

Travel Policy Template

Objective:

To help you build a powerful travel policy, we've provided you with an easy-to-customize travel policy. This tool will help you:

- Provide customers with maximum service at a minimal cost
- Effectively manage your customers' T&E costs

What to do:

- Customise this tool directly on your PC and print it

How to use this Tool:

- Save the file to your desktop
- Open the file from your desktop and it will automatically launch in the appropriate programme
- Customise the file by adding the appropriate information
- Save your changes
- Print it
- Give a copy to your customers and keep one for your own files

NOTE: Add appropriate information in the square [brackets]; then delete the brackets

Travel Policy

For the Employees of

[Client Company Name]

[Last updated XX/XX/XXXX]

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Travel Policy Purpose and Enforcement

We have developed a travel policy to provide [CLIENT COMPANY NAME]'s business travellers with a reasonable level of service and comfort at the lowest possible cost, and to maximise our ability to negotiate discounted rates with preferred suppliers in order to reduce travel expenses.

The purpose of this document is to ensure that employees have a clear understanding of the policies and procedures for business travel and entertainment expenses incurred on [CLIENT COMPANY NAME]'s behalf:

- [CLIENT COMPANY NAME] will reimburse employees for all reasonable and necessary expenses while travelling on authorised company business.
- [CLIENT COMPANY NAME] assumes no obligation to reimburse employees for expenses that are NOT in compliance with this policy.
- Travellers who do not comply with this travel policy may be subject to delay or withholding of reimbursement and may be subject to disciplinary action after [XX] policy exceptions.
- Instances when travellers don't book the lowest air, hotel and rental car rates offered will be noted by the travel counsellor and included in an exception report to be reviewed by [NAME/TITLE].

Any questions, concerns or suggestions regarding this travel policy may be directed to [TRAVEL AGENCY CONTACT NAME] at [PHONE NUMBER].

Air Travel

Reservation Procedures

All air travel should be booked through the designated travel agency, [TRAVEL AGENCY NAME], at [TRAVEL AGENCY PHONE NUMBER], Monday through Friday, [XX:XX] a.m. to [XX:XX] p.m. Reservations should [NOT] be made directly with the airlines.

Booking should be made as early as possible to take advantage of advance purchase discounts. Travellers are expected to use the **lowest logical published airfare**, determined by the travel counsellor and based on the following factors:

- The route requires no more than one stop and does not increase the total travel time by more than [XX] hours each way
- Departure/arrival time is no more than [XX] hours before or after requested time
- Savings must be at least [\$XX] to offset scheduling inconvenience

Class of Service

Travellers are expected to fly in coach class at all times. Upgrades to business or first class may be allowed in the following instances and with proper authorisation:

- Senior level executives
- International flights longer than [XX] hours duration
- If business class does not cost more than the lowest available coach fare
- When travelling with clients or senior level management
- At the employee's personal expense or by redeeming frequent flyer mileage

Ticket Delivery

Tickets will be delivered within [XX] days before the trip. Travellers also have the option of picking up tickets in-person at [LOCATION], from [HOURS].

Electronic Ticketing

Travellers should use electronic tickets whenever possible. At the time of reservation, travellers will be given a confirmation number by the travel counsellor and then sent an itinerary/invoice by fax or e-mail. At the airport, travellers present the confirmation number and a photo identification to receive their boarding pass.

Travellers who forget or misplace the confirmation number must present proper identification and/or the corporate card used to purchase the flight. The passenger receipt will be sent via regular mail. (**Note:** The passenger receipt is for expense report purposes only. Travellers do not need this receipt to board the aircraft.)

Emergency Travel Procedures

Travellers should call the 24-hour, toll-free Emergency Travel Hotline at [PHONE NUMBER], ONLY for itinerary changes on the road or after normal business hours. This number appears on the traveller's itinerary.

Cancellations and Unused Tickets

Should travel plans change, travellers should call [TRAVEL AGENCY NAME] as soon as possible to cancel or alter the reservation. Travellers with electronic tickets should also call their travel counsellor to cancel the reservation and initiate a refund if appropriate.

