

# Expenses Policy and Procedures

## QMSU Volunteering

The QMSU Volunteering Expenses Policy exists to ensure that all students have the opportunity to volunteer in the local community. QMSU Volunteering wish to encourage all student volunteers to claim their travel and other out-of-pocket expenses to prevent anyone being unable to volunteer due to financial restrictions. QMSU Volunteering is committed to reimbursing volunteers for reasonable expenses in accordance with the following guidelines.

### 1. Guidelines on how to claim expenses

#### 1.1. Timeliness of submission

Expenses should be submitted as soon as possible after they have been incurred.

Expenses must be claimed back within the same academic term in which they have been incurred. These also need to be submitted and processed before the end of the financial year in which they have incurred (by mid-July).

Expense claims will be paid directly into a bank account via BACS (bank) transfer, and this process will take approximately two weeks from the submission deadline.

#### 1.2. Receipts

Original receipts must accompany all claims.

Photographs or scanned copies are not accepted.

If receipts are not kept, QMSU Volunteering will not be able to reimburse.

#### 1.3. Claim process

A '[QMSU Expenses Claim Form](#)' needs to be completed. These can be found at [qmsu.org/volunteering/groups/finance/](http://qmsu.org/volunteering/groups/finance/) or at the Students' Union Hub reception or BLSA Box Office. Expense forms need to be completed in full, clearly indicating what expense is being claimed and for which activity. Original receipts must be attached to completed expense claim forms with the relevant totals highlighted. Any issues or missing information will delay the processing of the form. Forms need to be returned to the Students' Union Hub where it will be authorised by the Volunteering Coordinator.

Please note, only UK bank accounts can be used for bank transfers.

If you feel you do not want to claim your expenses but would like to ensure that the money is donated to one of our RAG nominated charities, this can be arranged with the Volunteering Coordinator.

#### 1.4. External volunteering roles

The guidelines in this document apply to QMSU Volunteering internal roles only (such as Give Volunteering a Go opportunities and activities undertaken as part of a QMSU Volunteering Group). Volunteering expenses for external volunteer roles (i.e., roles with external organisations applied for via the QMSU Volunteering website) should be covered by QMSU Volunteering partner organisations in line with their own expense claim policies and procedures. Where external partner organisations do not have this provision available, volunteer expenses can be claimed in accordance with these guidelines.

### 2. Travel

Volunteers must ensure that the cheapest form of travel available is used. Travel expenses can only be claimed for travel to your volunteering opportunity, on the return journey, and in the course of

volunteering. QMSU Volunteering recommend that all relevant travel discounts are used wherever possible. For a full list of discounts available see the [Transport for London website](#).

#### 2.1. Public transport

We recommend that all travel using London Underground/DLR/Bus/National Rail services is completed on an Oyster card or using contactless payment rather than with paper tickets as this is the cheapest option. If this is not adhered to, QMSU Volunteering will only reimburse up to the amount of the cheapest form of travel.

QMSU Volunteering cannot reimburse travel cards and should these be submitted, QMSU Volunteering will only reimburse for the journeys actually incurred for volunteering activity. In order to claim public transport expenses using an Oyster card volunteers will need to request a journey statement printed from any London Underground office. This would detail the last 10 journeys (tube, bus or DLR, or London National Rail) made on an Oyster card, and the costs of these journeys on pre-pay. Alternatively, journey history for registered Oyster cards can be accessed and printed online at <https://oyster.tfl.gov.uk/oyster>.

In order to claim public transport expenses using contactless payment volunteers will need to submit a print out of relevant journey history from an online TfL account which can be accessed online at <https://oyster.tfl.gov.uk/oyster>. To connect a contactless payment card to an online TfL account visit: <https://contactless.tfl.gov.uk/DashBoard>. QMSU Volunteering cannot accept bank statements as receipt of payment.

Maximum or penalty fares incurred from not tapping in or out with an Oyster card or contactless payment card cannot be reimbursed. In this instance QMSU Volunteering will only reimburse for the journeys actually incurred for volunteering activity, using the cheapest form of travel.

Only travel within London travel zones can be reimbursed for general volunteering activities.

Any other national travel for one-off volunteering purposes (e.g., for conferences) would need to be agreed prior to use with the Volunteer Coordinator.

#### 2.2. Car

Mileage payment for use of a car will only be authorised in cases when other transport is unavailable or unsuitable and this would need to be authorised by the Volunteering Coordinator prior to use.

#### 2.3. Taxi

All travel by taxi must be agreed prior to use with the Volunteering Coordinator.

Taxi use is permitted for volunteers with a disclosed disability that requires use of a taxi to get to and from their volunteering opportunity where accessible routes are not available.

### 3. Refreshments

#### 3.1. Food and drink

Volunteers participating in continuous activity between 4 – 8 hours are entitled to claim for food and refreshments up to the total value of £4.50, if this is not already provided by the external organisation.

If volunteering for over 8 hours in one day, volunteers can claim up to an additional £5. This should be authorised by the Volunteering Coordinator prior to use.

All receipts of any food bought whilst or before volunteering will be required for reimbursement

#### 3.2. Restrictions

QMSU Volunteering will not reimburse purchases of alcoholic beverages under any circumstances.

### 4. Other

#### 4.1. Mobile Phones

Volunteers using their mobile phone for volunteering activity can claim the cost of the call(s) on production of the relevant itemised mobile bill. This would need to be agreed with the Volunteering Coordinator prior to use.

#### 4.2. Miscellaneous expenses

These will be reimbursed on a case-by-case basis. Prior agreement on the nature and estimated cost will be required.

For all queries regarding expenses contact: [su-volunteering@qmul.ac.uk](mailto:su-volunteering@qmul.ac.uk)  
Updated on 18 January 2019

[www.qmsu.org/volunteering](http://www.qmsu.org/volunteering)

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