

Travel & Expenses Policy

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POLICY

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1. Introduction

This Policy supersedes all previous documents relating to travel and travel related expenditure, and applies to all travel and expenses necessarily incurred on University business. The Policy forms part of the University's Financial Regulations.

The Policy has been approved by the University Court.

Failure to comply with this Policy will result in disciplinary action. The Policy provides a definition of rules as they apply to travel and expenses – they are not guidelines unless stated.

The University reserves the right to make revisions to this Policy from time to time to reflect prevailing business influences, including changes in relevant tax legislation. Revised versions of the Policy will be published as and when required and will be posted on the University's Finance Sharepoint site.

In addition, **the University recognises that any Policy will not cover every possible eventuality** in relation to colleagues' travel and expenses. Where a colleague has a doubt or question regarding the costs they may incur on business, they should contact their local Finance Manager or the Group Financial Controller in advance and before any commitments are made. Any advice, and any related approvals, should be documented through an exchange of emails, and where relevant this communication should be attached to support expense claim forms. Reference is made in Section 1.6 to the arrangements to deal with the occasions where colleagues are dissatisfied with the application of this Policy.

In that context, **it is crucial that colleagues recognise, and reflect in their actions, the Key Principles referred to in Section 1.2** where they are incurring travel and expenses for which they intend to seek reimbursement.

1.1 Scope

The Policy applies to all University colleagues (being staff members on the University payroll) and students irrespective of the source of funding, and including funding provided by third parties for research projects. This is except where the third party's policy is more restrictive than the University's. In such instances, the 'lower cost' Policy must be adopted in relation to the travel and expenses for which reimbursement is being sought.

This Policy also applies to non-staff where they incur costs relevant or related to the University's operations, and to University Governors.

The Dubai and Malaysia campuses, and the China office, are an integral part of the HWU Group. However it is necessary to recognise that there are significant differences in local tax, business and regulatory requirements compared to the UK which need to be reflected in local policy arrangements. Local Policies at these campuses and at the China Office are therefore in place (these have to be finalised). Notwithstanding these local variations, **the underlying core principles applied in relation to the Group Policy apply equally to the Policies in place at the overseas campuses and the China Office.** All other University subsidiaries, with the exception of the Edinburgh Business School (EBS), are covered by this Policy.

The Policy covers all travel and expenses expenditure relating to costs incurred by University Governors, colleagues, students and visitors on University business, and subject to reimbursement or payment by the University. **This includes reimbursement is by way of the travel and expenses claims process, and where such expenditure is incurred through the use of Purchase Cards (P – Cards), Corporate Credit Cards and direct payment by the University to third parties and suppliers.**

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1.2 Key Principles

The following key principles are embedded in the application of this Policy:

- a) The University will only reimburse the actual cost of expenses **wholly, exclusively and necessarily** incurred by colleagues in the performance of the duties of their employment;
- b) Colleagues are expected to minimise such costs by achieving best value without impairing the efficiency of the University. They must also ensure that effective management and financial controls are in place, and that expenditure is incurred within budget;
- c) These principles apply to other claimants (students and other non-staff), and where the costs incurred (including interview expenses) are to the benefit of the University;
- d) All those incurring travel and expenses costs and applying for their reimbursement should recognise that they are utilising University funds and should take the necessary care in their use;
- e) **There should be no local customisation of the Policy to create separate School or Department arrangements. There is one Policy, and it applies to all parts of the University and all of its colleagues;**
- f) **All incomplete expense claims will be rejected and returned to Schools/Sections.** Expense claims should only be used to claim travel expenses, subsistence and other relevant costs;
- g) **Expense claims should not include the purchase of equipment, goods or services.** Claiming such purchases through the expense claims process does not take advantage of national contracts (which offer substantial discounts); does not allow for the recovery of VAT; and also risks PAYE and NIC being levied where proof of business use does not meet HMRC requirements. Such purchases must be made through the University's procurement procedures. In exceptional circumstances (e.g. University field trips where unforeseen requirements are identified) consumables may be purchased and reclaimed;
- h) **Purchasing Cards (P-Cards)** are issued for use by specified cardholders to purchase goods and services on behalf of the University. These cards are not intended for use in incurring business expenses whilst travelling. Corporate Credit Cards are issued for that purpose. P- Cards can, however, be used to pre-book accommodation and transport using the University's approved Travel Partner, and on a basis consistent with this Policy There is a separate policy governing the use of P Cards which can be found here (to be inserted);
- i) Where a specific expense is not referred to in this Policy, then it is not an allowable business expense.
- j) As noted in Section 1, however, where **advice and approval has been obtained in relation to a claim for a specific expense, this should be documented and retained**, and should be attached to the relevant expense claim form.
- k) Where this Policy provides a degree of discretion on the part of the claimant, this should be exercised with due consideration for the effective use of University funds and School or Department budgets.

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1.3 Responsibilities

Claimant

- a) Colleagues incurring business expenses should be aware that they are representing the University on University business. They must therefore recognise the importance of exercising due and proper care in expending University resources, and must be aware of the need to maintain the University's reputation.
- b) All expenses incurred and claimed must comply with this Policy. In signing a claim form the claimant is confirming compliance.
- c) Where required, claims must be evidenced with supporting documentation and receipts. Credit and debit card transaction slips are not accepted as receipts.
- d) Any attempt to submit a false claim will be treated as a serious disciplinary offence

Authorisers

- a) Colleagues responsible for authorising claims should confirm that what has been claimed is consistent with this Policy and that value for money has been properly considered.
- b) To minimise the risk of fraudulent claims, authorisation must be by original signature. All claims for reimbursement must be made on the appropriate form and be properly authorised.

