

QMSU Volunteering and Community Outreach Expense Policy

This policy exists to ensure all students can participate in volunteering or community outreach activities. We encourage all students who participate in such activities to claim their expenses in accordance with the following guidance, to prevent anyone from encountering financial barriers to participation.

Students with questions about the policy should email su-volunteering@qmul.ac.uk.

Travel Expenses

Travel expenses can only be claimed for travel to your opportunity, on the return journey, or for any travel required during the opportunity.

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

Public Transport

- We will reimburse for travel required for an opportunity, within zones 1- 4 up to the value of the daily cap of £12.80.
- Where possible, the cheapest form of travel must be taken provided this does not inconvenience you.
- 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.
- QMSU cannot reimburse for the cost of travel cards and should these be submitted, we will only reimburse for the journeys actually incurred for volunteering or community outreach activity.
- To claim public transport expenses using an Oyster Card, students will need to register their Oyster Card, access their journey history online at <https://oyster.tfl.gov.uk/oyster> and send evidence of the journey cost to su-volunteering@qmul.ac.uk.
- To claim public transport expenses using contactless payment, students will need to send evidence of the cost of the journey made using [TFL Fare Finder](#) and evidence of the bank transaction from TFL.
- 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, we will only reimburse for the journeys actually incurred for volunteering and community outreach activity.

Other Transport

- Car Mileage payment for use of a car will only be authorised in cases when other transport is unavailable or unsuitable, and this needs to be authorised by the Volunteering Coordinator prior to use.
- 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 an opportunity where accessible routes are not available.

Food and Drink

- Students participating in continuous activity over 4 hours are entitled to claim for food and refreshments up to the total value of £6, if this is not already provided.
- All receipts of any food bought whilst or before the opportunity will be required for reimbursement.
- QMSU will not reimburse purchases of alcoholic beverages under any circumstances.

Policy written: August 2025

Date of next review: August 2030