **Note:** The expense claim form can be downloaded from the following link on the RVC intranet: <http://intranet.rvc.ac.uk/AdminFinance/Forms.cfm> and select Expense Form.

3.2 SUBSISTENCE

Both the United Kingdom and overseas subsistence rates apply to expenses incurred whilst on College business. Expenditure in respect of travel from home to normal work place and/or costs incurred by travelling companions not engaged in official College business cannot be claimed.

The rates below, effective from 1 January 2011, as recommended by SMG:

Table 1

Maximum daily subsistence limits				
			Current rate	Proposed rate for 2011-12
Accommodation				
Bed & Breakfast	London	Per night	Up to £120 ¹	No change
	Elsewhere in UK	Per night	Up to £85 ¹	No change
	Staying with friends	Per night (flat rate)	£25	No change
Meal Expense limits				
Breakfast			Up to £10	No change
Lunch			Up to £10	No change
Dinner			Up to £20	No change

¹ A higher figure may be permitted provided that it leads to lower overall cost or substantial saving of staff time. **Permission must be sought from line manager before travelling.**

3.2.1 Overseas Daily Subsistence Rates

The current rates are provided in Section 6 of this document. As these are currently under review, please contact the **Credit Control Manager on ext. 5138** for the appropriate rate.

3.2.2 Subsistence Rules

The following rules apply both to UK and overseas subsistence payments:

- All official College related hotel bookings (with the exception of the Goodenough Club, De Vere Group's Ponsbourne Park Hotel, Imperial London Hotel Group and the Premier Inn South Mimms specified in Table 2) must be booked solely through **Diversity Travel Ltd**, the College's **officially appointed Hotel bookings provider unless** an individual can book the same hotel required cheaper directly through an alternative booking provider. Please note that Diversity Travel shall **not charge a booking fee** for any/all hotel bookings made on behalf of RVC strictly for bookings made with its contracted hotels.
- In the event that an individual can obtain the same hotel booking at a lower cost directly through another provider, documentary evidence supporting the fact together with original payment receipts must be submitted with all expense claims. Claim forms submitted without the necessary supporting documentation shall not be reimbursed.
- By appointing Diversity Travel Ltd as its official hotel booking provider, RVC is aiming to ensure that hotel bookings are managed centrally through a single point of control and thereby strengthening its compliancy with the 'Duty of Care' Act.
- Though all RVC employees will be entitled to directly contact Diversity Travel with regards to obtaining quotations for potential business travel hotel bookings, All booking confirmations given to Diversity Travel for official College related business hotel bookings **must** be supplied in writing through the issue of an official College Purchase Order raised via the College's internal OPS system and signed by an appropriate line manager. The signed Purchase Order must then be sent to Diversity Travel by either fax or email.
- An individual authorised to stay at a hotel shall have the flexibility of **only** booking a **3* or above hotel** of their choice (excluding any/all hotel stays near the Hawkshead campus which must strictly be booked directly with the De Vere Group's 4* Ponsbourne Park Hotel or the 3* Premier Inn South Mimms as listed in Table 2) strictly on the basis that the cost of accommodation is less than the authorised daily maximum accommodation subsistence allowances limit set as per relevant to the UK and overseas based trips. The College shall recover the full cost of any hotel booking from an individual where the cost of the hotel exceeds the daily subsistence limit unless the cost is authorised by the individual's line manager or Assistant Director of Finance prior to travel.
- With regards to domestic hotel accommodation, bookings may be arranged by employees travelling on business when the journey time including the business to be conducted exceeds a total of 12 hours (e.g. a lengthy meeting or multiple-day conference).
- All rates are quoted in sterling.
- The daily allowances stipulated should enable the purchase of hotel accommodation corresponding roughly to three-star standard in the UK, although in some places this standard of accommodation will be available at significantly lower prices.
- **Claims must be for actual expenditure incurred and supported by original receipts.**
- If the appropriate standard of accommodation is **unobtainable** at or below the appropriate subsistence allowance rate specified in Table 1, please bring this fact explicitly to the attention of someone sufficiently senior to challenge its validity, normally your line manager, in order to authorise the spend prior to travel. However, please note that authorisation will not be given unless the request is accompanied by

documentary evidence supporting the request. In the event that authorisation for the expense has not been granted prior to travel, any/all accommodation related expense incurred directly over and above the subsistence limits shall not be reimbursed, with the exception of extenuating circumstances as per indicated below.