1.4 Related Policies & Legislation

This Policy supports the University's [Environmental Procurement Policy](#), and particular the need to minimise the University's carbon footprint.

Consideration must be given as to the necessity for travelling, and to minimise the University's travel impact on the environment (e.g. through the use of existing telephone/video conferencing facilities and public transport).

The **UK Bribery Act 2010** makes it an offence to accept or offer a bribe. A bribe can be in the form of a financial or other advantage and can include gifts, expenses or hospitality (*bona fide* hospitality or similar business expenditure that is *reasonable and proportionate* are not included). University employees must ensure that any gifts or hospitality either received or given do not affect, or are not perceived to affect, the outcome of business or research activities. This includes expenditure on expenses.

1.5 Tax

The Policy has been developed in the context of prevailing UK income and general tax laws. The [HM Revenue and Customs \(HMRC\) web site](#) provides details on tax matters as they relate to travel and expenses.

The University's agreements with HMRC, including the maximum rates for travel and subsistence which can be paid tax free, mean that colleagues are not required to report these expenses and benefits to HMRC at the end of each tax year. It is therefore essential that the University and its

colleagues comply with these agreements as any breaches identified by HMRC auditors may result in dispensations being withdrawn and large penalties being imposed on the University.

If colleagues incur any business expense, or wish to receive any benefit which is not included in this policy, or have a query relating to the Policy, they should refer in the first instance to their manager who will if necessary refer to the Finance team for guidance.

It is an individual colleague's responsibility to ensure that their own tax affairs are in order and that, where necessary, they complete accurate and timely tax returns.

1.6 Escalation Procedure

In the event that a colleague is dissatisfied in regard to the application of this policy, they should refer to their Finance Manager in the first instance. Thereafter, if they remain dissatisfied, they should contact the Group Financial Controller or Finance Director. Any arbitration by the Finance Director will be final.

1.7 Policy Review

This Policy will be reviewed annually on the anniversary of its publication. Interim reviews will be carried out where there are changes in prevailing tax legislation or material changes in University systems and procedures. Reviews will be initiated by the Group Financial Controller.

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2 – MAKING TRAVEL ARRANGEMENTS

2.1 Authorisation

The presumption exists that anyone travelling overseas on University business will receive authorisation to travel from the budget holder in advance of making any bookings or taking a journey. In order for a claim to be paid, the budget holder must sign a travel authorisation form and must have authorised the travel prior to the booking or journey being made.

Schools/Departments must ensure the traveller completes a [Travel Authorisation Form](#)

2.2 Travel within the United Kingdom

2.2.1 Booking Travel

The University has an approved Travel Partner. Details can be viewed at [here](#)

The reasons for the University appointing a Travel Partner include:

- a) overall University travel activity value for money is achieved;
- b) appropriate insurance arrangements can be confirmed/put in place
- c) the University can effectively exercise its duty of care in having the ability to trace colleagues in the case of emergency

It is strongly recommended that UK travel arrangements are made via the Travel Partner, unless it can be clearly demonstrated that there is a material saving to be made by booking with an alternative supplier. Individuals who make their own arrangements must ensure that their expenditure complies with this Policy, and must take personal responsibility for arranging alternative travel and accommodation arrangements in the event of unforeseen changes to their travel plans. The overall benefits to the University of using the Travel Partner will outweigh the benefits achieved through individual travel arrangements.

2.2.2 Travel Insurance

The University's travel insurance policy (referred to in the [travel insurance handbook](#)) extends to all business trips in the UK on a blanket basis. The insurance provides for emergency medical care, repatriation, personal effects, cancellation and curtailment.

Where the Travel Partner is used they will have the relevant contact details and knowledge of a colleague's itinerary, and will therefore be able to immediately assist travellers in the event of any emergency or crisis (i.e. delays due to volcanic ash clouds and events such as 9/11) and to make alternative travel arrangements.

2.2.3 Booking Arrangements

In some cases, the Travel Partner can hold bookings for a limited time at the same price – details can be confirmed with the Travel Partner at time of making the booking enquiry.

Travel should be booked as far in advance as possible to give colleagues the widest number of options and ensure best value for money.

2.3 Travel outwith the United Kingdom

2.3.1 Regular Travellers

All authorised travellers expected to fly at least three times per year are advised to complete a traveller profile form to speed up reservations. These forms are available to download and return to the Travel Partner for processing. The form can be found [here](#).

2.3.2 Online Travel Risk Assessment

It is important that travellers complete the online travel risk assessment prior to making any travel arrangements. All travellers are required to refer to the advice provided by the Foreign and Commonwealth office. All advice relating to the information provided must be followed. The University will not approve travel in the event that FCO advises against all travel to a country or a particular part of a country.

Travellers who are not British Citizens must ensure that they have ensured they comply with the travel advice provided by their own Government or embassy prior to making any travel arrangements and must not travel to a Country or part of a country where the travel advice provided by the passport holders government or embassy is not to travel.

In the event the FCO advises against all but essential travel to all or parts of a country a business case signed by the Head of School or your Line Manager will be required to support the essential need for the travel. Additional costs may be involved in relation to the provision of personal security/kidnap and ransom services or other controls as recommended by security experts RED24.

The link to the Foreign and Commonwealth office can be found [here](#)

The online travel risk assessment form can be found [here](#).

When the online travel risk assessment is completed, it should be submitted to the Risk and Audit Service team. Upon receipt, the Risk and Audit Service team will review the assessment.

In the event that important updated information from the Foreign and Commonwealth Office or security specialist, RED24, is received, the traveller will be advised of the concern. In addition the traveller will be provided with a specific report relating to the risks and advice. The recommendations in these reports will need to be considered and appropriate actions taken to implement them. This may involve additional costs to the School or Professional Service. Colleagues should be aware that the recommendation may be to curtail travel until such times the risk(s) reduce.

