

CLAPA Expenses Policy for CONNECTED BY CLEFT

We encourage all attendees of CONNECTED BY CLEFT to claim expenses as we do not want you to be out of pocket for giving your time. We also want to make sure that joining us for the day is accessible to everyone regardless of their personal circumstances.

We will reimburse the travel costs of attendees, **up to a maximum of £100 per person**, and this policy sets out how we will do so. It is written to ensure that neither we nor the attendees face any legal, tax or benefits problems. For the purpose of this document, attendees are referred to as 'claimants'.

What we will reimburse

Claimants should travel by the most cost-effective mode of transport that is reasonably practical. Where a claimant has a season ticket, pass, railcard or other discount available, they are expected to use this wherever applicable to ensure their expenses claims are as low as possible. CLAPA recommends the use of 'Split Ticket' sites such as www.splitmyfare.co.uk and www.trainsplit.com. These sites help find the cheapest deals by dividing the journey in multiple parts, without needing to change trains or seats. Please make sure you check the terms of your booking to ensure this is the case though.

CLAPA will only reimburse costs actually incurred by claimants after discounts are applied.

Claimants may choose to use a vehicle if there is not any acceptable public transport alternative. If there is an acceptable public transport alternative but claimants choose to drive or cycle, then only the equivalent fare will be reimbursed (if it is cheaper than the mileage claim).

This policy cannot cover all scenarios, so claimants are advised to speak to their CLAPA Contact at CLAPA if they are unsure about if or how to claim for a particular journey.

By Road

These rates apply to cases where a claimant uses a private vehicle to travel.

- Cars: CLAPA will pay a mileage rate of 45p per mile.
- Motorcycles: CLAPA will pay a mileage rate of 24p per mile.
- Bicycles or similar mode of transport: CLAPA will pay a mileage rate of 20p per mile. This does not include public hire bicycles.

Claimants are required to provide a route planner screenshot or printout to support the mileage claimed. Parking charges and tolls may be claimed; where possible claimants are expected to book these in advance to secure the best rates.

CLAPA will not reimburse excess parking charges, fines, tow fees, wheel clamp unlocking, etc.

Registered with



   @clapacommunity  clapa.com  020 7833 4883

 The Green House, 244-254 Cambridge Heath Road, LONDON E2 9DA

Cleft Lip and Palate Action (CLAPA) is the operating name of Cleft Lip and Palate Association, a registered Charity in England and Wales (1108160) and Scotland (SC041034), which is a company limited by guarantee registered in England and Wales (5206298).



By Taxi

- Claimants are expected to use taxis only when strictly necessary and where it is cost effective to do so. For example:
 - Late night travel when public transport has ceased or it would not be reasonable to expect to use it.
 - A claimant's access requirements prevent them from using usual public transport routes (wherever possible, this should be discussed and agreed with the CLAPA Contact beforehand)
 - Where public transport is not available or travelling in rural areas with which employees are not familiar.

Claimants must provide receipts for all taxi journeys.

By Local Public Transport

This includes all local public transportation such as buses, trams, the London Tube, Overground, DLR, etc., where pre-booking is not usually possible. Claimants should retain tickets and/or receipts and records of charges to provide alongside the expenses claim. Where it is not possible to provide receipts of individual journeys, the standard cost of the necessary journeys taken will be reimbursed as long as this does not exceed what the claimant paid. For example, if you make a full day of journeys with Transport for London using your debit card and the 'daily cap' amount is shown on your bank statement, but only two of these journeys were for CLAPA business, you will be reimbursed the standard cost of those two journeys only based on the fares on that day.

By Plane and Rail

Claimants should travel standard or economy class and should book their journeys sufficiently in advance to obtain the best possible prices (using split ticket sites as explained above). Peak times and dates should be avoided whenever possible.

Accommodation

CLAPA is unable to reimburse any costs incurred by overnight accommodation for this event.

Food and Drink

As lunch and light refreshments will be provided by CLAPA on the day of the event, CLAPA is unable to reimburse any costs incurred during the day for additional food and drink.

How we will reimburse

Attendees must record their expenses on the CLAPA Expenses form, which they will receive by email. This should be sent to your CLAPA Contact on the day of or as soon as possible after the event. Expenses must be claimed within 2 weeks of the event, unless in the instance of extenuating circumstances, which should be discussed as soon as possible with your CLAPA Contact.

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If a claimant is currently in a position of financial hardship, CLAPA is willing to pay for travel expenses in advance of the event. In this circumstance, the individual must reach out to their CLAPA Contact to discuss the options available.

If the claimant has paid for travel and is then unable to attend or there are issues with delays or cancellations, then the claimant will need to raise this with their transport provider for the appropriate refund. CLAPA will not be liable for reimbursing travel expenses for non-attendance.

Reimbursement will be by electronic payment, so volunteers will need to provide bank account details. If you do not have a bank account, then please notify your CLAPA Contact in advance of making travel arrangements so that we can make alternative arrangements.

The success of this policy is based on trust, and it must only be used in the best interests of effective service provision at CLAPA. Please note that CLAPA will seek full reimbursement for any claims that are found to be fraudulent.

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