- In the event that approval for accommodation related expense has not been obtained prior to travel, any/all accommodation related costs incurred directly by the member of staff will only be reimbursed under extenuating circumstances, subject to approval by both the line manager and the Assistant Director of Finance, and subject to full documentary evidence being supplied by way of original receipts to support the expenses claim form for actual expenditure incurred.
- In the event that payment of an accommodation expense made via the use of a College corporate account set-up directly with an accommodation provider, or an expense paid directly via the use of a College corporate card, has either not been duly authorised prior to travel and/or exceeds the subsistence limits specified without appropriate supporting justification, the College shall recover the excess cost incurred above the limit specified or the total cost of the accommodation (where deemed appropriate), directly from the individual concerned, unless approved by both the line manager and the Assistant Director of Finance.
- The rates are intended to apply to fairly short periods. For periods exceeding 30 days, special hotel discount rates should be negotiated or rented accommodation obtained.
- For trips exceeding six months, the Assistant Director of Finance must be consulted prior to departure, particularly in relation to insurance.

3.2.3 Accommodation with Friends/Family

When staying with friends, relatives or colleagues has saved hotel accommodation costs, a Hospitality Payment of up to £25 per person per 24-hour period may be claimed. You should claim whatever you have actually paid out, to a maximum of £25 per day. Receipts must be provided in support of your claim, including ***acknowledgement of cash given directly to your host***. Please ask your host to give you a receipt addressed to you with details of where (address) and when you stayed there. This rate applies worldwide.

3.2.4. Alternative Accommodation Arrangements

Where staff are travelling to remote locations where suitable hotels are either, not available nor practical, the College shall accept that staff may also stay at any form of accommodation of a reasonable standard (at a cost below daily subsistence allowances specified in this document) on condition that it is deemed to be both safe and secure by the individual traveller and does not pose any risk to the traveller's personal safety. Suitable premises include: University halls of residences/campuses, B&B and suitable tented accommodation.

Staff attending conferences that necessitate them to stay overnight at the location due to convenience and cost shall be entitled to book the conference package deals that include the provision of accommodation, subject to approval from their head of department prior to confirmation of booking.

3.2.5 Special Rates for London Hotels near Hawkshead & Camden Campuses

Individuals authorised to stay at a London hotel on official College business shall be entitled to use only the following recommended hotels listed on Table 2 unless a cheaper alternative is booked directly by the individual or an appropriate alternative hotel is authorised by a line manager due to non-availability of rooms at the recommended hotels. With the exception of staying with friends, relatives or colleagues, a cheaper alternative (not less than 3 star or equivalent) shall not be authorised as the College has a 'Duty of Care' obligation to ensure that its staff travelling on College business are staying at a reputable hotel.

Expense claims made by an individual for the cost of accommodation for stays at an unauthorised London hotel shall be not be reimbursed unless authorised in advance by an appropriate line manager. The expense claim must also include a copy of the supporting email from the appropriate line manager authorising the stay.

In the event that an unauthorised hotel booking has been made by an individual using either, a College Corporate card, College purchase order, College corporate account, and/or any other unauthorised means, the College shall recover the full cost of the accommodation directly from the individual.

Table 2 - Approved list of London Hotels

Name of Hotel	Location & Contact Tel No.	Rate Per Night £ (incl.VAT)	Payment Method
De Vere Group: - Ponsbourne Park 4*	Near Potters Bar. Hotel approx 10 minute drive of Hawkshead campus (HH). Tel No. 01707 876191	£65 single including free breakfast. 2 people sharing room no extra room charge except breakfast £7.50.	RVC Account for use by authorised individuals only. Account reference RVC2011.
Premier Inn: - South Mimms 3*	Near Potters Bar Hotel within 5/10 minute drive of HH. Tel No. 0870 850 6326	Mon-Thurs single from £60 room only. Fri-Sun single from £55 room only. Breakfast is an additional £7.50	Direct booking and payment with hotel on own credit card or corporate card.
Imperial London Hotel Group: - Choice of 4 Central London 3*+ hotels	Near Camden campus. Tel. No. 020 7278 7871 /72/73.	From £69+ single incl. free breakfast.	Direct booking and payment with hotel on own credit card or corporate card.
The Goodenough Club - Central London 4*	Near Camden Campus Tel No. 020 7769 4727	£97 single & £140 double including free breakfast.	RVC Account for use by authorised individuals only.

Note: Please note that the Ponsbourne Park De Vere hotel (<http://www.devere.co.uk/our-locations/ponsbourne-park.html>) and the Goodenough Club (<http://club.goodenough.ac.uk/>) are the only 2 recommended hotels appointed/contracted with for official business use by the College. Any/all official College bookings made at either of these two locations must be made via an official signed Purchase Order raised through the College's internal OPS system.

