

# Travel, subsistence and other expenses

This is a single policy for all NHMF staff, Trustees and committee members. Except where a specific differentiation is drawn, the term “staff” can be taken to apply equally to Trustees and members.

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INVESTOR IN PEOPLE



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## General principles

1. NHMF will meet the cost of travel and subsistence by Trustees, committee members, expert panellists and its staff on official business.
2. Costs re-imbursed must be wholly, exclusively, necessarily and actually incurred on NHMF business.
3. In order to obtain the best value for money, journeys must be arranged as economically as possible. You should use the most efficient and economical means of travel, taking into account the cost of travel and subsistence. NHMF will refuse to meet any expenses that are considered unreasonable or which could have been avoided had the journey been better planned.
4. 'Official travel' means travel for the purpose of official business, not travel between your home and your normal office base. Trustees and committee members who are re-imbursed their expenses when travelling from home to their normal office base must make this clear on their official claim form. If you come to the office on days that are not your normal working day (perhaps because you work part-time or for week-end work) you are not entitled to claim the cost of travel to and from the office.
5. Claims will only be met within the limits set out in this chapter of the Staff Handbook and on the production of valid receipts. Without a receipt, we cannot meet your claim. You may spend what you wish but must limit your claim to the limits herein. Hotel costs invoiced directly to us are treated as part of your expense claim.
6. On the basis of the rules set out in these guidelines Inland Revenue has granted NHMF a dispensation - expenses reimbursed within these limits will be free of tax liability and need not be reported on form P11D. Therefore, expenses re-imbursed in line with these rules need not be incorporated on your tax return.
7. Hotel accommodation should normally be booked through Redfern unless you can demonstrate that it would be more cost-effective to use another company.
8. Reimbursement for expenditure incurred should be claimed either via petty cash at the time or by monthly completion of an NHMF expenses' claim form. Claims will not be accepted if the expense forms are not properly completed, are illegible or contain correction fluid. Claims not accepted will be sent to the authorising officer for corrective action. Reimbursement for expenditure of £50 or less should be done using a petty cash voucher to reduce the workload for everyone **except where stated**.
9. Authorisation of an expense claim indicates that the authorising officer is personally satisfied that the claim meets, **in all respects**, the requirements of these rules. Claim authorisation must comply with Authorisation Schedules 1 and 2 located on the Intranet (Document Library, Finance, Manuals and Forms, Manuals and Documents).
10. For the sake of simplicity, the term 'staff' is used throughout these guidelines but the arrangements set out below apply equally to Trustees, committee members and panellists.
11. You cannot claim for a journey or part of a journey covered by a season ticket held for your private use.
12. It is normally cheaper to buy your own travel ticket than go via a travel agency. Those of you without credit cards should apply for a Government Procurement Card.
13. We are required to report carbon emissions generated through our business travel. We have arranged that our principal rail and air travel supplier (Redfern) and our principal hire car supplier (Enterprise (ARMS) see annex 3) will automatically provide this information. If you use other

sources for your travel you are responsible for recording and calculating emissions. There is a separate procedure for this.

14. All travel & subsistence claims should be submitted within a six month time limit. Ideally for good budget management this should be monthly or quarterly if at all possible but the formal time limit will be six months. Claims submitted after six months will not be paid.

### **Non-NHMF staff expenses**

15. Advisers and other suppliers will be re-imbursed at rates agreed between those people and the purchasing department and fall outside the remit of this document. The principle should always be that the supplier's expenses are deemed to be "reasonable" by the person authorising the expenditure. NHMF staff should refuse to approve invoices containing expenses that are considered unreasonable or which could have been avoided had the journey been better planned.

### **Rail travel**

16. Any requirement for travel by train should normally be booked via the on-line service provided by Redfern. See annex 4 for more information.

17. In the interests of economy, **everyone** should purchase the cheapest possible ticket. Buy 'advance' train tickets as early as possible for as many train journeys as possible. All staff may travel 1st class **if** that is the cheapest 'advance' ticket available, which is sometimes the case if all standard 'advance' tickets have been sold; no one has an entitlement to first class travel.

18. Anytime standard tickets should be purchased only where there are legitimate business reasons as they are more expensive than 'advance' tickets. No one should ever buy a 1st class 'anytime' rail ticket.