All travellers must undertake a specific risk assessment for any travel that does not involve attending meetings, conferences or visiting academic partners. Please refer to the information found [here](#).

The Risk and Audit Service provides an online application for all international visas. Travellers can request correspondence when completing the online travel risk assessment.

2.3.3 Booking Travel

The approved Travel Partner must be used at all times for travel bookings when the ultimate destination of the journey is outwith the United Kingdom, or the journey starts outwith the United Kingdom.

THE KEY BENEFITS OF USING THE TRAVEL PARTNER ARE: -

- The Travel Partner has relevant contact details and knowledge of colleague's itinerary, therefore being able to immediately assist travellers with any alternative travel arrangements or assistance.
- The Travel Partner can hold bookings for 24-72 hours at same price for air bookings (except for most low-cost airlines), and can hold rail bookings for one day.

Important Travel documents and information can be found by visiting [here](#)

2.3.4 Travel Insurance Handbook

Travellers are provided with the [Travel Insurance Handbook](#) following submission of the online travel risk assessment.

2.3.5 Health Advice for travellers and reciprocal Healthcare Arrangements

The NHS provides travellers with important health advice, including details of countries outside the European Economic Area (EEA) that colleagues may be visiting which provide reciprocal health care to UK residents.

All persons who are nationals of a European country should ensure they have an up to date European Health insurance card (EHIC) as this will need to be presented to the medical institution. If a traveller is unable to present an EHIC card, this can adversely affect the health cover under the University health policy and could expose a risk to the individual of being personally liable for medical care costs.

All travellers who are entitled to the EHIC are required to ensure they have an up to date card when travelling the European Economic area. The EHIC is free of charge and can be found [here](#).

2.3.6 Vaccinations

The cost of vaccinations or other medications required in order to protect colleagues travelling to locations where specific diseases and conditions are prevalent can be claimed as a legitimate business expense.

The cost of medication for routine and pre-existing conditions - including headache tablets, anti-inflammatory medication, and cold and flu remedies - cannot be claimed through expenses.

2.3.7 Passports and Visas

The travelling colleague is responsible for all passport and visa requirements. **Costs associated with the issue/renewal of passports must be met by the employee and are not reclaimable** from the University. All travellers who are not British Citizens are responsible for ensuring that they do not travel against the advice of their own government or embassy. Where a visa is necessary specifically for a visit to another country or territory, and that visit is for University business purposes, then all costs incurred in securing any necessary visa can be reclaimed as a legitimate business expense.

Before arranging travel, colleagues should:

- Make a note of their passport number, date and place of issue (or take a photocopy), and keep separately in a safe place;
- Check the passport expiry date – replacements should be obtained if there is less than 6 months remaining as this is a requirement for travel to certain countries and territories;
- Write the full details of next of kin in their passport;
- Take a second means of photo-identification with them;
- Keep their passport in the hotel safe and carry a photocopy with them;
- If a traveller's passport is lost or stolen overseas, contact the nearest relevant embassy immediately for advice and assistance.

2.3.8 Foreign Currency

Receipted commission and buy back costs incurred in purchasing foreign currency are a permitted business expense and can be claimed.

3 – HOW TO CLAIM REIMBURSEMENT

There are legal and tax implications regarding re-imbusement of expenditure, and subject to the nature of the reimbursement these may have a 'benefits-in-kind' implications which may in turn require to be reported to HM Revenue and Customs.

As a consequence, and to mitigate any individual and University tax liabilities, only expenditure incurred **wholly, exclusively and necessarily** in the performance of duties for the University or to the benefit of the University may be reclaimed, as reflected in this Policy

3.1 Making a Claim

- a) All claims for re-imbusement **must** be made on the appropriate form (which can be found [here](#)) and be properly authorised. Only claims in GBP Sterling will be accepted.
- b) Where the traveller has incurred expenditure in a foreign currency this must be converted into GBP Sterling using either:
 - The exchange rate received when converting GBP to the foreign currency
 - The exchange rate shown on the traveller's bank statement or credit card statement
- c) A presumption exists that **all claims should be evidenced**. The best form of evidence is a third party receipt or an invoice, though other documentation may be considered. **Credit/Debit Card payment slips are not acceptable evidence**.
- d) For a claim to be valid it must be correctly submitted within 3 months of the business expenditure being incurred.

3.2 Approving a Claim

- Claims can only be approved by the appropriate line manager/budget holder in accordance with the established delegated authorities.
- This person is responsible for ensuring the claim complies with this Policy.

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3.3 Review Process

RESPONSIBILITY LIES WITH THE CLAIMANT AND AUTHORISER TO ENSURE THAT CLAIMS ARE COMPLIANT WITH THIS POLICY. CLAIMS WILL, HOWEVER, BE REVIEWED ON THE FOLLOWING BASIS:

- a) The Finance Department carry out regular spot checks on claims to confirm the Policy is being complied with. They will also be subject to internal and external audit.
- b) The Finance Department can request an individual to provide further details on the purpose for which the expenditure has been incurred in order to ensure that the claim complies with Policy and that a 3rd party audit would understand the nature of the claim.
- c) Claims may be referred to the Director of Finance or Group Financial Controller for review even if the approved signatory has authorised the claim.
- d) Claims will only be accepted with appropriate receipts. In exceptional circumstances, and only with the provision of a full and acceptable explanation to the Group Financial Controller, will claims be accepted without supporting documentation.
- e) If there is evidence of serial non-compliance, claimants and authorisers will be reported to line managers and disciplinary procedures will be implemented.

