

Policy Title:	Travel Policy
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Revision History

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Revised by:	Corporate Services	Revision approved by:	Royal College Council

Objective and Scope:

Objective
The objective of this Policy is to define the conditions, guidelines, and procedures for Royal College business Travel.

Scope
This Policy applies to all Travellers who undertake business Travel on behalf of the Royal College of Physicians and Surgeons of Canada, Royal College Canada International (RCCI) and the Royal College Foundation (collectively referred to herein as the “Royal College”) and where the Royal College may contribute to the expenses associated with Travel. When required, the Royal College and RCCI may implement more restrictive guidelines for travel based on duty of care obligations as well as budgetary restrictions. In these cases, the additional restrictions will supersede this policy.

Principles:

- i. Duty of Care to Travellers**
The Royal College has a legal obligation¹ to care for Travellers, who undertake Travel on behalf of the Royal College, with the same watchfulness, attention and caution that applies to persons working on the Royal College premises.
- ii. Fair Reimbursement and Cost Effectiveness**
As an organization funded primarily by membership dues, the Royal College has an obligation to spend travel dollars in the most cost-effective manner possible while ensuring that Travellers, who undertake Travel on behalf of the Royal College, are reimbursed for out-of-pocket Travel, and related expenses.
- iii. Canadian Revenue Agency (CRA) Compliance**
The Royal College must maintain compliance with the CRA guidelines that require receipts to be submitted for all Travel, and related, expenses.

¹ In Canada, the requirement to provide a reasonable level of duty of care is enshrined in the Criminal Code. Bill C-45 is federal legislation that amended the Canadian Criminal Code and came into effect on March 31, 2004. Bill C-45 added section 217.1 to the Criminal Code which reads: “217.1 Every one who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task.” Bill C-45 also added Sections 22.1 and 22.2 to the Criminal Code, imposing criminal liability on organizations and their representatives for negligence (22.1) and other offences (22.2).

Definitions:

For the purposes of this document the following terms have been defined as follows:

Activity: Any business related gathering including, but not limited to, trade shows conferences, training, meetings, examinations, surveys and ad-hoc groups.

Activity Location: The place (city/town) in which the Activity is being held.

Corporate Billing Account: The Royal College corporate credit card used by the Travel Management Company to pay for air and rail travel.

Departure Location: The Traveller's place (city/town) of origin from which he/she is travelling.

Domestic Travel: Travel within Canada.

International Travel: Travel outside of Canada; including trans-border Travel in North America as well as Travel outside of North America.

Local Transportation: Movement within a city/town via taxi, subway, airport shuttle, town car etc.

Lodging: A hotel, motel, inn or dwelling where the Traveller stays during Travel or while attending an Activity.

Travel: A voyage to and/or from a Traveller's Departure Location to and/or from the Activity Location via air, rail, bus, personal vehicle, rental vehicle etc.

Travel Expense Form: A form that must be filled out to receive reimbursement for Travel related expenses.

Travel Management Company: The Royal College's official travel management company of record.

Travel Suppliers: Hotels, airlines, trains, buses, car rentals and taxis etc.

Traveller: Anyone who undertakes travel for business on behalf of the Royal College, including but not limited to Volunteers, Employees (Part Time and Full Time), and Consultants.

Policy:

1. Pre-Trip Preparation

- 1.1. To assist in the preparation of a Royal College business Trip, all Travellers should follow the *Domestic Trip Checklist* set forth in **Schedule A** and/or the *International Trip Checklist* set forth in **Schedule B**.

2. Reservations

- 2.1. All reservations for Travel and Lodging, including changes and cancellations to reservations, are to be made directly with the Royal College's Travel Management Company whenever possible.
- 2.2. Under special circumstances, where it is not possible to make reservations directly with the Royal College's Travel Management Company (e.g. attending a conference where the hotel must be booked directly through the conference's website), Travellers are to provide the Royal College with details of the reservation to ensure the Royal College can provide support should an issue arise during the Royal College business Trip.
- 2.3. Reservations should be made as early as possible to take advantage of advance purchase discounts.
- 2.4. Cancellation of reservations must be done in accordance with the Travel Supplier's policy for refund or credit. It is the responsibility of the Traveller to know and adhere to the Travel Supplier's policies.