3.2.6 Personal Incidental Expenses (hereon PIE)

Employees staying away from home overnight on business often incur minor additional expenses of a personal nature, for example newspapers, laundry, phone calls home etc.

The maximum tax-free reimbursements of PIE are:

<ul style="list-style-type: none">• within the United Kingdom (including Northern Ireland)	£5 per night (including VAT)
<ul style="list-style-type: none">• outside the United Kingdom	£10 per night (including VAT)

If incidentals have been included within a hotel bill and do not exceed the daily allowances you may simply claim the actual hotel bill in full. Receipts must be provided in support of your claim.

In the event that PIE costs included within a hotel bill exceed the daily allowance, the cost of the excess will be directly recovered from the individual concerned.

3.3 TAX LIABILITY

Claims made in accordance with the procedures contained in this document, including those relating to PIE, do not need to be included in your tax return, or recorded for the purposes of Self-Assessment.

3.4 TRAVEL

All travel for which reimbursement is sought shall be undertaken by the most economical and reasonably practicable means. Where business travel bookings are paid directly by the traveller as an out of pocket expense, claims must be made using the College's **Expense and Travel Claim** form (<http://intranet.rvc.ac.uk/AdminFinance/Forms.cfm>).

3.4.1 Air Travel

The following rules apply to all Air travel bookings:

- All official College related business Air travel must be booked solely through **Key Travel Ltd**, the College's **officially appointed Air travel ticketing provider**.
- In the event that an individual can obtain the flight at the lowest cost through another provider, with documentary evidence supporting the fact, all details relating to the quotation shall need to be furnished to Key Travel such that the booking (at the reduced cost) can be made through and managed by Key Travel in order to ensure a single point of centralised control and compliancy with the 'Duty of Care' Act.
- Flights can only be booked with an alternative travel provider under exceptional circumstances, subject to prior authorisation from the Procurement Officer and/or the Assistant Director of Finance and strictly on the basis that sufficient documentary evidence is provided to show that the total cost of the booking is lower than that able to be provided by Key Travel.
- Though all RVC employees will be entitled to directly contact Key Travel with regards to obtaining quotations for potential business travel airline bookings, All booking confirmations given to Key Travel for official College related business Air travel must be supplied in writing through the issue of an official College Purchase Order raised via the College's internal OPS system and signed by an appropriate line manager. The signed Purchase Order must then be sent to Key Travel by either fax or email.
- Individuals travelling on official College related business shall only be entitled to travel on economy class fares. Where possible, Key Travel shall be advised to take advantage of 'special charity deals/negotiated fares' where such fares are identified to be the lowest cost direct flight available as fares under this category incur a 'Nil' booking fee.
- Travellers **cannot** specify a particular carrier solely to gain air miles or any other loyalty points at the expense of the availability of a lower fare from any other direct flight provider.
- Air travel by first or business class must be approved in writing in advance by the Principal (or, in the case of the Principal, the Chairman of Council).
- For **UK mainland** based business trips, an individual must travel by the most economical and reasonable means possible. An individual shall therefore only be authorised to book a domestic UK flight where the cost of the flight is no more than £25 (including booking fee) above the cost of travel by train and/or road, unless the domestic flight is authorised by an appropriate line manager due to factors such as traveller time saved.
- Travel on any/all European and long haul flights **must** be made using the lowest cost economy class airline where the routing is classified as a non-stop direct flight.
- An individual will only be authorised to use a carrier of their choice strictly in the event that the cost of the flight (including booking fee) is less than the cost of the direct flight

using the lowest cost economy airline. The College shall recover the full cost of any Air travel booking from an individual where an individual uses an unauthorised alternative carrier.

- Any/all Air travel related costs incurred for bookings made by individuals travelling officially on College business not arranged through Key Travel shall not be reimbursed by the College except in the event that the cost of the airfare (including booking fee) is lower than that available from Key Travel and subject to approval strictly by the appropriate line manager, Assistant Director of Finance and Procurement Officer prior to travel and on the basis that all original supporting documentation is supplied with the claim.
- In the event of an emergency or where an individual needs to purchase additional flights using their own personal means whilst on an official business trip overseas, the College shall reimburse the cost of the additional flight(s) at the sole discretion of both the line manager and the Assistant Director of Finance, and subject to all original documentary evidence being supplied with the claim.
- No individual shall use a College Corporate card for the purposes of booking flights except in the event of an emergency whilst already travelling overseas.
- The College shall recover the full cost of an Air travel booking from an individual where a flight booking has been made by the individual using either an unauthorised provider or an unauthorised means of payment.
- The College will not reimburse claims where private loyalty scheme points, for example *Air Miles*, have been used for College travel and the cash equivalent is sought upon redemption.