19. If you have to travel overnight on official business, you are entitled to a single sleeping berth.

20. When claiming for rail fares for which you have paid, you must attach the ticket to the claim or give the ticket number, date of issue and the office or station where the ticket was issued, or your claim will not be met. The only exceptions are tickets issued by transport systems which routinely retain the ticket at the end of the journey or where payment has been made by the use of a prepayment card such as Oyster

### **Sea travel**

21. If you travel overnight, you are entitled to a single sleeping berth.

### **Air travel**

22. Air travel within the UK should be used only when:

- There is no practical alternative;
- there is a cost advantage;
- the urgency of the journey justifies the extra cost.

23. **Economy travel should be used at all times.** Should economy class seats not be available, and circumstances prevent other flights from being an option, business class tickets may be purchased with the prior written approval of the Director of Finance & Corporate Services.

24. You may not make personal use of any air miles accumulated on official travel.

### **Self-drive hire car**

25. NHMF has signed up to the Home Office Car Hire Framework. The preferred supplier for car rentals is Enterprise Rent-a-Car (ARMS). Annex 3 contains more detail. Staff can use other suppliers as long as their hire rates are no more expensive than those offered by Enterprise (ARMS).

26. Self-drive hire cars must be refuelled before return whenever possible in order to avoid the refuelling charges of hire companies which are invariably exorbitant. You must hire a car from the cheapest class available. You will be reimbursed for expenditure on petrol on production of receipts.

27. You may not claim any mileage allowance if using a self-drive hire car.

28. Staff should not take out any additional insurance when hiring a car. It is central Government policy that NDPBs be self-insuring. The rates quoted for Enterprise contain the legal insurance requirement. If using a different hire car company, you should ensure that your car hire day rate includes that insurance required by law.

### **Private car and Motor mileage allowance**

29. Motor mileage allowance is paid for the use of your own car at the rate in annex 1 no matter the length of the journey or the engine capacity of your car.

30. Mileage to be claimed is the lesser of:

- The distance from home to the site being visited
- The distance from your home office to the site being visited

31. For the purpose of payment of motor mileage allowance, the following may be regarded as your private vehicle:

- a vehicle owned or being bought on credit, registered in your name;
- a vehicle hired by you in a private capacity (i.e. not hired through NHMF);
- a vehicle registered in your spouse or partner's name, and provided that:
  - the insurance policy specifically covers the use of the vehicle by you on the business of the NHMF and the carrying of business passengers;
  - the vehicle is available for use by you on official business and to carry official passengers.

32. If you do not have access to a vehicle meeting these requirements you should use public transport or hire a car.

33. You are required to follow the requirements of NHMF's "Driving Safely For Work" policy which is part of the Staff Handbook.

### **Insurance requirements for motor vehicles**

34. To use your own car on NHMF business, you must satisfy certain insurance conditions. It is your personal responsibility to fulfil these conditions. The requirements are:

- your insurance **must** cover business use by you. If it does not, you **cannot** claim any motor mileage allowance;
- you must undertake not to seek recovery from the NHMF of any excess you have to pay as a result of an insurance claim;
- if you carry NHMF equipment (e.g. a laptop computer) you must ensure that this does not affect your cover;
- your insurance must fully indemnify the NHMF for any claims made against it as your employer;

- your insurance must include an undertaking that mileage allowance is not seen as a payment for hire or reward;
- your insurance must cover the carriage of business passengers.

35. In the event of any accident, damage, injury or death, no liability will be accepted by the NHMF beyond that which would have existed if a private motor vehicle wasn't being used.

36. You must declare on your expenses' claim form that you know and understand the insurance requirements, and that you are covered accordingly.

### **Statutory cover against injury**

37. Staff are deemed to be 'in the course of their duty' for the purpose of the injury benefit provisions of the PCSPS when using a private motor vehicle on official business or when travelling as an official passenger in another member of staff's car. They are also covered by the Social Security Act 1975, subject to the decision of the Statutory Authorities in a particular case. In other respects, provision for injury or death due to accident while using your private motor vehicle on official business is your own responsibility.

### **Disabled drivers**

38. If you are disabled and cannot use public transport you are entitled to claim motor mileage allowance at the standard rate for all official journeys provided that you have comprehensive insurance including those requirements outlined above.

### **Disruption of public transport**

39. If you normally use public transport, but have to travel to work in your car during strikes or industrial action, you may claim motor mileage rate. NHMF will not pay for parking in central London (except for Trustees and committee members).

### **Parking fees, tolls and ferry charges**

40. If you use your own or a self-drive hire car, you may be reimbursed the reasonable cost of parking fees, tolls and ferry charges, except for parking in central London (Trustees and Committee Members excepted). The definition of "reasonable" excludes parking fees where the cost of the fees plus mileage rate exceeds the likely cost of public transport to the same location. You will not be reimbursed for any parking fines incurred. Certain tolls and parking machines may not allow for the generation of a receipt. These claims will be met if full details are provided and the amount deemed reasonable.