3.4 Restrictions

- No personal debit/credit card interest or charges paid will be reimbursed.
- **Only inclusive service charges added on to the invoice/receipt will be reimbursed. No discretionary tip or gratuity may be claimed.**
- No road traffic fine, parking ticket or any other motoring penalty paid will be reimbursed.
- The University will not reimburse any costs relating to personal travel, nor that of a spouse, partner or child of an employee who accompanies the employee on a business trip. Joint travel arrangements may be made through the University's travel partner, but only the cost relating to the employee will be reimbursed. Any calculations required to eliminate spouse or partner costs from joint bills (e.g. for hotel room) must be documented and attached to claim forms.
- In rare and exceptional circumstances, the Principal may authorise spouses/partners to accompany senior management at University expense. This authorisation must be obtained prior to any travel arrangements being made. The Director of Finance or Group Financial Controller should also be notified to ensure that the benefit in kind is recorded for reporting to HMRC.
- On rare occasions, and where agreed in advance by the Head of School or Department, business trips can be extended for the purpose of taking annual leave. However the calculation of the costs which the University will incur must be agreed in advance with the Group Financial Controller or their deputy. In all circumstances, the calculation of the cost to the University will be minimised. No element of personal cost or benefit will be incurred by the University.

3.5 Personal Disruption

The University aims to be a good employer and has a range of flexible working and family friendly policies. More senior colleagues are expected to do the hours as necessary to fulfil the requirements of their contract of employment, within reasonable working hours. While there is no TOIL policy, or overtime for that group of colleagues, at times it may be necessary to work unsocial hours to fulfil that, and this should be agreed between the colleague and their manager. If appropriate, the colleague may be able to work flexibly, taking reasonable and appropriate time back for those unsociable hours.

3.6 Advances for Expenses

A request will only be considered when the employee concerned is travelling for a genuine business reason and solely on University business. All requests should be fully justified and be appropriate to the level of business expenses to be incurred. Every effort should be made to book accommodation and other travel related costs in advance obviating the need for an advance.

3.6.1 Limits

The minimum advance given will be £250 and the maximum advance allowable will be £5,000.

3.6.2 Approval

Only the Head of School or Department or the relevant Finance Manager can approve requests for an advance. A [Cash Advance Form](#) should be used for this purpose.

3.6.3 Payment

Advances will normally be paid in line with University standard payment timetable which is available from the School/Department administrator or Finance Manager. The finance department will make a reasonable effort to provide advances at short notice but it cannot guarantee these will be processed before departures. At least two weeks' notice is therefore required. All advances will be paid by bank transfer into the employees/students sterling bank account.

3.6.4 Repayment of Advance

All advances are treated as loans. On returning to their normal place of work, colleagues should account for the cash advanced by:

- a) Offsetting it against their expense claim and, if a balance remains
- b) Repaying any unspent amount to Finance - Accounts Payable

Expense claims substantiating the advance should be submitted not later than 15 working days after the employee returns to their normal place of work.

If, within 16 working days after the employee returns to their normal place of work, the employee has neither submitted a claim, nor advised the Finance – Accounts Payable team that reasonable grounds exist for the delay, the University will deduct the full amount of the advance from the employee's salary without further reference.

4– TRAVEL and ALLOWANCES

4.1 Air Travel

All travellers must ensure they have a **valid passport** prior to making any bookings. Furthermore the passport must be valid for **6 months after their proposed return date**.

4.1.1 Class of Travel

Only Economy Class (or equivalent) should be booked. In exceptional circumstances - for example pre-existing medical conditions and disabilities – a higher class of travel will be considered, but only with the prior written approval of the Principal. A key consideration in making such a decision will be whether the class of travel is deemed to be essential for the performance of the applicant’s duties of employment.

4.1.2 Travel to and from overseas campuses

Travellers must confirm in advance their intention to travel to overseas campuses with the Vice Principal in Malaysia or Dubai.

Where a multi-campus (Dubai and Malaysia) visit is planned it should be set up such as to minimise weekend downtime and unnecessary additional costs, including those relating to accommodation.

4.1.3 Tickets

Open Tickets - The use of ‘open’ tickets is discouraged as these are expensive and the traveller should seek alternatives.

Names on Tickets - It is essential that the name on the ticket matches the name on the Passport, e.g. name change due to marriage. Airlines may deny boarding if discrepancies exist. The correct first name, surname and title (as they appear on the passport), must be given at the time of reservation. Any irrecoverable costs arising from errors in providing this information will not be reimbursed by the University.

Passport Details - Travellers booking via the Travel Partner must forward their passport details prior to departure to cover Advance Passenger Information (API) regulations.

4.1.4 Pre-flight checklist

Photo ID - must be carried at all times when flying.

Boarding Card - Most airlines now offer online check-in on their individual websites using the booking reference and/or e-ticket number. Some airlines offer check-in using a Travel Agent confirmation. It is the traveller’s responsibility to ensure they fully understand individual airline’s check in procedures.

USA Flights – It is essential that an ESTA is completed at least 72 hours prior to departure. Complete the ESTA online [here](#)
All approved travellers must ensure if changes are made to their passport, they must re-apply for a new ESTA giving new passport details.

4.1.5 Airline Frequent Flyer Programmes

Frequent flyer programmes must not influence colleague's travel booking - flight selection must not result in incremental costs to the University beyond the lowest available airfare from that or another airline. The University will not reimburse membership costs of frequent flyer programmes.

Any air miles or other incentives (including discounted or free tickets and upgrade vouchers) which have been accrued through travel paid from University funds may not be used for personal journeys and must be applied for future travel on University business.

Where colleagues are in receipt of such incentives, they should notify their school or department finance teams in order that it can be logged.