Note:

- i. Key Travel does not charge the College for providing quotations to its employees. Nor does it charge the College a booking fee for flights booked with airlines with which they have special negotiated deals.
- ii. Key Travel staff will routinely benchmark long haul fares against major online travel websites, in order to see what fares are available, if requested by the booker.
- iii. Key Travel has advised that it should be noted that some websites such as Expedia do not show live availability data at all times when a search is completed, and will only show accurate details when an individual proceeds to booking the ticket. It is a common occurrence for fares that show up after the initial search to be unavailable once a booking is attempted. For this reason, Key Travel try to help bookers understand that there is a difference between what shows up on an initial online website search, and a true availability search. Key Travel staff and its online booking tool only offer prices for flights that are available to be booked.
- iv. Key Travel shall not accept any official College business travel bookings without an official signed RVC Purchase Order.

3.4.2 Rail Travel

Individuals should aim to book their business rail travel directly on websites that offer discounted rail travel such as, www.thetrainline.com and www.raileasy.co.uk, as this avoids paying unnecessary additional booking fees to travel providers that essentially use the same/similar service on behalf of its clients. Rail travel will strictly be reimbursed only for travel on official College business and will be reimbursed at the cost of standard class fares, except in the case of the Principal, Deputy Principal, Vice-Principals, Heads of Department and lay members of Council who are entitled to travel first class.

3.4.3 Private Motor Vehicles

Private Motor Vehicles should only be used under the following conditions:

- Where two or more College people travel together, so that the combined cost of their journey by public transport would exceed that calculated using the mileage rates.
- Where the traveller is disabled or is assisting a disabled person.
- Where bulky equipment is being carried.
- Where the destination is not accessible, or requires an excessively long or arduous journey by public transport.
- In such other special circumstances as may be approved in advance of travel by the Head of Department personally.

If the above conditions are not met, claims will be reimbursed at the cost of the standard class rail fare if this proves to be more economical.

Statutory Motor mileage rates from 6 April 2011 to 5 April 2012 are as follows:

Up to 10,000 miles ¹	45p
Above 10,000 miles	25p
Passenger (fellow employee)	5p
Motorcycle	24p
Bicycle	20p

¹ Miles used between 6 April 2010 and 5 April 2011.

Students travelling on College business are only entitled to claim petrol at 11p, 13p or 18p per mile depending on engine size (under 1400cc; over 1400cc and under 2000cc; over 2000cc).

NB Employees using their own vehicles must check that their motor insurance policy permits "use for social, domestic and pleasure purposes **and for the business of the Policyholder or the Policyholder's employer**".

The mileage rates given above are calculated on the assumption that appropriate private motor insurance is in place. The College will not reimburse any additional premium costs incurred.

Whether or not such additional motor insurance is obtained, the College will not accept liability for any injury or damage arising from the use of employees' private motor vehicles, except where such injury or damage is directly attributable to the negligent act or default of the College.

This does not affect your statutory rights.

All mileage claims must be submitted using the Expense and Travel claim form available to download from the RVC intranet (<http://intranet.rvc.ac.uk/AdminFinance/Forms.cfm>) and must include the following minimum information:

- Date of travel
- Journey start and end locations
- Purpose of journey
- Number of miles travelled.