### **Travel by taxi**

41. Taxis should be used **only**:

- where suitable public transport is not readily available - which is rarely likely to be the case in London;
- where the urgency of the journey outweighs the extra cost;
- where you are carrying heavy or bulky items on official travel;
- where personal safety could be an issue.

42. The cost of taxis to and from home and office will not normally be reimbursed.

### **Tips**

43. No tips or gratuities will be reimbursed.

### **Other travel**

44. Travel by motorbike, bicycle and as a passenger in a vehicle attract a mileage allowance – see annex 1. Motorbikes must meet all the insurance and safety requirements outlined for motor vehicles above.

### **General principle - subsistence**

45. Subsistence limits are not designed to cover 100% of the cost of an absence from the office. Staff would have incurred costs eating at home or at the office. Subsistence is designed to cover the **additional** and necessary costs of being away from the office.

### **Day Allowance**

46. You may claim Day Allowance when you necessarily incur additional expenditure on subsistence during an absence from the office that does not involve an overnight stay. The absence from the office must be at least 5 hours in order to qualify. There are two bands, for five hours and over and 10 hours and over (see annex 1).

47. Claims that are submitted without timings cannot be paid. The time to be recorded is the time of departure from the office and the time of returning to the office. If you did not depart from the office, then the duration of your visit is the time taken to make the trip less the time it normally takes you to get to the office from home. A similar rule applies if you go straight home after your visit.

48. For example, it takes you an hour to get to the office in the morning from home and another hour in the evening to get home. If you go on a visit straight from home, leaving at 8am and arriving back home at 6pm, then your claimable journey time was 10 hours (6pm less 8am) less your normal journey times of one hour to work and one hour to home; i.e. 8 hours.

49. In addition to the day allowance, you can claim for reasonable tea/coffee/water expenses if these are not provided by your host or you require a long journey by public transport to reach your destination. **Our definition of “reasonable” is as set out in annex 1.** Drinks other than tea/coffee/water will not be reclaimable. You do not need to be away from the office for 5 hours to claim this additional allowance.

### **Meals on board trains, boats and in airports**

50. If you have subsistence on board a train, boat or at an airport you can exceed the relevant maximum limit by up to 50%. This additional percentage only applies to the proportion of your claim that relates to the travel by train, boat or airport.

### **Overnight Expenses**

51. The rates in annex 1 apply to the cost of an evening meal and bed and breakfast. No more than £25 may be claimed for the main evening meal (including drinks). All invoices received by the NHMF from hotels are to be within these limits. All hotel costs will be considered as the responsibility of the occupant of the room.

52. If the absence covers lunch time and the host does not provide lunch, you may claim up to £5 for each lunch time absent in addition to the overnight expense.

53. Staff should be aware of the price of the hotel before making their journey. Should it not prove possible to obtain hotel accommodation within the limits set out in annex 1, staff should obtain written permission from either the Director of Finance & Corporate Services or the Head of Finance **in advance of the visit.** A copy of this permission should be attached to the expense claim prior to being sent to Finance.

### **Personal Expenses Allowance**

54. In addition to the overnight expense allowance, you can also claim a Personal Expenses Allowance for such items as telephone calls, daily newspapers (not magazines) and stationery should you be away overnight. **Your claim should disclose the nature of these costs, but you do not have to provide receipts, unless claiming via petty cash.** See annex 1 for the rate.

### **Home telephone calls**

55. Staff working from home cannot reclaim the cost of voice calls made on their own equipment. NHMF mobile 'phones should be used if staff must work from home. Staff must not make any personal calls from NHMF's mobile 'phones.

56. Staff working from home on a computer connected to NHMF's IT network may reclaim the cost of data transmissions via their own land line. An itemised bill identifying separately the cost of calls to NHMF's e-mail server (0207 730 1626) should be presented in support of the claim.

### **Hospitality**

57. Staff will not be reimbursed for ineligible hospitality. It is staff's responsibility to know what is eligible and what is not – see section 10 of the Staff Handbook.

58. Unless you are giving hospitality and you meet the eligibility criteria set out in section 10 of the Staff Handbook, you should not pay for the subsistence costs of a supplier. In other words, if you are on the same visit as an adviser, you should not pay for their drinks or meals.

