

Travel Reimbursement FAQ

I booked my travel with the Royal College Travel Service, am I responsible for cancelling my own travel?

No, if you have received a notice of postponement/cancellation for your meeting from the Royal College, a coordinated effort to cancel your travel has been initiated. Travellers who booked their travel and/or hotel directly through the Royal College Travel Service will have their bookings cancelled automatically. You will receive an email confirmation outlining the cancellation of your travel bookings from the Royal College Travel Service.

I booked my travel myself, am I responsible for cancelling my own travel?

Yes, all volunteers who received a notice of postponement/cancellation for their meeting and who have booked their travel and/or hotel on their own, are required to cancel as soon as possible. This is to ensure compliance with travel supplier cancellation policies. Many airlines have offered [updated policies](#) in light of the on-going COVID-19 pandemic. When cancelling travel, volunteers are asked to ensure they are provided with a **travel credit**, which means volunteers must get a confirmation that the airline and hotel was cancelled and that a credit for future travel is available.

I booked through a 3rd party, such as my preferred travel management company or Expedia, can the Royal College Travel Service help me with my cancellation?

No, the Royal College Travel Service can only manage/change/cancel those bookings that were made through their corporate service. If you booked through another travel management company or third-party website, they will be the appropriate party to assist in your travel cancellation. Please make sure you receive a confirmation of the cancellation and the future credit terms and conditions.

Do I have to use the Royal College Travel Service in order to use a flight credit that I was reimbursed for?

Yes, volunteers who have received expense reimbursement for a flight credit by the Royal College, regardless of how the original booking was made, will be required to [contact](#) the Royal College Travel Service to access the flight credit for future travel.

I booked my travel on my own and received a credit for my ticket. Am I able to use the credit for personal travel and not submit an expense report?

Yes, volunteers who have booked the travel on their own can choose to utilize the credit for personal travel. If a Volunteer chooses to use the credit for personal travel in the future, they should not submit the information for reimbursement.



What documentation is required in order to be reimbursed for my cancelled or credited air travel expenses?

In order to be reimbursed by the Royal College, volunteers must provide receipts and proof of cancellation/proof of credit provided by the airline at the time of cancellation. This documentation must include the airline booking reference number; the traveller name and the total credit value. This documentation must be attached to the expense claim at the time of submission to the Royal College.

For all travel expenses incurred before June 30, 2020, volunteers are required to submit their expense claims to the Royal College before July 31, 2020.

I am an unfunded volunteer for the Royal College, will I be reimbursed for travel expenses incurred due to the postponement/cancellation of my meeting?

No, the Royal College will not be responsible for the reimbursement of travel expenses related to volunteers who were not originally approved to receive funding.

I was unable to cancel my travel arrangements before the date of travel/arrival, will the Royal College reimburse me for the incurred costs?

No, the Royal College will not reimburse fees that are a result of not cancelling the travel arrangements in accordance with the travel supplier's cancellation policies. This includes charges associated with no-show fees at hotels or for flights.

I booked my accommodations with Airbnb, am I able to receive a refund from the travel supplier when I cancel?

For all accommodations booked directly with the travel supplier, volunteers are encouraged to familiarize themselves with the travel supplier's cancellation policies.

I chose to personally pay (whether in full or partial) for a non-permitted air fare class. Will the Royal College reimburse me for the full amount?

No, the Royal College will reimburse volunteers the equivalent amount of a permitted air fare for the same route. This amount will be provided by our Travel Management Company and provided to the Royal College's Financial Services Department.

Are Exam Candidates eligible for travel reimbursement?

No, the Royal College will reimburse only those volunteers/travellers that were provided with a confirmation of funding for their travel expenses. Candidates who were scheduled to write examinations with the Royal College that were postponed due to the COVID-19 situation, are not eligible for travel reimbursement.