3.4.4 Car Parking

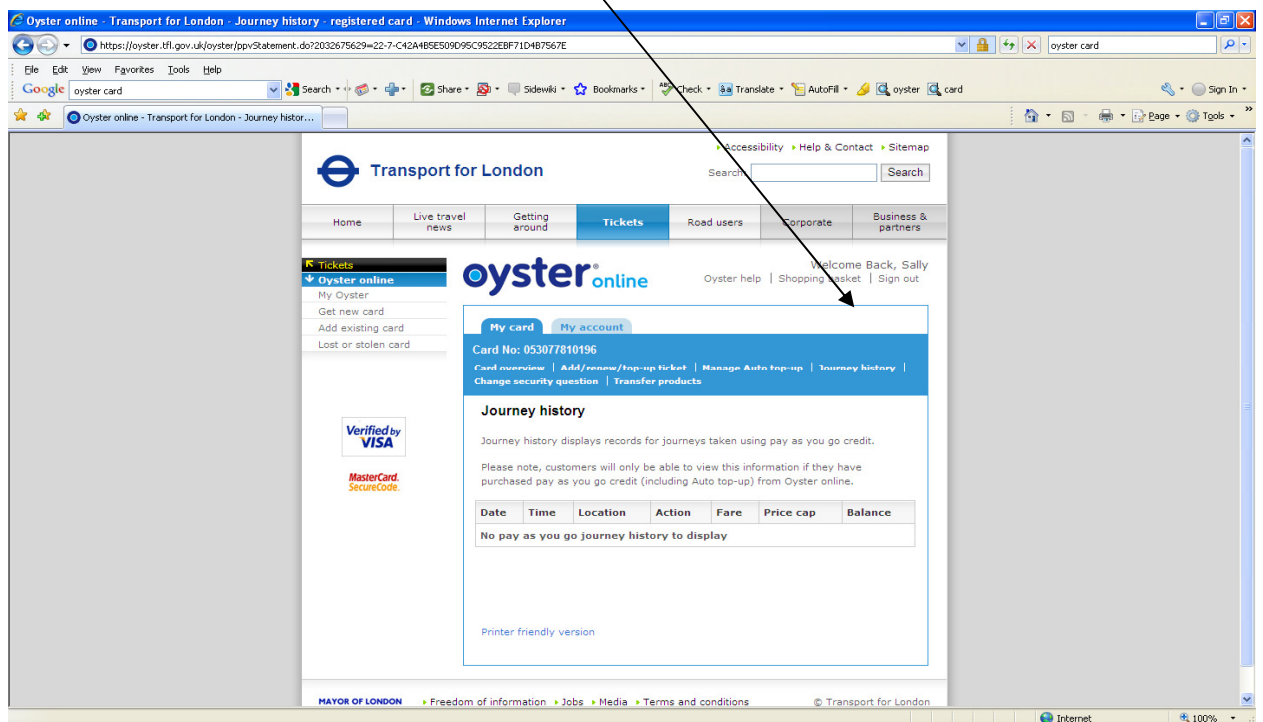
Where private vehicle use is approved, normal parking charges incurred on business journeys may be reclaimed, along with the mileage rates shown above. Receipts must be provided. Parking costs at or near the normal work place, or at rail stations en route from home to normal work place are **not** refundable. **Note - Parking fines are also not refundable.**

3.4.5 Oyster Cards

Where possible, please ensure that you utilize your Oyster Card if you have one. Expense claims for any/all relevant underground travel costs incurred must be submitted with **original travel receipts or a copy of a journey statement.**

Please note that if you are an Oyster cardholder, you will need to register your card on-line and this can be done either at a train station where Oyster Cards are accepted or by calling the Oyster Helpline (0845-330-9876).

Once you have a registered card, then you will be able to access your personal account and therefore, click and print off your journey statement supporting your expenses claim. Alternatively, you can obtain an original receipt of your journey statement from the ticket counter of any underground station after completing your journey.



3.4.6 Home to Work Travel

Travelling costs between home and the normal work place **can never** be claimed (with the exception of Late Night Taxis as per 3.4.7 below).

Other journeys should be calculated as starting and ending at the normal work place. However, if it is more practical to calculate the journey from home, and the cost difference is negligible, it is unlikely an objection will be raised. If working away from your normal work place on a regular basis, please ring the Assistant Director of Finance on ext. 5141 for guidance.

3.4.7 Taxis

Generally, journeys within London should be by tube or bus. Taxis may, however, be justified in the following circumstances. In addition, staff required to work exceptionally late (**after 11pm**) may, at their manager's discretion, be reimbursed their taxi fares home. Any/all claims for an authorised taxi fare must be submitted via the expense and travel claim form (<http://intranet.rvc.ac.uk/AdminFinance/Forms.cfm>) and must include the supporting original receipt(s) for the claim.

3.4.8 College Motor Vehicles, Company Cars and Rental/Hire Vehicles

Use of College vehicles for purely private purposes is **prohibited**.

College-owned vehicles are comprehensively insured for use anywhere in the UK or the European Union. The College also automatically insures vehicles that are hired in the UK. When hiring vehicles outside the UK, the hirer's insurance should be used.