### **Overspending your allowance**

59. If you claim for more than you are entitled, the authorising officer must reject the claim. If the NHMF is paying a supplier directly, you will be charged for any portion of that bill in excess of your entitlement. Finance will normally set this charge off against future expense claims. However, Finance has the right to demand immediate reimbursement and, until repaid, you should not make any petty cash claims.

### **Weekend work**

60. Where individuals are required to work at their own office at weekends, they are not entitled to make subsistence claims. Similarly, travel costs will also not be reimbursed. Staff working at weekends away from their home office will be subject to the normal rules in paragraphs 45-54 above.

### **Working meals**

**61. When staff are required to have a business meeting at a meal time and at least one member of that meeting is able to claim the cost of that meal under these guidelines, the other staff may claim similarly for that meal. Therefore each participant is allowed to claim the same as whoever is allowed the most (within these guidelines) with limits of £5 for lunch and £25 for dinner.**

## Annex 1

### MILEAGE ALLOWANCE RATES <sup>5</sup>

(for use of own vehicle when insurance conditions are met)

Cars (own cars in use):

Standard rate up to 10,000 miles pa 45p per mile

Standard rate over 10,000 miles pa<sup>4</sup> 24p per mile

Passenger rate (no mileage limits)<sup>1</sup> 5p per mile

Motorbikes:

Standard rate (no mileage cap) 24p per mile

Bicycles:

Standard rate (no mileage limits) 20p per mile

With effect from 1st September 2014, mileage payments will no longer be paid from petty cash and can only be claimed via an expense form. This is intended to improve transparency on mileage costs.

### SUBSISTENCE RATES <sup>5</sup>

One meal<sup>2, 6</sup> £5.00 At least five hours away from the office including travelling and has incurred a meal cost

Two meal<sup>2, 6</sup> £10.00 At least ten hours away from the office including travelling and has incurred two meal costs

Breakfast<sup>2, 6</sup> £5.00 If employee leaves home before 6.00am as a result of the requirement of work and this is not their normal work pattern

Late evening meal<sup>2, 6</sup> £15.00 Finishes work after 8.00pm and incurs an evening meal cost where there is no overnight stay

Additional tea/coffee and (non-alcoholic) beverages allowance:

Up to and including five hours travelling £2.00<sup>2</sup>

Up to and including ten hours travelling £4.00<sup>2</sup>

Personal Expenses Allowance<sup>3</sup> £5.00

Overnight Allowance (Outside London) £115

Overnight Allowance (Inside London) £170

Within the above overnight limits no more than £25 may be claimed for dinner and no more than £5 for lunch

1 Qualifying passengers may be colleagues and/or other persons associated with the work such as a mentor. Two passengers equals two lots of passenger rate and so on.

2 On occasion meals may need to be bought at a station, airport etc. en route to a final destination. It is recognised that the nature of these food outlets can be more expensive than other places. Accordingly these amounts may be flexed by up to 50% to reflect this situation. Staff are asked to exercise their discretion and judgement in these circumstances and are asked to comply with the spirit of this flexibility.



For the avoidance of doubt, these additional beverage allowances do not attract 50% flexibility at airports and stations; otherwise we would risk breaching HMRC limits.

3 The Personal Expenses Allowance is to cover incidental costs associated with an overnight stay such as a newspaper, additional toiletries etc. This amount need not be receipted unless it is claimed through petty cash in which case it must be receipted (to comply with HMRC rules).

4 It is the responsibility of the individual to record the mileages incurred to ensure they comply with the 10,000 miles limit.

5 Rates will be linked to HMRC annual reviews (although this does not necessarily mean that the rates are increased annually) with effect from 2015-16 and later years.

6 If you leave home at, say, 5.30pm and are travelling for, say, 7 hours, we will fund breakfast and lunch in line with the subsistence rates. We will not fund more than three meals in one day.

## Annex 2

### Oyster card procedure

This procedure is only relevant to staff based outside the London office (or outside any office where the local transport system utilises a system similar to Oyster). Offices can buy Oyster cards for the use of their staff when in London.

The benefit of an Oyster card is that it is easier and cheaper to use than normal public transport.

### Getting an Oystercard

You can get one:

- At the [Oyster website](#)
- At most Tube station ticket offices
- At over 2,200 [Oyster Ticket Stops](#) across London
- At some National Rail ticket offices
- At eight London Travel Information Centres
- By phone on 0845 330 9876

When you first get your Oyster card, you will need to pay a refundable £3 deposit if you are only adding cash to pay as you go.