If a trip is cancelled after the ticket has been issued, the traveller must contact [TRAVEL AGENCY NAME] immediately to refund the ticket or use it for future travel on the same route within [XX] days.

Unused airline tickets or flight coupons must **NOT** be sent to the airlines and **NEVER** discarded as these documents may have a cash value.

To expedite refunds, unused or partially-used airline tickets must be returned immediately to the [TRAVEL AGENCY NAME] travel office that issued the ticket. Travellers must **NOT** include unused tickets with their expense reports.

Tickets can be **voided** if they are received by [TRAVEL AGENCY NAME] by the Friday of the week that the ticket was issued.

Lost or Stolen Airline Tickets

If a ticket becomes lost or stolen, travellers must immediately report the loss to [TRAVEL AGENCY NAME] who will assist them in filing a lost ticket application with the airline.

NOTE: Travellers who use electronic tickets need not worry about lost or stolen documents as no paper ticket is issued.

Traveller Profiles

All employees who travel at least once per year should submit a completed traveller profile form to [TRAVEL AGENCY NAME] to ensure that pertinent details and preferences are adhered to in the reservation process.

The traveller is responsible for informing [TRAVEL AGENCY NAME] of all personal travel information changes such as charge card numbers, delivery address, phone number, title, medical restrictions, special meal requirements and seat preferences.

Lodging

Making Hotel Reservations

Hotel reservations must be made through [TRAVEL AGENCY NAME] and NOT directly with the hotel. Travellers are required, whenever possible, to use:

- Properties where [CLIENT] has a negotiated rate. These are listed in the Appendix.
- Properties where American Express has a negotiated rate. Refer to the American Express hotel directory, which can be obtained from [NAME].
- The least expensive property in [MODERATE] or similar hotel category.

Room Guarantee

Unless otherwise instructed, all hotel rooms will be guaranteed for late arrival with the traveller's [CORPORATE OR PERSONAL] charge card.

Hotel Cancellation Procedures

Hotel cancellations should be made through [TRAVEL AGENCY NAME] by the time shown on the traveller's itinerary (usually 4:00 p.m. – 6:00 p.m.):

- Travellers should record the cancellation number in case of billing disputes.
- Travellers will be held responsible and not be reimbursed for "no-show" charges unless there is sufficient proof that the billing is in error.
- Cancellation deadlines are based on the local time of the property.

Hotel Payment Procedures

Hotel expenses should be paid using the traveller's [CORPORATE OR INDIVIDUAL] charge card.

Rental Car

Making Rental Car Reservations

Travellers may rent a car at their destination when entertaining customers or when more than [NUMBER] of employees are travelling together.

Rental car reservations must be made through [TRAVEL AGENCY NAME] and NOT directly with the car company.

Travellers are required, whenever possible, to book rental cars using the [CLIENT COMPANY NAME] negotiated rate:

Primary Car Company:

[VENDOR]

Corp. I.D. #: [XXXXXXX]

Rates:

Economy: [\$xx.xx]

Compact: [\$xx.xx]

Intermediate: [\$xx.xx]

Full-Size: [\$xx.xx]

Luxury: [\$xx.xx]

Secondary Car Company

[VENDOR]

Corp. I.D. #: [XXXXXXX]

Rates:

Economy: [\$xx.xx]

Compact: [\$xx.xx]

Intermediate: [\$xx.xx]

Full-Size: [\$xx.xx]

Luxury: [\$xx.xx]

In addition, travellers should check with the rental car agent for any promotional rates, last-minute specials or free upgrades.

At the time of rental, the car should be inspected and any damage found should be noted on the contract **before** the vehicle is accepted.

To avoid additional charges, every reasonable effort must be made to return the rental car intact, on-time and with a full tank of gas.