The amount of insurance cover for cars hired abroad (especially in North America) needs special care. Third-party cover offered by car hire companies is sometimes wholly inadequate by UK standards (the UK minimum is usually £500,000, whereas US hire companies may offer as little as \$50,000). Please read the hire document(s) carefully, and if you are not sure, please ask the hire company for clarification. Clarification can also be obtained from Claire Delaney, PA to the Director of Finance, on ext. 5132. Where there is an option to pay extra for better cover you are strongly recommended to take it.

Employees using College motor vehicles on official business shall only be entitled to claim fuel costs based on actual spend incurred, for which original fuel receipts must be submitted with the expense claim.

Employees entitled to Company cars must submit expense claims for fuel only when used on official College business. The mileage rates applicable to all journeys from 1 March 2011 until further notice are as follows:

Engine Size	Petrol	Diesel	LPG
1400cc or less	14p	13p	10p
1401cc to 2000cc	16p	13p	12p
Over 2000cc	23p	16p	17p

The mileage rates given above are calculated on the assumption that appropriate company car motor insurance is in place. The College will not reimburse any additional premium costs incurred.

Whether or not such additional motor insurance is obtained, the College will not accept liability for any injury or damage arising from the use of the employees' company car, except where such injury or damage is directly attributable to the negligent act or default of the College.

This does not affect your statutory rights.

All mileage claims must be submitted using the Expense and Travel claim form available to download from the RVC intranet (<http://intranet.rvc.ac.uk/AdminFinance/Forms.cfm>) and must include the following minimum information:

- Date of travel
- Journey start and end locations
- Purpose of journey
- Number of miles travelled.

Where vehicles are hired, expense claims should be for the actual hire and running costs, rather than based on the mileage rates for private motor vehicles and company cars above. Original supporting receipts must be provided in all cases.

3.5 EXPENSE CLAIMS

All expense related claims should be submitted using the Expense and Travel Claim form available from the RVC intranet (<http://intranet.rvc.ac.uk/AdminFinance/Forms.cfm>). The claim form **must** be submitted with **original** receipts for all expenses incurred where available.

Claims must be made within **3 months of date of travel** and in the financial year to which they relate. **Final claims for the year must be submitted within 10 working days after 31 July each year.**

Claims should be made in **sterling**.

Completed forms, signed and authorised, should be sent to the Finance department at Camden Town. Incomplete or incorrect claims will be returned.

The person countersigning the form must be satisfied that:

- The total costs of the trip do not exceed the daily allowances for the country in question - or if they do, the fact is explicitly recorded and the reasons given on the claim form.
- Any private or family travel component has been excluded from the claim.
- Receipts for all expenditure components support the claim.
- Any funds received in advance have been deducted from the final claim.

3.5.1 Money for Travel in Advance

Advances should only be sought in exceptional circumstances. Applications for advances must be approved by your Head of Department and submitted to the Assistant Director of Finance for processing. Advances will be treated as IOU's.

On return to the UK, a claim must be submitted (in sterling) for the actual expenditure incurred on the trip, accompanied by **all original** receipts. The balance of any unspent advance must be returned at the conclusion of each trip and not held over for future trips. Where possible, this should be done within one month of the date of the advance. **Do not send cash through the internal mail.**

3.5.2 Payment by Personal Credit Card

The College will refund currency conversion charges and commission, but not interest due to late settling of personal accounts. Receipts, not credit card vouchers, must support credit card payments.

3.5.3 Family Travel and Private Holidays

The College does not meet the cost of private holidays but it is perfectly acceptable to tag holiday onto a trip primarily undertaken for College business purposes. The traveller must apportion the costs between business and pleasure and claim accordingly from the College. Should assistance be required, please contact the Assistant Director of Finance.

Similarly, where spouses or companions accompany College employees, the costs must be separated or apportioned appropriately. For example, if a single room costs \$70 and a twin \$100, only the cost of the single room should be claimed.

Where travel facilities for mixed private/College trips are booked using College ordering or payment channels, a reimbursement of any part attributable to private holidays or travelling companions must be tendered. Ideally, the travel agent, airline or conference organiser should be asked to separate the private component at source and seek payment directly from the individuals concerned, thereby not involving the College at all. If this is not possible, the employee should seek advice prior to travel from the Assistant Director of Finance to ensure that private costs are separately identified. The College expects prompt settlement of private travel costs. The person authorising travel expenses is responsible for ensuring that any private component is not included or charged to departmental or research budgets.