### Use of an Oystercard

You can store cash on your Oyster card to pay for single journeys as you go. If you use this method, the system will look at your journeys in a 24 hour period and the amount you pay will be capped, so it will always cost you less than the price of an equivalent Day Travelcard or One Day Bus Pass. If you don't travel much, don't worry; your cash doesn't expire. If you're not using your Oyster card and you only use it to pay as you go, you can lend it to someone else (i.e. you can't lend it to someone else if it has a season ticket on it).

To ensure you pay the correct fare, when travelling by Tube, DLR and valid National Rail services, you must always touch in on the yellow reader at the start of your journey and touch out at the end of your journey. Failure to do this will result in you paying a maximum cash fare. When using a bus or tram, you must touch in at the start of your journey but not at the end. Please check for the green light when you touch in or out to ensure your Oyster card has been validated. Failure to touch in and/or touch out correctly may result in a penalty fare or you being prosecuted.

Oyster cards are transferable between people and do not have to be registered with London Transport. However, there are advantages if the cards are registered online in an individual's name (i.e. if the card is lost or stolen something could be done about it if it were in an individual's name; the "individual's" name need not be a member of staff but could be, say, "HLF Leeds 1"). At the time you register, you will be asked to choose a password. Keep this safe along with the Oyster card number to help London Transport quickly process any query if the card is lost or stolen.

The card should be held by the office manager who must know at all times who has the card.

Staff **cannot** use the card for personal use even if they intend to reimburse NHMF subsequently.

### Recording of use

The office manager should complete a log detailing use (i.e. name, dates, nature of travel – the detail should depend upon what the regional/country manager wants to see). There is no requirement for the user to be precise about the cost of their travel as they might not know the exact fares.

If the office manager is concerned about any potential unauthorised usage of the card they should bring it to the attention of the cost centre manager {or a member of Finance}. Staff to whom the

card is given must be told that they can only use the card for NHMF-related purposes. They **cannot** use the card for personal use and then reimburse NHMF.

### **Replenishment**

The office manager will be responsible for ensuring there are sufficient funds on the Oyster card or they can top-up online (see below). The amount of the replenishment is up to the office manager, but replenishment amounts in excess of £50 should be only be justifiable in terms of known future usage

Cards can be replenished at [Oyster online](#) or by personal credit card/personal debit card/GPC card/cash/personal cheque/company cheque at various tube stations and shops in London. For the former, you will have to have a log-on which will be controlled by the office manager. No cheque guarantee card is required if using a company or personal cheque.

It is possible to use the automatic top-up function on the website so that if the balance falls below £5 the card will be automatically topped up with either £20 or £40. This requires there to be a debit or credit card recorded on the website with the same address details as the Oystercard. This will make it difficult to use personal debit and credit cards for online replenishment, but the GPC card may be useful here.

The commencement of auto top-up and general online replenishment has to be confirmed at a nominated tube station within a certain time period. Whilst it is tempting to choose Sloane Square, please remember that you may need to replenish at the start of the journey (Paddington, King's Cross etc.). Thereafter, automatic replenishment can occur at any station or on any bus.

### **Authorisation of expenditure**

If a member of staff wishes to reclaim the cost of putting funds onto an Oystercard, they can use either petty cash or an expense claim form. The claim will be completed in the normal way with any receipt or proof of purchase attached to the back. The expense claim will be authorised in the normal way. However, we trust that the authoriser should query if the frequency of replenishment claims did not match their knowledge of the frequency of trips to London. The log maintained by the office manager should serve as a reminder to the authoriser of the level of Oyster card usage. If the auto top-up function is used, we understand that usage history is available on-line.

### **To note:**

Failure to follow agreed procedures could result in the withdrawal of approval to use the cards.

The completeness and accuracy of above text is dependent upon London Transport not changing their procedures. It is not our intention to keep updating the Staff Handbook each time London Transport makes a change. It is the responsibility of the card holder to ensure they keep up-to-date with London Transport rules.

## Annex 3

### CAR HIRE

We have signed up to the Home Office car hire framework which uses Enterprise Rent-a-Car Automated Rental Management System (ARMS). It is important that you use the Automated Rental Management System rather than just going to the Enterprise Rent-a-Car web site as it is a better and cheaper service and carbon emissions are reported directly to Finance. They also appear to be cheaper than car hire provided via Chartwell and Uniglobe and so you would be expected to use Enterprise (ARMS) unless you can find another company that will provide a service at the same price or less – in which case you will do your own carbon emission reporting.