Class of Service

Travellers should book rental cars in the [CLASS] category, except for the following situations:

- when the traveller can be upgraded at no extra cost
- when two or more company employees are travelling together
- when entertaining customers
- when cars in the authorised category are not available
- when transporting excess baggage such as booth displays

Rental Car Insurance

Rental car insurance [IS/IS NOT] included in the [CLIENT]-negotiated rate. Therefore travellers [SHOULD/SHOULD NOT] decline all rental car insurance coverage except:

- Collision Damage Waiver (CDW)/Loss Damage Waiver (LDW)
- Liability Insurance Supplement (LIS)
- Personal Accident Insurance (PAI)
- Personal Effects Insurance (PEI)
- Coverage for additional drivers (when applicable)
- Coverage for drivers under 25 years of age

Rental Car Cancellation Procedures

Rental car cancellations should be made through [TRAVEL AGENCY NAME]. Travellers should record the cancellation number in case of billing disputes.

Rental Car Payment Procedures

Rental car costs should be paid using the traveller's [CORPORATE OR INDIVIDUAL] charge card.

Rental Car Accidents

Should a rental car accident occur, travellers should immediately contact the rental car company and local authorities, as required. They should also contact [CLIENT CONTACT NAME] at [PHONE NUMBER].

Other Transportation

Personal Car Usage Guidelines

Travellers may use their personal car for business purposes when entertaining clients or transporting company goods for delivery. The traveller must carry adequate insurance coverage for their protection and for the protection of any passengers.

Reimbursement for Personal Car Usage

Travellers will be reimbursed for business use of personal cars on a fixed scale of [\$XX.XX] per mile. They [WILL/WILL NOT] be reimbursed for any repairs to their personal car resulting from business travel.

To be reimbursed for use of their personal car for business, travellers must provide on their expense report the date, location and purpose of the trip, mileage log, and receipts for gas, tolls and parking.

Telephone Usage
Business Phone Calls

Travellers will be reimbursed when using their personal telephone calling cards or home phone for business phone calls, provided an original copy of the phone bill is attached to the expense report.

Personal Phone Calls While Travelling

Travellers will be reimbursed for personal telephone calls while travelling on business:

- up to [NUMBER] per day, not to exceed [\$XX.XX] for domestic travel
- up to [NUMBER] per day, not to exceed [\$XX.XX] for international travel

Air-Phone Usage

Travellers may use an air-phone if an emergency or critical business issue is involved, but are strongly discouraged from doing so due to the high cost.

Hotel Telephone Usage

When staying at a hotel, travellers should determine if the property has added surcharges for local and long distance phone rates. To avoid hotel telephone surcharges, travellers should:

- Use a charge card, calling card, public phone or call collect whenever possible.
- Make multiple calls on one long-distance access charge. Simply press the # key after each call, wait for the tone, then dial the next number.
- Use a toll-free number for business calls whenever possible.
- Have the home office place the call.
- Phone from local company offices whenever possible.

Cellular Phone Reimbursement

Travellers [WILL/WILL NOT] be reimbursed for business calls made using personal cellular phones. An original copy of the bill must be attached to the expense report.

Travellers [WILL/WILL NOT] be reimbursed for cellular phone usage and monthly access charges

Meals and Entertainment

Personal Meal Expenses

Travellers will be reimbursed for personal meal expenses, based on the following guidelines:

	Major Cities	Secondary Cities
• Breakfast	[\$ XX.XX]	[\$ XX.XX]
• Lunch	[\$ XX.XX]	[\$ XX.XX]
• Dinner	[\$ XX.XX]	[\$ XX.XX]
• Refreshments/Beverages	[\$ XX.XX]	[\$ XX.XX]
• Total per day	[\$ XX.XX]	[\$ XX.XX]

Each meal (breakfast, lunch, dinner) must be recorded separately on the expense report and accompanied by an original receipt.

Business Meal and Entertainment Expenses

Travellers will be reimbursed for entertaining customers:

- if the person(s) entertained has a potential or actual business relationship with the company
- if the expenditure directly precedes, includes or follows a business discussion that would benefit the company
- with prior approval from [SPECIFY AUTHORITY]

Whenever feasible, meals and entertainment expenses should be paid for using the employee's [PERSONAL OR CORPORATE CHARGE CARD].

Examples of entertainment expenses include dinners during which a specific business discussion takes place, and events such as nightclubs, theatre and sporting events, in which a business discussion takes place during, immediately before, or immediately after the event.