2.5. The Royal College's preferred Travel Suppliers should be used unless the cost and/or Travel time is significantly increased or the location of the Lodging is not suitable based on availability, proximity to the Activity, or other reasonable rationale.

2.6. In normal circumstances, no more than two (2) Executive Directors should travel together on the same flight.

2.7. In normal circumstances, no more than fifteen (15) Royal College Travellers should travel on the same flight.

3. Travel

3.1. Air

3.1.1. Travellers may Travel by air between the Departure Location and the Activity Location in accordance with the permitted domestic travel classes outlined in **Schedule C** and the permitted international travel classes described in **Schedule D**.

3.1.2. Necessary costs associated with Travel by air that are not otherwise prepaid as part of fare can be reimbursed including:

- Airfare change fees associated with schedule changes and cancellations
- Airport improvement fees
- Airport departure tax
- Seat selection fees
- Excess baggage or excess weight fees

3.1.3. The Royal College will not reimburse for upgrade certificates, personal air mile points or lounge passes.

3.1.4. The Royal College may accommodate Travellers who wish to book in a non-permitted fare class. Travellers who wish to do so are responsible for the payment of the full airfare, plus any additional costs that may be incurred with the fare increase. Those costs must be paid by the Traveller's personal credit card at the time of booking with the Travel Management Company. The portion of the fare associated with the permitted fare class can then be included on the Traveller's travel expense form for reimbursement.

3.1.5. The Royal College may accommodate Travellers who wish to add a personal air segment to a Royal College-related trip. It is the Traveller's responsibility to have the Travel Management Company provide a quote and document the fare difference at the time of booking.

The Traveller is responsible for payment of the full fare, plus any additional costs that may be incurred with the addition of the personal travel. Those costs must be paid by the Traveller's personal credit card at the time of booking with the Travel Management Company. The fare associated with the Royal College travel can then be included on the Traveller's travel expense form for reimbursement.

3.2. Train

3.2.1. Travellers may travel by rail between the Departure Location and the Activity Location in accordance with the Permitted Travel Classes described in **Schedule C** and **Schedule D**.

3.3. Bus

3.3.1. Travellers may travel by bus between the Departure Location and the Activity Location on all bus carriers.

3.4. Rental Vehicle

3.4.1. Travellers may travel by rental vehicle between the Departure Location and the Activity Location and/or within the Activity Location in accordance with the Permitted Travel Classes described in **Schedule C** and **Schedule D**.

3.4.2. Rental vehicles may be used within Canada and the USA. Rental vehicles may be used outside of Canada and the USA under special circumstances with prior approval from a Royal College Director.

- 3.4.3. Purchasing insurance from the rental company is not required within North America; however, the Royal College of Physicians and Surgeons of Canada, along with the name of the Traveller, must be named on the rental agreement for insurance purposes. When renting a vehicle outside of Canada or USA, and when approved in advance, insurance must be accepted by the Traveller at the time of pick-up.

3.5. Personal Vehicle

- 3.5.1. Travellers may travel by personal vehicle between the Departure Location and the Activity Location and/or within the Activity Location.
- 3.5.2. Travellers may only claim for distances necessarily driven to attend an Activity.
- 3.5.3. The Royal College insurance policies do not cover damage, liability or loss to personal property resulting from the use of personal vehicles. The Royal College will not be held liable to the Traveller or any third party for any special, indirect, incidental or consequential damages arising from any claim that is incurred during personal automobile usage for Royal College business.
- 3.5.4. The Royal College is not responsible for insurance and payment of insurance premiums on personal vehicles.
- 3.5.5. The kilometric rate payable for the use of a personal vehicle is listed in **Schedule E**. The kilometric rate payable covers any and all expenses associated with using a personal vehicle including, but not limited to:
- Gasoline, oil and other vehicle fluids
 - Towing/maintenance/repairs/cleaning
 - By-law infractions (Parking tickets, speeding tickets, etc.)
 - Insurance premiums or any increases to premiums

4. Parking

- 4.1. All parking costs may be reimbursed.
- 4.2. Valet Parking should not be used unless no other parking alternatives are available.
- 4.3. Fines for parking infractions will not be reimbursed.