4.1.6 Additional Flight Information

DELAYS/CANCELLATIONS/DENIED BOARDING COMPENSATION

Airlines may offer free tickets or cash allowances to compensate travellers for delays and inconveniences due to overbooking, flight cancellations and changes of equipment.

Travellers must NOT volunteer for denied boarding compensation when on University business. Travellers may only volunteer for denied boarding compensation if:

- flying outside normal working hours
- The delay in their trip will not result in any interruption or loss of business.

Travellers who are involuntarily denied boarding should immediately obtain a free voucher from the airline, account for the free travel voucher on the expense report and ensure that the School/Section budget holder is given the voucher to use against future travel.

OVERNIGHT DELAYS

Travellers should consider the following:

- Is it more cost effective to incur the cost of a hotel room if securing alternative onward transportation is more expensive?
- How much time will the traveller lose and will this adversely affect business plans?
- How much money will the traveller lose if alternative flight arrangements must be made at the last minute at the full economy price?

FLIGHT CANCELLATIONS

When a trip is cancelled after the ticket has been issued, the traveller should inquire about using the same ticket for future travel. Travellers can re-use airline tickets if airfare eligibility requirements (as verified with Travel Partner) are met.

VOIDED/UNUSED AIRLINE TICKETS

There may be circumstances when travel plans change before the trip takes place. It is preferable in these instances to have the ticket voided rather than refunded. Voided tickets, because they are not reported as a sale, take less time to process. To expedite refunds, colleagues must notify the Agent of unused or partially used airline tickets to allow them to process the refund.

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4.2 Rail Travel

All rail travel will normally be undertaken at Standard Class, although in exceptional circumstances the budget holder may approve the use of Business / First Class travel, including First Class Sleeper, where it is evidenced as being cheaper than standard class (with Wi-Fi and meal 'add ons'), economy class air fare and/or hotel accommodation. In justifying higher grade travel due consideration should be given to time and costs savings. All such decisions must be fully documented and the details attached to the expenses claim.

4.3 Coaches / Private Hire

Details of local bus companies for private hires can be obtained by contacting Procurement Services, please e-mail: procurement@hw.ac.uk

4.4 Taxis

4.4.1 Taxis within the United Kingdom

Taxis should only be used where a public transport or airport/hotel courtesy bus is unavailable or not appropriate given the nature or purpose of the journey.

The use of cost effective public transport or airport/hotel courtesy buses are encouraged whenever possible.

Taxis for Late Working

The University will cover costs of taxis for late working subject to the following conditions:

- The employee is occasionally **required** to work until after 9pm, and
- Late working is neither regular nor frequent
 - Regular means a predictable pattern e.g., every Friday night.
 - frequent means more than 60 occasions per year, and
- Public transport has stopped or it would not be reasonable for the employer to expect the employee to use public transport (i.e. low level of availability or reliability of services at that time of night).

City Cabs taxis can be contacted on 0131-228 1211. Some schools and sections have accounts set up with City Cabs ([see attached](#)). Their website provides an online booking facility and there is a free app available for iPhones and Android devices. Other taxi firms operating in Edinburgh which can also provide services to and from the campus.

4.4.2 Taxis outwith the United Kingdom

Wherever possible travellers should, at the time of booking their flights and/or hotels with the Travel Partner, pre-book their airport to accommodation/venue transfer.

Travellers should also consult with any local contact to establish the best mode of transport within the country, using their local knowledge and recognising the need to ensure traveller's safety. Where taxis are used in a foreign country, travellers should establish from either their hotel or accommodation provider, or a local contact, the name of a reputable taxi firm.

4.5 Ferry Travel

When using ferries, travellers should book in advance to ensure availability of space.

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4.6 Accommodation

Travellers are entitled to be reimbursed for accommodation costs incurred in the course of the performance of their duties, provided that the accommodation arrangements made are in strict adherence with this Policy.

The University will only pay accommodation costs for the time spent on University business.

4.6.1 Accommodation within Edinburgh

When booking accommodation for visitors to the University, the University's on-site accommodation should be offered in the first instance. Details of rates and facilities available can be obtained by contacting the **Edinburgh Business School** on ext. 3479 for Paul Stobart Building accommodation. Should this not be suitable, accommodation in proximity to the Campus can be booked but must fall within the rates noted below. See [attached](#) for preferred rates at local hotels.

4.6.2 Category/Class of Accommodation

The University will only permit the booking of a standard single occupancy while travelling both within the United Kingdom and Internationally.

4.6.3 Accommodation Allowance

The traveller should bear in mind the proximity to their destination when making a reservation.

The agreed maximum rates (inclusive of VAT and/or other local taxes) for normal accommodation bookings are as follows, and should include both the room and breakfast costs (where available): -

Location	Rate per night
London (within the M25)	£160 per room per night.
Rest of United Kingdom	£100 per room per night.
Rest of the World	£100 per room per night.
Rest of the World (Capital City of Country)	£150 per room per night.

The cost of accommodation should be minimised whenever practicable. It is important that in all circumstances colleagues secure the best available deal. The budget holder may approve the use of more expensive accommodation where it can be fully justified by the claimant.

Factors that could be taken into consideration include where:

- a) a conference is based in a hotel, or group of hotels,
- b) or where meetings are to be held with research collaborators staying in a specific hotel

In both instances the justification must be that the alternative transport costs exceed the saving on accommodation.

4.6.4 Accommodation in Dubai

Travellers to the University's Dubai campus should make accommodation arrangements through the Dubai campus.

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4.6.5 Accommodation in Malaysia

Travellers should contact the Malaysia Campus for advice on the most appropriate accommodation.

4.6.6 Conferences

As noted in section 4.6.3, individuals attending a conference solely for the benefit of the University may stay in the conference accommodation if the cost is higher than the rates set above, provided that prior approval has been received from the budget holder.

