

Travel Expense and Booking Policy for CISV International Travel

Scope

This document relates to all travel undertaken by or on behalf of CISV International (where CISV International is covering the costs).

This document relates to travel, not to accommodation expenses. While the booking procedure below relates primarily to air travel, the agent can also do many train bookings.

Background

In 2013, it was agreed that we would trial a system of working with one travel agent to do bookings for travel on behalf of CISV International. Following the successful trial, the decision was made to continue working with a travel partner and as planned to invite proposals from travel agents. After an extensive process, [Diversity Travel](#) was appointed to be our travel management company, effective as of May 2017.

Travel on behalf of CISV International and authorization

All travel must be pre-authorized by the appropriate person/body. The following includes those types of trips made on behalf of CISV International and whose authorization is required.

| Traveller | Purpose of Trip | Authorization by |
|------------------------------------|---|--|
| Governing Board Trustees | To Governing Board Meetings | Governing Board |
| Governing Board Trustees | To Regional Meetings or other meetings or events | Governing Board |
| Committee members | To Committee meetings | Committee Chair |
| Committee members | To other meetings or events | Committee Chair |
| CISV International Representatives | To NGO meetings | Senior Manager |
| International Office Staff | To meetings and events | Secretary General |
| Regional Coordinators | To Regional Meetings other meetings or events | Senior Manager |
| Regional Delivery Team members | To Regional Training Forums to deliver training | Regional Coordinator for Conferences and Events |
| Regional Delivery Team members | To Regional Training Forums to receive trainer training | Regional Coordinator of the Team member |
| Regional Delivery Team members | To NAs for specific programme training | Regional Coordinator of the Regional Educational Programmes Team |
| Regional Delivery Team members | To NAs for Chapter Development purposes | Regional Coordinator of the Regional Chapter Development Team |
| Member of NAs | To meetings or events as part of a Chapter Development plan | Regional Coordinator of the Regional Chapter Development Team |

Other trips may be authorized for specific purposes.

What travel costs will CISV International cover?

CISV International covers the actual travel cost for:

- Economy class fare transportation from the place where the persons are (normally the home address) prior to the event and return
- Necessary incidental travel costs such as transport to the airport
- Visas
- Mileage in the case of trips undertaken by car is reimbursed at 28 pence per kilometre

CISV International will **not** cover:

- the costs of any personal choices or side/additional trips not required by CISV
- personal travel or medical insurance costs (as CISV travel/medical insurance will be provided upon request).

Conditions of reimbursement:

- The fare must be the least expensive option available, within reason; i.e. CISV International recognizes and respects people's time and, therefore, does not expect people to select the cheapest options where that option creates massive inconvenience.
- The fare must be booked in a timely manner
- All air travel must be booked through Diversity Travel (see below)
- Any requests for repayment must be submitted in accordance with CISV International procedure, using the Expenditure Request Form (which includes full instructions)
- Any requests for repayment must be submitted to CISV International within 6 months of the end of the trip
- All trips and repayments must be pre-authorized by the correct person.

How to book travel

Trips by car or bus must be arranged entirely by the individual. If you are travelling by train or boat within Europe, please check first with Diversity Travel. Other train or boat travel must be arranged by the individual.

With regard to air travel, CISV International is working to streamline our procedures and increase efficiency in dealing with travel and associated costs. We have, therefore, designated one travel agent (Diversity Travel) to handle all arrangements relating to air travel on behalf of CISV International. Booking with them will mean less work for you as you will not need to take time to search for flights; it will mean less administrative time for CISV International.

- All trips involving air travel must be booked with Diversity Travel.
- They will be given your name and the basic details of your travel needs by CISV International.
- Once travel has been approved, you will need to complete the [Diversity Travel Booking Form](#).
- Diversity Travel will then contact you to discuss your needs and to select the best possible route in line with CISV International policy.

- If you have additional requests or wish to add a side trip to the journey, Diversity Travel will bill you directly for the additional cost.
- The cost of your travel for CISV International will be billed by Diversity Travel directly to CISV International.
- Diversity Travel will provide you with one or more suggested itineraries within two weeks of establishing contact with you. Diversity Travel will advise you of reasonable deadlines for obtaining tickets at the quoted costs. You must respond and book your travel within the deadline. (Subject to force majeure reasons) if you do not book in a timely manner and the price of tickets has risen, Diversity Travel will bill you directly for any additional costs over the original quoted price.
- Once booked, Diversity Travel will provide you with any necessary documentation.
- Itineraries will be reserved and ticketed at the lowest fare. Once ticketed, often such fares do not allow date changes or will require the payment of a change/rebooking fee.
- When submitting an itinerary for approval, Diversity Travel will always give detailed information about cancellation/change fees and penalties.
- Normally, should reservation-changes occur due to the carrier's responsibility, neither the passenger, nor CISV International will be billed, compatibly with the specific carrier's terms and conditions. Diversity Travel always grants maximum effort in finding a suitable alternative.
- Should reservation changes be necessary due to CISV's responsibility (e.g. meeting changes, camp cancellations, etc), rebooking fees will be billed to CISV International.
- When reservation changes are requested by the traveller, Diversity Travel will advise about necessary rebooking fees and, if accepted, collect them directly from the traveller (unless instructed otherwise from CISV International).