Enterprise (ARMS) offers two options for rental vehicle provision:

#### 1. FREE Pick-up & Return Service

- Enterprise will arrange a pick-up time with the customer;
- Enterprise will collect the customer from work or home, take them to the Enterprise branch and obtain signatures on the rental agreement before completing the transaction;
- On return, the customer is given a lift back to a local destination of their choice;
- To return the hire vehicle, the customer simply drops it back to an Enterprise branch and Enterprise will drive them back to their home or workplace;
- This service is only available during branch opening times.

This means that there are no vehicle delivery and collection charges. When arriving at the Enterprise office, if there are multiple vehicles available in the car class booked, the customer may select their preferred make and model. There should be no disputes about damage and fuel charges as the condition of the vehicle and the amount of fuel is agreed in the presence of both parties at handover and return. Customers can be made aware of specific vehicle controls such as mirror and seat adjustment, wipers and light controls etc. Staff will have the opportunity to ask other questions such as “Where is the petrol flap release button?” After finishing the hire, you can receive immediately an invoice to check that all is OK.

#### 2. Delivery and Collection

If you don't use the pick-up and return service, Enterprise offers a delivery and collection service whereby a vehicle can be delivered to and collected from an address given at the time of the booking. When placing the reservation, the customer must confirm there are no parking restrictions at the prescribed address. Where there are restrictions, the customer shall agree to a suitable delivery/collection point.

### How to place a booking

This can be done in two ways:

#### 1. [ARMS - Enterprise's Automated Rental Management System](#)

[User manual can be found here.](#)

Enterprise offers its 'Automated Rental Management System', an internet based rental vehicle booking system. ARMS allows the customer to:

- Source the closest Enterprise rental location
- Make a rental reservation
- Provide specific billing authorisations
- Manage extensions for ongoing rentals
- Off-hire rentals
- Obtain Real-time Management Information reports
- Manage authorisation of employees that use ARMS

ARMS reservations flow directly from NHMF to the Enterprise rental location, a process fully automated by the system so there is less chance of human error. Amendments can be made to reservations or open hires can be ended instantly with real-time effect on the rental application running. The ARMS system provides a full diary detailing who creates or amends reservations.

## **2. Contact centre in Aldershot: 0870-607-7757**

If you don't want to use the on-line system, Enterprise has a contact centre in Aldershot. You can place reservations via telephone, fax and email. For every reservation, the following information is entered into Enterprise's system:

- Account number 1UC5351-Non Airport rentals. 1UC5485-Airport Rentals
- Name
- Delivery/Pick-up details: date, time, location,
- Termination details: date, time, location, (if known)
- Additional comments
- Contact telephone numbers
- Customer number
- Billing details
- Claim / PO number
- Insurance cover
- Vehicle details
- Flight details (if necessary) i.e. airline, flight number, arrival time
- Customer address details

Any special instructions can also be noted in a separate field. If required, other client-specific information can be captured at the time of reservation, e.g. cost centre details. The reservation is then passed to the nearest Enterprise branch location using the postcode from the delivery /pick up address and these details are transmitted to the rental location. Once the reservation is received at the rental location, the reservation diary for that day is updated. The Enterprise contact centre representative will provide, in every case, confirmation of the customer's booking and will provide the customer with a unique booking reference number for their order.

### **Branch Working Hours:**

Monday to Friday 08:00 - 18:00

Saturday 09:00 - 12:00

Sunday Closed

Enterprise contact centre:

Monday to Friday 07:00 - 23:59

Saturday to Sunday 08:00 – 23.59

The Enterprise contact centre is open from 08:00 to 23:59, 7 days a week. At midnight, dedicated telephone lines are transferred to an external company. These telephone lines are answered as Enterprise and emergency services are provided, this includes replacement vehicles. In addition to this, Enterprise operates at a number of airport and city centre locations on extended working hours.

### **Standard Working Hours Hire Period**

Enterprise bases its hires on a 24-hour period. The hire period will commence at the date and time as stated by the customer at the time of booking and confirmed on the Enterprise Rental Agreement provided at the time of delivery.

### **Age of Driver**

The minimum age of drivers renting an Enterprise vehicle is 21 years and there is no upper age limit.

### **Rental Agreement**

When hiring a vehicle with Enterprise the customer will be asked to sign a rental agreement, a copy of which will be given to them at the start of the hire period. This serves as their temporary registration document. The reverse side of the rental agreement displays important information including a list of branches in the area (complete with telephone numbers) and various roadside assistance phone numbers. The rental agreement will also contain the following details: name of customer, contract number, car hire rates, vehicle condition, vehicle type, registration number and date of hire. The rental agreement also shows a vehicle damage diagram which will be completed prior to the customer using the vehicle.