3.5.4 Booking Contact Details for RVC's Official Travel Providers

- Air Travel - Key Travel (Gold Team):
Tel No: 0845 122 0106 (office hours)
Tel No: 020 7843 9602 (emergency support out of office hours only)
E-mail: gold@keytravel.com.
- Hotel Bookings - Diversity Travel (Team Cedar):
Tel No: 0161 235 5412 (office hours)
Tel No: 07908 430253 (emergency support out of office hours only)
E-mail: cedar@diversitytravel.co.uk.

SECTION 4 – HEALTH & INSURANCE

4.1 TRAVEL AND HEALTH

The following websites provide information on vaccinations and health precautions for most overseas countries:

<http://www.fitfortravel.scot.nhs.uk/> or <http://www.masta.org/>.

To obtain vaccinations you should consult your GP.

4.2 INSURANCE

A travel insurance policy is permanently in force for overseas travel by employees and students undertaken on behalf of the College. Brief details are given below together with an emergency telephone number for use abroad. A copy of the insurance cover note is available from Claire Delaney, PA to the Director of Finance, on ext. 5133 or cdelaney@rvc.ac.uk. You should take this cover note with you whenever you are travelling abroad. The insurance is automatic and no action needs to be taken unless there are special requirements falling outside the scope of the standard cover.

Please note that travellers over the age of 75 are not insured by the College.

4.3 USEFUL CONTACT DETAILS

Title	Name	Phone	email
Director of Finance	Andrew Dyer	0207 468 5132	acdyer@rvc.ac.uk
Assistant Director of Finance	Sally A East	0207 468 5141	seast@rvc.ac.uk
Insurance Cover Note	Claire Delaney	0207 468 5132	cdelaney@rvc.ac.uk

4.4 CLAIMS

Claim forms are obtainable from the Finance Office, Camden. Losses should be reported immediately to the local police or the transport carrier and a report reference number obtained and recorded to support your claim, particularly in relation to the claim records submitted to the College Insurers'. Receipts should be obtained to support the claim on return to the UK.

SECTION 5 – OVERSEAS TRAVEL INSURANCE – SUMMARY OF COVER 2011/12

5.1 COVER

- Providing Compensation in respect of the following sustained by the Insured Person(s) occurring within the operative time and geographical limits:-
- Accidental Death or Bodily Injury sustained by the Insured Person(s) during the operative time.
- Medical Expenses – All reasonable Medical Treatment prescribed by a qualified Medical Practitioner
- Loss of or Damage to any Personal Baggage
- Loss of Money (As Defined in the Policy) – Police or appropriate authorities must be notified within 48 hours, for a claim to be valid.
- Legal Expenses
- Hijack

5.2 INSURED PERSON(S)

- Any employee or official of the College, partners, spouses and children of employees or officials of the College
- Students of the College whilst travelling as part of their studies

5.3 OPERATIVE TIME

- All trips outside the United Kingdom on College Business, including incidental holiday.

5.4 BENEFITS

- For Personal Accident benefits refer to Personal Accident Section
 - Medical and Emergency Travel and Accommodation Expenses: (does not apply to journeys in the UK and country of domicile). Unlimited
 - Personal Belongings (Per Person): (Where the value of any one article, pair or set exceeds £3,000, the policyholder shall be liable for 25% of such excess amount). £10,000
 - Personal Belongings Delay £2,000
 - Money (Per Person): (Where the amount of cash exceeds £3,000, the policyholder shall be liable for 25% of such excess amount). £5,000

• Business Equipment taken on business trips	£1,500
• Cancellation and Curtailment	£10,000
• Personal Liability	£5,000,000
• Legal Expenses (per journey)	£50,000
• Hijack	£500/day (to max of £25,000)
• Political and Natural Disaster Evacuation: Evacuation Expenses	£50,000
(Where evacuation is not possible, a daily benefit for accommodation of £150. There will be an aggregate limit of £50,000 per insured event and in any one period of insurance).	

5.5 GEOGRAPHICAL LIMITS

- Worldwide

5.6 PRINCIPAL EXCLUSIONS

- The cover afforded hereby specifically excludes the following:-
 - Flying other than as a passenger.
 - Persons over 75 years of age unless a certificate of fitness to travel has been obtained from a qualified medical practitioner.
 - Arising directly from any physical defect or infirmity which existed prior to the accident.
 - Travelling against medical advice or for the purpose of obtaining medical treatment.
 - Medical expenses as a result of drug or alcohol abuse by the Insured person.
 - Suicide, attempted suicide or self inflicted injury.
 - War whether declared or not.

Note: The above list of exclusions is not exhaustive. If you have any concerns or would like to make reference to the policy schedule and wording, please contact Claire Delaney, PA to the Director of Finance, on ext. 5132.