5. Local Transportation

- 5.1. Taxis, town cars, shuttles and other local transportation services may be used during a Trip. Limousine services are only to be used under special circumstances with prior approval from a Royal College Director, Manager or Delegate.
- 5.2. Gratuities are included as part of the expenses for taxis, town cars, shuttles and other local transportation services, and when possible, should be recorded on the receipt.

6. Lodging

- 6.1. Travellers will be reimbursed for Lodging as part of Travel and/or while attending an Activity in accordance with **Schedule E**. In the event it is not possible to obtain Lodging where the room rate is less than or equal to the amount listed in **Schedule E**, the Traveller must obtain pre-approval from a Royal College Director, Manager, or delegate in order to be reimbursed for the full amount.
- 6.2. Internet expenses where the internet is not included in the Lodging room rate will be reimbursed. The total number of Lodging nights should not exceed the number of Activity Days unless the extra night(s) is necessary due to an incompatible Travel and Activity schedules or Travel delays due to uncontrollable events (e.g. overbooked airplanes, natural disasters, strikes etc.).

7. Meals and Incidentals

7.1. Meals and/or Incidental expenses that are incurred as part of a Trip will be reimbursed in accordance with **Schedule E**.

8. Travel Assistance, Insurance and Delayed or Lost Baggage

8.1. All Travellers must have provincial health insurance (e.g. Ontario Health Insurance Plan). Travellers should keep their Health Card with them at all times.

8.2. All accidents, injuries and/or similar issues, no matter what the severity, must be reported to a Director, Manager or delegate at the Royal College. In the event of an accident, injury and/or similar issue:

8.2.1. Domestic Travellers should seek assistance from healthcare or emergency providers as required.

8.2.2. International Travellers must contact local emergency services and notify International SOS immediately for any type of Medical, Security and Travel Assistance.

8.3. The Royal College maintains Travel Business Accident Insurance (accidental death and dismemberment and out-of-country medical) in the event a Traveller should sustain a loss or illness during a Trip.

8.4. For emergency medical expenses that are five hundred dollars (\$500) or less, Travellers are to cover the expense and then submit the receipt to the Royal College for reimbursement. International SOS will seek approval from the Royal College to cover any approved medical expenses over five hundred dollars (\$500).

8.5. If a Traveller chooses to embark on personal travel during, or following, Travel on Royal College business, it is the Travellers responsibility to maintain personal travel insurance (e.g. Great West Life's Global Medical Assistance) as the Royal College insurance coverage is for Royal College business Travel only.

8.6. The Royal College maintains insurance coverage for delayed and lost/damaged baggage when travelling for Royal College Business in accordance with **Schedule E**.

Responsibilities:

Corporate Services:

- Develop and update this Policy as required and submit for approval.
- Respond to questions pertaining to this Policy and the Travel Program.
- Develop and manage an overall Travel Program that responds to the needs of the Travellers and the operations of the Royal College.
- Negotiate and manage services provided by Travel Suppliers and the Travel Management Company.

Finance:

- Ensure that expenses claims are properly authorized with a signature from a Director, Manager, or delegate.
- Ensure the GL codes are appropriate.
- Ensure that expenses claims follow the Travel Policy and are processed in a timely manner.

Director, Manager or delegate:

- Determine whether a Trip is necessary and provide authorization.
- Communicate this Policy to those that are under your supervision and provide guidance regarding appropriate types and levels of expenses.
- Ensure that expenses were necessarily incurred in the performance with Royal College business and that appropriate receipts are provided to support expense claims.
- Ensure that expense claims are consistent with the Policy and are verified and approved before reimbursement.

Traveller:

- Become familiar with the provisions of this Policy and adhere to this Policy.
- When necessary, provide receipts for all Travel expenses.