### **Response Time**

If required by the customer, Enterprise will supply vehicles from groups A-E and small vans within 2 branch working hours from the time at which the order was placed. For all other vehicles, delivery time will be confirmed at the time of the reservation.

### **Vehicle Collection**

Enterprise will collect all terminating rental vehicles within 6 working hours (if you're not using the pick-up and return service), however, this time may vary at weekends should a vehicle terminate late on a Friday or Saturday. The vehicle will remain the responsibility of NHMF for 4 working hours after termination (based on normal branch hours). This excludes stolen vehicles. In the event of a stolen vehicle, NHMF will remain liable for the vehicle until the vehicle keys are returned to Enterprise.

### **Procedure in the Event of a Breakdown**

In the event of an Enterprise vehicle suffering mechanical breakdown during office hours, the customer should contact the relevant breakdown recovery company. The contact number will be found on the Rental Agreement. Contact should also be made with the nearest Enterprise location by calling 0870 350 3000. The Enterprise employee will then provide advice to the customer and ensure that a replacement vehicle is dispatched as soon as possible. In the event of a mechanical breakdown occurring out of normal office hours the customer should contact the breakdown recovery company. The contact number can be found on the Rental Agreement. If the vehicle is unable to be repaired quickly, then the recovery company can contact their administrative centre and establish if NHMF qualifies for a 48-hour replacement vehicle under the terms of the contract agreed between the manufacturer, Enterprise and the recovery company.

### **Procedure in the Event of a Motor Incident**

In the unfortunate event that an Enterprise vehicle is involved in an accident during office hours, the customer should contact the breakdown recovery company. The contact number can be found on the Rental Agreement. Contact should also be made with the nearest Enterprise location by calling 0870 350 3000. The Enterprise employee will then establish the circumstances surrounding the incident and advise the customer further. In the event of an accident occurring out of normal office hours, the customer should contact the breakdown recovery company. The contact number can be found on the Rental Agreement. The recovery company is responsible for making provisions to ensure the customer is taken to their final destination. The vehicle will then be taken to the nearest recommended repairer.

### **Accident/Incident Reporting**

Enterprise will provide the customer with a Rental Agreement at the commencement of hire. If there is any existing damage on the vehicle it is agreed between the customer and the Enterprise representative and marked on the rental agreement which is then signed by the driver.

At termination of hire, on inspection of the vehicle, Enterprise will obtain another signature from the driver to confirm any new damage, or confirm no further damage has been made. When a vehicle is either discovered damaged upon collection by Enterprise or reported by a driver, a claim will be generated by Enterprise's rental branch. Attempts will be made to obtain signed acceptance of any such damage at the point of collection/return. All damage must be reported by the driver to National Heritage Memorial Fund's accident management contact within 24 hours of the termination of hire and a damage report form completed. If the driver is not present at the delivery or collection of the vehicle, and damage is discovered by Enterprise, Enterprise will report to National Heritage Memorial Fund's accident management contact within 48 hours of the termination of hire of the vehicle. A claim form must then be provided to the driver by National Heritage Memorial Fund's accident management contact.

Contact must also be made with Enterprise to discuss repairs. The rental branch will arrange repairs via an approved Enterprise vendor list. The claim is managed by the Enterprise Loss Control department who will forward notification of the claim to NHMF. The repairer will invoice Enterprise who will settle the repair invoice. Enterprise, in turn, will re-invoice NHMF. Enterprise shall supply a copy of the repair invoice, together with any engineer's report to substantiate any claim for reimbursement.

### TYPICAL HIRE RATES including CDW

Car class	Examples	Engine (litre)	1-2 days	3-7 days
A	Ford Ka, Chev Matiz	1.0	27.26	26.20
B	Nissan Micra - 3 Door	1.2	27.26	26.20
C	Vauxhall Corsa - 5 Door	1.4	29.40	28.07
D	Vauxhall Astra, Ford Focus	1.6	32.08	30.21
E	Vauxhall Vectra	1.8	33.15	32.08
F	Ford Mondeo	2.0	36.62	35.29
Automatics				
BA	Vauxhall Corsa	1.2	32.62	31.56
DA	Vauxhall Astra	1.6	36.88	35.29
EA	Vauxhall Vectra	1.8	38.49	36.88
FA	Vauxhall Vectra	1.9-2.0	42.77	40.62
MPV	Vauxhal Zafira	1.8	48.12	45.98
	Toyota Previa, Ford Galaxy	2.3-2.0	59.52	57.18
Minibus	Ford Transit MBUS 12 Seater	3.5	63.60	58.79
	Ford Transit MBUS 17 Seater	3.5	70.00	67.34

VAT must be added to the above prices.