4.7 Meals and Subsistence

Where there is an overnight stay and where colleagues are out of the office, without an overnight stay, for more than 5 hours and at a distance of more than 5 miles from their normal place of work, a claim for subsistence (substantial meals, not snacks) can be made. **No round sums claims will be permitted.** The reimbursement will be no more than the costs incurred and receipts must be produced.

The table below indicates maximum subsistence payments that will be reimbursed. These amounts include VAT or other sales taxes. In relation to overnight stays, these limits apply whether the costs are incurred within or outwith the accommodation hotel.

The amounts noted represent the maximum that can be claimed from the University. Individuals can, of course, choose to spend more than what can be claimed as business expenses, but the excess will not be reimbursed.

Expenses claims for meals taken by colleagues, postgraduate students and research associates at their home campus will not normally be repaid unless under exceptional circumstances.

United Kingdom & International	Rate (MAXIMUM amount including VAT)
Evening meal	£25 per overnight stay
Lunch	£15 per day
Breakfast (available only where accommodation has been booked on a room only basis)	£10 per overnight stay

4.8 Alcohol

The University has a duty of care to its colleagues and will not support through financial reimbursement the consumption of alcohol. All such expenditure is deemed to be personal in nature and therefore cannot be reclaimed from University funds. This includes restaurant and bar bills, and alcohol purchased in shops or off sales/liquor stores.

It is important in this context to note the distinction between subsistence and hospitality. Subsistence relates to personal business travel. Hospitality is where University colleagues, for genuine business reasons, are required to entertain customers, suppliers or other third parties in the course of performing their duties. The Policy relating to Hospitality and Entertaining is covered in Section 6.

4.9 Other Expenses

4.9.1 Telephone and Internet/Wi-Fi Charges

Only the cost of business calls, substantiated by a log or itemised phone bill, will be accepted. No proportion of home rental, internet dialup or broadband subscription will be reimbursed. Where telephone charges appear on hotel bills these **must** be identified as business calls where reimbursement is sought.

Business calls on privately owned mobile/smartphones are claimable, but not any part or proportion of the 'phone rental cost. Call details must be documented and submitted with expense claims. 'Phone cards and top ups are not reimbursed by the University.

The purchase of internet access/Wi-Fi access is an allowable expense where supported by receipts, and where the access is being used for business purposes only. Such arrangements should be made to minimise the costs incurred and claimed from the University, including arrangements with network providers to minimise data roaming and call charges. The business reasons for accessing the internet/using Wi-Fi must be documented and attached to claim forms.

4.9.2 Gratuities

Unless a service charge is included within the bill, or where there is proof of payment from the service provider, then all gratuities are deemed to be of a personal nature and will not be refunded.

4.9.3 Interview Expenses (Non Staff)

Interview candidates may claim agreed travel and other costs on submission of the [Interview Expenses Claim Form](#). All claims submitted by interview candidates will be subject to a reasonableness check prior to being authorised, and details of allowable expenses are shown in a link from the form. Either the Director of Human Resource Development or Head of School/Section must sign off such expenses.

4.10 Personal Incidental Expenses

Colleagues may claim an allowance for personal incidental expenses such as laundry, private phone calls, hotel movies, newspapers, light refreshments etc. where there is an overnight stay on the following basis:

- £5 for every night spent away on business in the UK
- £10 for every night spent away on business outside the UK

4.11 Professional subscriptions

The University will not normally bear the cost of subscriptions to professional bodies.

In exceptional circumstances the University will pay for subscriptions, but only where:

- payment of the subscription is referred to in the contract of employment, and/or

- it is a requirement that membership of the organisation in question is essential for colleagues to perform their duties of employment.

In such exceptional cases, where membership of the organisation is a condition of the employment, no tax or NIC liability arises and details need not be reported in personal tax returns

Colleagues should note that subscriptions to professional bodies, and paid without University reimbursement, may qualify for tax relief if they are included in a list of HMRC approved bodies. A list of professional bodies approved by HMRC is noted [here](#). If this is the case, the details should be included in annual tax returns to HMRC.

4.12 Staying with Friends

Where colleagues can arrange to stay with friends or relatives whilst away on University business, an allowance of £25 per night may be claimed. This is in lieu of hotel expenses. The only other subsistence allowance that can be claimed in such circumstances is for lunch.

4.13 Books and Publications

The University will provide books and publications which are necessary for the performance of colleague's duties.

All subscriptions to academic or other publications must be arranged through normal University purchasing procedures and not claimed through expenses.

Where such costs are incurred by the University, ownership is vested with the University, and the book or publication must be available to other colleagues and retained by the University upon termination of employment.

4.14 Childcare

If the University requires a colleague to attend a function or conference out with normal working hours, then childcare costs will be considered, but only where there has been prior authorisation from the Head of School or Department

4.15 Pet Sitting Costs

'Pet sitting'/care costs will not be reimbursed by the University. They are not an allowable business expense. However in very exceptional circumstances reimbursement will be considered, but approval must be provided by Heads of School or Department.

4.16 Smoking and Tobacco Products

Smoking and smoking related products are not a legitimate business expense and such expenditure will not be reimbursed by the University. This also applies to hospitality and entertaining.

5 - WORK RELATED DRIVING

The University has a responsibility to manage the risks encountered by its colleagues and students when they drive as part of their duties for the University.

5.1 Driver Declaration

The University is responsible for ensuring that at all times it has adequate risk controls in place across all aspects of its business. The University has a process in place to ensure it can manage and monitor that all colleagues and students are driving legally and are adequately insured. To capture this information all colleagues and students wishing to seek approval to drive University owned, hired, leased or personal vehicles are required to complete the online [Driver Declaration Form](#).