SECTION 6 - Overseas Subsistence Rates

Maximum Worldwide Subsistence Rates by Region March 2009

These are to be used for guidance only. As the rates are currently being reviewed, they are subject to change.

The HMRC rates are the absolute maximum subsistence rates allowable, anything over this will be taxable benefit. Their rates are based on a room rate plus maximum residual.

For further information please contact <http://www.hmrc.gov.uk/employers/wwsr-apr09.pdf> or contact the Credit Control Manager on Ext.5138.

Europe Subsistence Rates	Short stay per day	Long stay per month	Long Stay Daily Rate	HMRC Rate
<u>European Union countries</u>	£138	£2,825	£94	Paris £157
<u>Non European Union countries</u>	£119	£2,820	£94	Berne £123
North and South America Subsistence Rates				
<u>North America & Canada</u>	£136	£2,720	£91	New York £159
<u>South America & Caribbean</u>	£105	£2,176	£72	Montevideo £94
Middle East and Africa Subsistence Rates	£119	£2,377	£79	Dubai £182
Australia & New Zealand Subsistence Rates	£117	£2,340	£78	Sydney £153
China Subsistence Rates	£131	£2,620	£87	China £154
Hong Kong Subsistence Rates	£230	£4,600	£153	Hong Kong £231
Asia - Other	£89	£1,786	£60	Bangkok £109

SECTION 7 – Top 10 Tips for Traveller Safety

Due to recent events around the world such as the devastating earthquake and tsunami in Japan, there is clearly a need to focus on safety be it travelling to a city or a remote location off the beaten track.

RVC with the support of information provided by Key Travel has provided the following top 10 tips for traveller safety together with useful links to provide you with up to date travel advice before you go; a must read for any member of staff prior to undertaking any overseas travel:

1. Make sure you that you provide a copy of your business travel itinerary to relevant colleagues including the RVC travel booker so all relevant staff know where you are travelling to should the need arise to contact you whilst away. Travel bookers can also request for the department to have access to Key Travel's 'Who is Where' management information report (subject to availability) which will detail the travellers' plans.
2. If an incident occurs and/or should anything go wrong, and you require emergency travel assistance outside of office hours, please ensure that you try to make contact with your travel providers out of office hours emergency support line in the first instance as soon as possible. The emergency contact numbers for Key Travel and Diversity Travel are listed on page 14.
3. In the event of a travel emergency, the traveller should try to check-in with their relevant department and/or the RVC travel booker on a regular basis e.g. once a day via email, phone or text, as a precaution. In the event that the travel booker does not hear from the traveller in the designated time frame, the booker should attempt to contact the traveller.
4. The traveller should provide details to relevant colleagues and the RVC travel booker as to how they can be contacted whilst away on business – and whether the traveller is taking a company mobile and/or personal mobile.
5. The traveller should also ensure that they carry important phone numbers in paper format, just in case their mobile gets lost or stolen. It is also advisable for travellers to make note of emergency contact numbers in their destination country - e.g. police, their hotel, their country's embassy etc.
6. Travellers are advised to learn a few phrases of the local language or have them written down in case they need to contact the police or seek medical help.
7. Travellers should keep some emergency cash in their hotel safety deposit box, or where one is not available, to possibly consider hiding some emergency cash locked away in their bag in case their credit cards get stolen or don't work.
8. In unfamiliar cities and especially if arriving late at night, travellers should pre-arrange a transfer or get someone to meet them at the airport.
9. It is also useful for travellers to familiarise themselves with local laws and customs before travelling, as will be subject to the laws of the country to be visited and therefore do not want to offend the locals by, for example, dressing inappropriately. Such information can be found on the Foreign Office (FCO) website at <http://www.fco.gov.uk/en/travel-and-living-abroad/travel-advice-by-country/>.

10. Travellers should put their contact details inside and outside every piece of luggage, but it is recommended that covered luggage tags are used to avoid casual observation of personal address, identity and/or nationality.

Links to Travel Advice

In light of recent natural disasters and political unrest, if you are planning a trip it's more important than ever to keep up to date with the latest travel advice. On the Key Travel website, http://www.keytravel.com/tool_kit/useful_links_subscriptions, you will find several useful links including to the FCO website.

The FCO website also has a 'Locate' tool which can be found at <http://www.fco.gov.uk/en/travel-and-living-abroad/staying-safe/Locate/>, where you can register your details prior to your trip. This would enable you to be easily contacted in the event of an emergency incident in the country that you are visiting.