Other vehicles are available should you require estates, vans or 4x4s.

### OTHER COSTS

#### Vehicle Provision Charges

Enterprise's Pick-Up Service is free of charge.

Delivery and collection charges are as follows:

Business Delivery /Business Collection

£ 5.00 each way, fixed rate

Home Delivery / Home Collection

£ 5.00 each way, fixed rate

In the event of a home or business delivery and a home or business collection a combination of the above charges will apply.

### **Out-of-Hours Services Charge**

Enterprise charge £10.00 for services outside of standard branch working hours.

### **One-Way Rental Charge**

One-way rentals are available throughout the UK. These will incur a charge of £10.00 per rental.

### **Airport Service Charges**

In-Terminal Facilities, there is a 13% surcharge.

Off-Terminal Facilities, Enterprise is able to provide services to airports from its off-airport locations free of charge.

### **Abortive Delivery and Collection Charge**

Enterprise requests that the Customer notifies the nearest branch of a cancellation within 24 hours of the Start Time or Close Time. Enterprise charges £25.00 for an abortive rental where there was less than the minimum of 2 hours notice.

### **Fuel**

If the vehicle is returned with the same level of fuel as delivered, then there is no refuelling charge. If not, the cost of any fuel used to match the original level noted at the beginning of the rental will be charged at pump prices plus 20%.

### **NB**

The completeness and accuracy of above text is dependent upon Enterprise not changing their procedures. It is not our intention to keep updating the Staff Handbook each time Enterprise makes a change. It is the responsibility of the car hirer to ensure they keep up-to-date with Enterprise rules.



## Annex 4

### RAIL

We have signed up to Redfern**OnlineRail** to enable booking of rail and air tickets. You should find this online rail booking to be value for money, particularly for purchase of single tickets rather than multiple tickets. Ticket purchase costs should be £3.94 per ticket for online rail bookings plus a supplement of £2.41 per ticket for collection of tickets at the station. However, you should consider the costs in each individual case as you should strive for value for money but also consider that Redfern do provide the carbon reporting that will save you doing it. No agency is always going to be the best in every case. You should consider whether it is necessary to use an agency rather than the traveller purchasing the tickets and claiming on expenses.

If you encounter any problems, the NHMF account is serviced through the call centre office in York (telephone 01904 696430).

Access to buying tickets is obtained by going to [RedfernOnlineRail website](#). Initially, Office Managers (who are designated as Unit Managers on the system) can create users (known as Unit bookers). For those cost centres without office managers, please contact Finance.

For air travel, at the moment, you should use the call centre in York until we are on their system for online booking of air tickets.

## Annex 5

### **How to fill in an expense claim**

The expense claim form is available on the intranet at Finance/manuals and forms/ forms/ expense claim form Dec 10.

Please don't fill in the greyed-out section as that is for Finance use only.

The various columns should be completed as follows:

Date – the date of when the travel or expense took place.

Hours absent – this only needs to be completed if you are claiming subsistence. This is the time taken to travel from the office to the place being visited and back again. If you travel to or from home to the place being visited, you should deduct the time it normally takes you to travel to the office from home.

Place – the location to which you travelled.

Purpose of travel/expense – provide guidance to the authorised signatory. If you are claiming subsistence and stayed overnight then you should give details of the hotel where you stayed.

Cost centre – the cost centre to which the expense should be charged – which may differ from your cost centre.

Means of travel – record how you got to your place of visit – rail, car, taxi etc.

Distance travelled – this is necessary if you are claiming mileage or did not book your travel via Redfern. The figure should be given in miles.

Travel – the amount of money you are claiming to re-imburse your travel expenses.

Subsistence – the amount of money you are claiming for hotel costs and subsistence.

For each claim, there must be a receipt, with the exception of mileage, London Underground usage (and similar modes of transport where tickets are often retained). Please number each receipt and put the number by the relevant claim on the form.

**With effect from 1st September 2014, all T&S claims including via petty cash should be submitted within a six month time limit. Ideally for good budget management this should be monthly or quarterly if at all possible but the formal time limit will be six months. Claims submitted after six months risk not being authorised and paid.**