Reimbursable Expenses

The following entertainment expenses are reimbursable:

- concert and theatre tickets
- sporting event tickets
- tennis court and golfing green fees
- transportation to and from the event
- meals and beverages consumed at the event

A list of non-reimbursable items is found in the Appendix.

Business Meals with Other Employees

Employees will be reimbursed for business-related meals taken with other employees only in the following circumstances:

- when a client is present
- when at least one company employee is from out of town
- when, for confidentiality reasons, business must be conducted off company premises
- when authorised by [SPECIFY APPROVAL AUTHORITY] for testimonial, reward, recognition or other appropriate business purposes

When more than one employee is present at a business meal, the most senior level employee must pay and expense the bill.

Meal costs for social occasions, such as employee birthdays and secretary's day, are NOT classified as business meals expenses and [WILL/WILL NOT] be reimbursed [EXCEPT WITH SPECIAL APPROVAL FROM NAME].

Tiping for Meals

Tips included on meal receipts will be reimbursed, provided they are no more than [XX%] of the total bill. Any tips considered excessive will not be reimbursed.

As a general rule, employees should not tip more than they would on a personal trip.

Payment Methods

Corporate Card and Traveller Benefits

Travellers must use the designated corporate card to pay for all air travel, lodging, rental car, rail, meals, entertainment and miscellaneous T&E expenses.

The company's corporate card vendor is [SPECIFY VENDOR]. Under the terms of the company's agreement with [VENDOR], travellers receive the following benefits:

- [\$XXXXXX] travel accident insurance
- [\$XXXXXX] baggage insurance
- [\$XXXXXX] rental car CDW/LDW
- Emergency assistance
- Check-cashing privileges
- Cash advances through ATMs
- Traveller reward programme (GIVE SPECIFICS)

Customer service is available 24-hours a day by calling [PHONE NUMBER]. A CARD VENDOR representative will assist you with billing disputes, statements, emergency services, cardmember benefits and the nearest [VENDOR] location.

The annual fee for all corporate charge cards will be absorbed by the company.

Corporate Card Distribution

Employees who take at least XX trips per year and incur local entertainment expenses of [\$XXX] per month should apply for a corporate card, provided the application is approved by [APPROVAL AUTHORITY].

For corporate card information or application instructions, employees should contact NAME at [PHONE NUMBER]. A sample application form and completion procedures are included in the Appendix.

Personal Use of Corporate Card

Corporate cards may [NOT] be used for personal expenses.

Business Use of Personal Charge Card

Personal charge cards may be used for business travel only:

- By employees who do not meet the issuance criteria for a corporate card
- At establishments that do not accept the corporate card (a written explanation must be recorded on the expense report form)

Travellers will be reimbursed for business-related fees on their personal charge card provided proper documentation is submitted within [XX] days after the personal card statement is received.

Travellers will [NOT] be reimbursed for annual fees on personal charge cards.

Corporate Card Billing and Payment Responsibility

Employees are responsible for paying their corporate card bill in full within [XX] days from the statement date. Extended payments will not be accepted.

Failure to pay the account promptly may result in suspension or cancellation of charge card privileges.

Reporting Lost/Stolen Cards

Lost or stolen corporate cards must be reported immediately as the unauthorised use of stolen cards is greatest in the first few hours after the theft.

To report a lost or stolen card, call [PHONE NUMBER].

Cardholder Employee Termination

Upon termination, all corporate cardholders must promptly reconcile and pay any remaining balances, cut the corporate card in half and send it to [NAME] at [LOCATION].

Expense Reporting

Timing for Expense Report Completion and Submission

Travellers must file expense reports no later than [XX] days after the completion of each trip.

Approval/Authorisation Process

Expense reports must be approved by the employee's immediate supervisor or the next higher authority, according to the following approval levels:

Title	Approval Authority
[POSITION]	[TITLE]
[POSITION]	[TITLE]
[POSITION]	[TITLE]

Employees are [NOT] authorised to approve their own, a peer's, or a superior's travel expense report.

Employee expense reports will be reviewed for calculation accuracy, approval signatures, policy compliance, business purpose, and proper supporting documents and receipts.