Providing there are no queries regarding the declaration, licence and/or insurance information each approved driver will be provided with a **Driver Permit Number**. All drivers are required to renew their declaration annually

IMPORTANT: - If there is any material change to a person's driving licence validity or their insurance cover then they should cease to drive on University business and re-submit the online drivers declaration form.

5.2 Personal Vehicles

Colleagues and students who wish approval to drive their personal vehicles for the purposes of University business are responsible for the vehicle at all times and must:

Ensure their vehicle is legally roadworthy, maintained in line with the manufacturer's guidelines, has a current MOT and are insured to drive a personal vehicle for business purposes. The University does not accept responsibility for costs associated with making the vehicle roadworthy or for the costs associated with insuring a personal vehicle. . It is the responsibility of the driver to ensure that they have declared to their insurance company the business use of vehicle. Any associated cost is the responsibility of the vehicle owner.

Important: standard insurance policies only insure for journeys to and from colleagues **NORMAL** place of work, for example colleagues should advise their insurance company if their usual place of work is the Riccarton Campus but use their vehicle to travel to the Borders Campus or to other locations as part of their work. This also includes journeys to and from an airport where a personal vehicle is used

5.3 University Owned and Leased Vehicles

The University has a fleet of owned and leased vehicles which are insured under a comprehensive motor insurance policy. Colleagues and students wishing to drive these vehicles must complete the driver declaration form as above.

All professional service vehicles must be parked on campus overnight unless a colleague is contracted to provide an out of hours service

Any colleagues who is allocated a vehicle for their sole use are subject to benefit in kind taxation which must be declared to the Finance Office (Group Financial Controller).

5.4 Hired Vehicles

For long road journeys, travellers should consider alternate means of travel such as air or rail rather than driving. In addition, for road journeys travellers should consider using a hired car rather than their own private vehicle as this could be the most cost effective option to the University. Details on how to book vehicle hire can be viewed [here](#). In such instances, the relative costs must be assessed and the lowest cost option selected.

5.4.1 Class of Hired Vehicles

The class of hire car depends on the number of people travelling and the period of hire. The University's policy with regard to this is set out in the table below.

	Days of Hire		
	One	Two-Five	Five +
One person	1400cc	1400cc	1600cc
2-3 people	1400cc	1600cc	1600cc
4+ people	1600cc	1600cc	1600cc

The University's nominated vehicle hire firms must be used for all UK and Worldwide vehicle hire. Details of these providers can be found in the link noted above. These can be booked directly or via the University's appointed Travel Partner. Concessionary hire rates have been obtained and motor insurance is covered under the University's insurance policy.

5.4.2 Hire Car – Fuel Costs

Travellers who hire a car should reclaim the cost of fuel. The mileage rates referred to in section 5.10 are not applicable. The expenses claim for fuel must be accompanied with VAT receipts.

5.4.3 Accidents involving hired, leased or owned vehicles

The driver/hirer is responsible for the vehicle at all times and is required to notify the University's insurers of any accident or incident that may result in a claim. Should there be any damage sustained to a vehicle on University business, full details of damage must be reported to the hire company, the University's insurers and into Shield^{HSM5}, the University's online accident reporting system (accessed through the 'Report a Hazard' icon on all staff desktops or the Health & Safety Services [SharePoint](#) site).

5.5 Vehicle Checks

All drivers must ensure that vehicles are roadworthy before the commencement of their journey.

Drivers of hired vehicles must check the vehicle before acceptance, and all damage must be itemised on the vehicle checklist. Additionally, all vehicles must be checked at the end of the hire and again any damage should be noted and agreed with the hirer.

5.6 Fines and Penalties

The University does not meet any costs or responsibility associated with fines or penalties. This is the sole responsibility of the driver/hirer.

5.7 Mileage Log Sheets - University Owned/ Leased Vehicles

Daily log sheets must be completed for each journey and or change of driver. Log sheets must be returned to the Risk and Audit Service on a monthly basis.

5.8 Claiming Expenses

In order to claims mileage costs and other costs associated with driving such as car park charges, colleagues and students will be required to provide details of their driver permit number on the expenses claim form.

5.9 Business Mileage Allowances

Only mileage relating to University business journeys can be reclaimed through the expenses.

- The University will not accept claims for home to work travel.
- No claims for fuel will be paid (except in relation to hired vehicles – refer 5.4)
- Where the business related journey does not start from the normal place of work, then the mileage to be claimed is the lesser of the journey undertaken or that from the normal place of work to the destination. For personal vehicles, travellers must record their cumulative business mileage (within each financial year) on their claim forms to ensure that business mileage incurred is reimbursed at the correct rate.

5.9.1 University Owned Vehicles

Mileage Rates – University Vehicles

Engine Size	Petrol	Diesel	LPG
1400cc or less	11p per mile	11p per mile	7p per mile
1401cc to 2000cc	14p per mile	11p per mile	8p per mile
Over 2000cc	20p per mile	14p per mile	12p per mile

5.9.2 Personal Vehicles

Mileage allowance will only be paid to those who have satisfactorily completed and submitted the necessary forms detailed above, and all claims must be submitted on the Expenses Claim Form.

Rates – Personal Vehicles – UNITED KINGDOM ONLY

Vehicle Type	Mileage	Rate
Cars & Vans	0 – 10,000 Miles	45p per mile
Car & Vans	10,000+ Miles	25p per mile
Motor Cycles	Flat rate	24p per mile
Pedal Cycles	Flat rate	20p per mile

5.10 Car Parking

While travelling on University business, the University will reimburse parking costs such as ‘pay and display’ tickets, and only where the driver holds a Driver’s Permit (refer Section 5.1). All other parking charges, fines or penalties will not be reimbursed.