Schedule A – Domestic Travel Checklist

1. Domestic Trip Checklist

- 1.1 Consider alternatives to the Trip such as teleconferencing and videoconferencing.
- 1.2 Obtain appropriate authorization when applicable.
- 1.3 Review and adhere to the Travel Policy.
- 1.4 Make reservations with the Royal College's Travel Management Company.
- 1.5 Check for flight credits in your name and ensure flight credits are used or transferred prior to the expiry date.
- 1.6 Review your itinerary once it has been received from the Travel Management Company and provide a copy to your supervisor or Royal College contact when applicable.
- 1.7 Understand and adhere to all Travel Supplier's change and cancellation policies.
- 1.8 Make any changes or cancellations to reservations as required in accordance with the Travel Supplier's policy for refund or credit.
- 1.9 Check your flight/train/bus status 24 hours prior to the departure time.
- 1.10 Bring a copy of your itinerary and appropriate identification to check-in at the airport/train/bus station.
- 1.11 Bring your provincial Health Card should you have to visit a doctor or hospital during your trip.
- 1.12 Retain all receipts to submit when filing an expense claim or credit card report.
- 1.13 Check your return flight/train/bus status 24 hours prior to the departure time.

Schedule B – International Travel Checklist

1. International Travel Checklist

- 1.1 Consider alternatives to the Trip such as teleconferencing and videoconferencing.
- 1.2 Obtain appropriate authorization when applicable.
- 1.3 Review and adhere to the Travel Policy.
- 1.4 Conduct research related to your Trip:
 - a. Check information on the Activity Location such as Medical Risk, Security Risk, Travel Risk, Customs & Cultural:
 - i. Resources include information provided by International SOS and the [Government of Canada Travel Advice and Advisories website](#).
 - ii. Determine if it is safe to Travel to the Activity Location.
 - b. Check for required immunizations:
 - i. Resources include information provided by International SOS and the [Government of Canada Travel Advice and Advisories website](#).
 - ii. Ensure there is enough time to receive immunizations prior to the trip.
 - c. Check for visas and other entry requirements:
 - i. Resources include the Activity Location's Consulate website, The Royal College's Travel Management Company, International SOS, and the [Government of Canada Travel Advice and Advisories website](#).
 - ii. Ensure there is enough time to obtain these documents.
 - d. Check your passport and make sure it is valid for more than six (6) months following your departure date.
- 1.5 Secure passports, visas/entry requirements, and obtain required/recommended immunizations or medications.
- 1.6 Book all reservations through the Royal College's Travel Management Company, whenever possible.
- 1.7 Once reservations are booked you will automatically receive an email from International SOS.
 - a. Review the instructions in the email
 - b. Review the Travel, Medical and Security advisories in the email
 - c. Download the assistance application for your smartphone
 - d. Demonstrate that you have read and understand the advisories by clicking on the "Confirm" button in the email
- 1.8 Sign up for the [Registration of Canadians Abroad service](#).
- 1.9 Continuously monitor information on the Activity Location such as medical, security and travel risk as well as visas/entry requirements.
- 1.10 24 hours before Departure you will receive a confirmation email from the Travel Management Company regarding your reservations.
- 1.11 Bring a copy of your itinerary/passport/visa/immunization records/medications.
- 1.12 If you plan to have a personal Trip, ensure you have the appropriate travel insurance (e.g. Great West Life's Global Medical Assist) as Royal College insurance coverage is applicable only for Royal College business travel.
- 1.13 Check-in with the Royal College once you have arrived at the Activity Location.
- 1.14 Retain all receipts to submit when filing an expense claim or credit card report.
- 1.15 Check your return flight/train/bus status 24 hours prior to the departure time.

Schedule C – Domestic and USA Travel

1. Permitted Travel Supplier Classes for Domestic and USA Travel

1.1 Please note: Reservations made on air, rail and vehicle rental carriers that are not listed here must be made in an equivalent class in accordance with this schedule.

Air Canada			
Basic	Standard/Flex	Comfort	Latitude/Premium Economy/Business Class*
Not Recommended ¹	Permitted	Permitted when at least one segment time is more than three (3) hours in duration	Not Permitted

*If Latitude, Premium Economy, or Business Class fares are less expensive than Comfort Fares, travellers will be required to choose another flight option. Exceptions will require Royal College Director approval prior to booking.

