

Expenses policy for Volunteers

The CQI greatly appreciates the time and effort of volunteers, who are vital to the effective functioning of the Institute. This policy sets out how and on what volunteers can reclaim expenses relating to their attendance at CQI meetings and other approved activities.

1) What you need to send in to claim your expenses

To make a claim you will need to provide a completed expense form with receipts attached, as detailed below. Volunteer expenses will be paid within a maximum of 30 days from receipt of your complete expense claim, although we will endeavour to do so as soon as possible. Expenses should be claimed within two months of incurring the expense, and later claims will be accepted only if there are extenuating circumstances.

1. A completed expenses claim form

Please use the latest CQI Volunteer Expense Claim Form. You will need to complete this with information about the expense, such as the event it relates to as well as details of the expense. The forms can be supplied electronically and on paper, and if any information is missing from the form, we will return it to you with details of how it should be completed to help you make the claim.

2. Original receipts, attached to the claim form

For CQI to claim back VAT on expenses we must have the original receipts for each item claimed. Credit card slips or statements cannot be accepted as evidence of business expenditure, as they don't provide the information below. We are only able to reimburse costs that have been genuinely incurred on CQI business and that meet the guidelines given in this policy.

Each receipt / invoice should include:

- VAT registration number
- Description of goods/services supplied
- The total charge, including VAT
- Name and address of supplier
- The date of supply

2) Travel

Travel should always be standard class, the only exceptions being:

- Where it can be demonstrated that first/business class is the cheapest ticketing option of all available tickets (evidence to be provided)
- To secure sole occupancy of a sleeping compartment, if overnight journey over six hours

We recommend you request a receipt from the ticket office/machine before the journey as sometimes they are retained by the barrier on exit.

Public transport should be used at all times, whenever possible. Please use train travel for longer journeys where this would be the cheapest option. Taxis may only be used when it is not possible to take public transport, and an explanation for the reason for the using a taxi should be given on the expenses form.

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CQI will not pay any fines in connection with Road Traffic Act offences. It is your responsibility to ensure that your car complies with all relevant motor vehicle legislation before driving a private car on CQI business. The CQI accepts no liability for loss of, or damage to, vehicles being used on CQI business.

3) Overnight Accommodation

When volunteers need accommodation they should check if we have negotiated a corporate rate. CQI will pay for the room, breakfast and related VAT but not for any other hotel charges.

4) Meals and refreshments

If you are away from home over breakfast, lunch or dinner we will reimburse you as per the table below, if refreshments are not provided as part of the meeting. We would only expect to pay for two meals if you are away on CQI business for over eight hours (including travel). Reimbursements are based upon actual receipts up to a value specified in the table below.

5) Exceptions

Any exceptions to this policy must be agreed in writing by the authoriser of the expense (usually the meeting organiser), otherwise the CQI will not guarantee payment. If you are considering claiming for anything not covered in this policy please ensure you gain approval in advance of the expense being incurred as retrospective claims will not be accepted. You will be asked to provide details of why the exceptional expense is of benefit to the business.

6) Help with claiming expenses

If you have a problem completing your expenses claim please contact Otto Balsiger, our Finance Manager OBalsiger@thecqi.org (020 7245 8523)

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We will reimburse certain expenses within reasonable amounts for the categories listed below:

Expenses	
Telephone calls on CQI business	Upon submission of an itemised bill
Mileage	45p per mile (please check whether rail would be cheaper)
Parking	Upon submission of receipt
Taxi fares	Only accepted when unable / not reasonable to take public transport; please provide an explanation on your claim form
Train fares	Standard fare; please book in advance and saver fares when possible
Tube fares	Upon submission of a receipt or an itemised Oyster card printout
Air fares	Standard class, as per receipt. Discount carriers should be used where possible.
Hotel / overnight accommodation (London)	Guide rate £80-£110 (incl breakfast & VAT)
Hotel / overnight accommodation (elsewhere in UK)	Guide rate £65 - £90 (incl breakfast & VAT)
Breakfast	Up to £7.50, on submission of receipts
Lunch	Up to £7.50, on submission of receipts
Evening meal	Up to £20, on submission of receipts