Parking at airports and similar locations should be in ‘long stay’ or its equivalent. **The use of short stay, fast track or valet parking is not permissible as a business expense and cannot be reclaimed from the University, unless it is evidenced to be a cheaper option.**

POLICY

6 - HOSPITALITY AND ENTERTAINING

The effect of the UK tax rules is to prohibit entertaining being an allowable business expense, with the exception of expenditure incurred by colleagues for genuine business reasons and required to entertain customers, suppliers, or other business connections in the course of performing their duties of employment. In all circumstances the expenditure must be **wholly, exclusively and necessarily incurred for business purposes**.

It is important that hospitality is properly disclosed within expense claims and is not classified as subsistence (which is personal to the individual). The same principle applies in reverse – subsistence must be claimed as such.

Where hospitality or entertaining takes place on campus, the University's catering facilities must be used.

6.1 Acceptable entertainment is deemed as:

- Expenditure incurred from occasions arising to discuss a particular business project;
- Expenditure incurred where the purpose is to maintain an existing business connection or to form a new one even though no business was actually done.

6.2 Unacceptable entertainment is deemed as:

- Expenditure incurred entertaining personal friends or business acquaintances where there is no business obligation to entertain them;
- Reciprocal entertaining between business acquaintances, even though some business topic happens to be discussed, if deemed to be really for social and not for business reasons.

6.3 Entertaining Colleagues and Students:

- It is recognised that Schools & Departments may want to organise annual parties, and induction or retirement events. These inclusive events should be agreed in advance with the Head of School or Department
- Expenditure should be modest and the events themselves should not occur on a regular basis. Colleagues and student entertainment must always be authorised by the budget holder in advance;
- For events held on campus, catering (including beverages) must be facilitated by the University's internal caterers, where this facility is available.
- The limit for the University's contribution to colleagues and student entertainment is £50 per head per annum, this includes all annual parties at Christmas (or functions of a similar nature, such as an annual dinner dance), retirement events and team meetings. The event must be open to all colleagues within the School or Department. In relation to students, this latter restriction does not apply.
 - The £50 is an annual limit, so if more than one event is held per tax year then the total amount per head per annum must not exceed the limit;
 - Events which are not open to colleagues generally are fully taxable under PAYE on the individuals in attendance;
 - The limit per head applies to only the number of employees who attend each event;

- The cost per event includes venue hire, transport, entertainment (band etc.) food, drinks, accommodation etc.

6.4 Claiming Business Entertainment Expenses

The following should be followed:

- When more than one employee is present, the most senior employee should submit an expenses claim for the event on behalf of the whole group. This employee may opt to designate another employee to claiming the cost of the entertainment but this must be agreed in advance;
- Prior to the entertainment being offered, the relevant Head of School or section must agree in advance if the amount in total is over £200 or £50 a head. All costs incurred must be reasonable and consistent with the basis for the entertainment being offered;
- **A ratio of no more than 2 employees to 1 guest is acceptable;**
- All entertainment must be supported with written evidence of payment. Receipts must be presented with all claims and all costs relating to the entertainment such as taxis, etc. must be coded on the expense form as entertainment;
- The names of all attendees, and the names of their employers, must be presented with the expenses claim;
- Where the University's own catering facilities are used, and the costs are to be charged internally, claimants **must also** comply with these requirements and always record details of all persons attending and the organisations that they represent on an Internal Catering Hospitality form (link to be inserted).
- Alcohol may be claimed where it is appropriate and consistent with the occasion. The cost incurred, for which reimbursement is sought, must be reasonable, and the amounts consumed must not be excessive. Colleagues must recognise that they are representing the University on such occasions and must avoid damaging its reputation.
- The smoking products policy referred to in Section 4.16 also applies to hospitality and entertaining

The University reserves the right to reject or restrict claims regarded by it as being unreasonable.

6.5 Gifts

Gifts - such as flowers, but excluding branded promotional items – provided for colleagues or external parties are not an allowable business expenses and can only be reclaimed or paid for by the University in exceptional circumstances, and at the discretion of the Head of School or Department.

Link to Gifts and Hospitality Policy to be inserted.

7. Relocation

Specific references are made in UK tax legislation in relation to relocation costs. The HMRC rules are complex, detailed and specific; defining that there is tax relief on eligible expenditure only up to a threshold of £8,000. Any reimbursement made in excess of £8,000 is taxable in the hands of the recipient. There are also rules covering the taxes applied and ineligible expenditure.

Therefore, prior to any commitment being made in relation to relocation costs, there must be consultation with the HR Director and Finance Directors/Group Financial Controller to ensure that there is proper accounting for PAYE and NIC, and that the recipient is aware of the tax implications.

Relocation should not be claimed through the expenses claims process, but using a separate form. Should you require this form, please email travelexpenses@hw.ac.uk

The [Expenses Quick Guide](#) provides further information in relation to relocation costs.

8. Further Help and Advice

For help and advice in relation to this Policy, please consult with your Finance Manager or the Group Financial Controller.

POLICY

ANNEX 1 - MALAYSIA CAMPUS - HERIOT-WATT UNIVERSITY MALAYSIA SDN BHD – (HWUM) (LINK TO BE INSERTED ONCE APPROVED AND PUBLISHED)

ANNEX 2 – DUBAI CAMPUS (LINK TO BE INSERTED ONCE APPROVED AND PUBLISHED)

POLICY

POLICY VERSION AND HISTORY

Version No	Date of Approval	Approving Authority	Brief Description of Amendment
v1.0	27 June 2016	Court	Replaces Travel & Expenses Policy 17 November 2010

POLICY