Documentation Requirements

Company policy requires original receipts for [ALL] expenditures over [\$XXX] and ALL meals, regardless of amount. The following documentation should be submitted with all expense reports:

- **Air/Rail** – original passenger coupon plus invoice/itinerary or charge card receipt
- **Hotel** – hotel folio plus charge card receipt or other proof of payment
- **Rental Car** – rental agreement plus charge card receipt or other proof of payment
- **Meals/Entertainment** – charge card receipt or cash register receipt (no restaurant tear tabs)
- **Miscellaneous** – receipts for all miscellaneous expenses over [\$XXX].

In addition, travellers must provide the following information in order to be reimbursed for business expenditures:

- Names of individuals present, their titles and company name
- Name and location of where the meal or event took place
- Exact amount and date of the expense
- specific business topic discussed
- In the case of entertainment events, the specific time the business discussion took place (i.e., before, during or after the event)

Acceptable Receipts

The following receipts are acceptable for expense report documentation:

- original receipt completed by the vendor
- customer's copy of charge card slip
- charge card billing statement
- original phone bill
- IRS-approved electronic ticket receipt

Actual bills/receipts must be submitted whenever possible; photocopies are acceptable only with a detailed explanation as to why the original is unavailable.

When a receipt is not available, a full explanation of the expense and the reason for the missing receipt are required.

Receipts must include the name of the vendor, location, date and dollar amount.

Unacceptable Receipts

Restaurant tear tabs and photocopies are not acceptable as receipts, unless accompanied by a full explanation.

Reimbursement of Expenses

Reimbursement for approved expenses will be sent to employees within [XXX] working days via direct deposit OR check sent to the employee's home or office.

Incorrect or Incomplete Expense Reports

Expense reports that are incorrect or incomplete will be returned to the approval authority for corrective action and may result in delay or non-reimbursement of specific items. Disregard for company policy or altering of receipts can result in disciplinary action or termination.

Group and Meeting Travel
Group Travel Definition

Group Travel policy procedures apply any time travel arrangements of any kind (air travel, lodging or ground transportation) are made for 10 or more people travelling to the same destination for a specific purpose. Group Travel includes:

- training and sales meetings
- new product introductions
- board of directors and stockholders meetings
- management meetings
- professional/technical meetings
- incentive trips, trade shows and conventions

The Group Travel policy applies to meeting site selection, travel arrangements for participants and all other aspects of the meeting.

Booking Instructions for Group Travel

All group travel arrangements, including air travel, rail, ground transportation, meals and lodging, must be made through [TRAVEL AGENCY NAME].

Address: [Address]

Phone: [Phone number]

Fax: [Fax number]

E-mail: [E-mail address]

Office Hours: [Office Hours]

Arrangements should be made as far in advance as possible to take advantage of the most favourable rates for both air travel and lodging.

Expense Reporting for Group Travel

Whenever possible, travellers must pay for their own group travel expenses and submit an expense report for reimbursement.

When expenses are incurred as a group, it is sometimes impractical to allocate a share of the expenses to each employee. Under these circumstances, the most senior employee must pay for and report the expenditure.

The cost of food and beverages for a group of employees must be reported as “Entertainment” expenses. All other expenses (i.e., transportation, lodging, etc.) must be reported under the appropriate expense category.

All expense reports associated with a meeting must contain the meeting registration number provided by the meeting planner or meeting sponsor.

Seminars Sponsored by Other Organisations

Fees associated with employee attendance at conventions, meetings and seminars sponsored by outside organisations are reimbursable, with approval from [SPECIFY AUTHORITY].

Internal Revenue Service (IRS) rules require that the company report separately the cost of meals associated with such events. To comply with this regulation, travellers attending such events must complete their expense reports as follows:

- Record the portion of the cost relating to meals on the “Meals” line.
- Record the remainder of the event costs under “Miscellaneous” expenses.

Appendix

List of Important Forms and Documents

- Traveller Profile: Completed Example with Instructions
- Reimbursable and Non-Reimbursable Items
- Corporate Card Application: Completed Example with Instructions
- Expense Report Form: Completed Example with Instructions
- E-Ticketing Fact Sheet & Frequently-Asked Questions
- General Travel Safety Tips
- Hotel Fire Safety Tips