Westjet			
Basic	Econo/Econo-Flex	Premium	Premium-Flex/Business
Not Recommended ¹	Permitted	Permitted when at least one segment time is more than three (3) hours in duration	Not Permitted

Porter		
Basic	Standard/Flexible	Freedom
Not Recommended ¹	Permitted	Permitted when at least one segment time is more than three (3) hours in duration

VIA Rail				
Escape	Economy	Economy Plus	Business	Business Plus
Permitted	Permitted	Permitted	Permitted	Not Permitted

Budget Rental Vehicle			
Compact	Intermediate	Standard	Full Size
Permitted	Permitted	Permitted	Permitted

¹ Basic Fare is not recommended for Royal College travellers, due to the restrictions associated with the fare. Please review the fare details prior to booking, or contact the Royal College Travel Service for more information.

Schedule D – International Travel

1. Permitted Travel Supplier Classes for Travel outside of Canada and the USA

- 1.1 Permitted fares within this Schedule apply for all travel outside of Canada and the USA, as well as all domestic flight segments associated with travel destinations outside of Canada and the USA.
- 1.2 Reservations made on air, rail and vehicle rental carriers that are not listed here must be made in an equivalent class in accordance with this schedule.

Air Canada			
Basic	Standard/Flex/Comfort/Latitude	Business Class Lowest	Business Class Flexible
Not Recommended ¹	Permitted	Permitted	Not Permitted

¹ Basic Fare is not recommended for Royal College travellers, due to the restrictions associated with the fare. Please review the fare details prior to booking, or contact the Royal College Travel Service for more information.

Qatar Airways		
Flexible	Business Semi-Flexible	Business Flexible
Permitted	Permitted	Not Permitted

Emirates Airways		Turkish Airlines	
Economy Class	Business Class	Economy Class	Business Class
Permitted	Permitted	Permitted	Permitted

Rail Travel			
Economy	Economy Plus	Business	Business Plus
Permitted	Permitted	Permitted	Not Permitted

Rental Vehicle*			
Compact	Intermediate	Standard	Full Size
Permitted	Permitted	Permitted	Permitted

*Note: International rental vehicle bookings must be approved by a Royal College Director prior to booking – See Section 3.4.2 for more information

Schedule E – Reimbursement Guidelines and Procedures

Lodging

Within Canada = Up to \$375

The Royal College will reimburse to a maximum limit of three hundred seventy-five dollars (**\$375**), including all taxes and fees, per night. This amount is for Lodging only and does not include meals & incidentals, parking, internet, or phone charges.

International (Including USA)

A reimbursement for the cost of a standard hotel room at an American Automobile Association (AAA) Four Diamond (or four star) property will be provided.

Meals and Incidentals

Travel Day(s) = Up to \$50

This is a day where the Traveller does not have an Activity but is travelling to/from the Activity Location to/from the Departure Location.

Activity Day(s) = Up to \$100 when two meals are provided.

Activity Day(s) = Up to \$150 when less than two meals are provided.

This is a day where the Traveller has an Activity.

Pooling Meal Reimbursement Amounts

Reimbursement amounts for Travel Day(s) and Activity Day(s) may be pooled. For example, for two (2) Travel Days (**\$50 x 2**) and one (1) Activity Day (**\$150 x 1**), the Traveller can be reimbursed up to two hundred and fifty dollars (**\$250**).

The Royal College reserves the right to determine on a case-by-case basis the eligibility of incidentals submitted by Travellers. Receipts are required for all incidental expenses incurred while travelling.

Personal Car

The Royal College will Reimburse an amount of **fifty-four cents (0.54) per kilometer** when a personal vehicle is used in accordance with this Policy.

Delayed and Lost/Damaged Baggage

The primary responsibility for retrieving and providing compensation for delayed or lost/damaged baggage lies with the airline carrier. If a Traveller's baggage has been damaged during flight, or if it is missing, the Traveller must report it to the airline carrier **prior to departing the baggage claim area**. The Traveller is then to follow the airline carrier's procedures for lost or damaged baggage. Compensation limits for delayed, lost or damaged baggage can be found in the airline carrier's contract of carriage.

The Royal College carries Baggage Delay insurance for Travellers, with a benefit amount of **\$100 per day (5 day/\$500 maximum)**. Coverage applies if checked baggage is delayed for more than **twelve (12) hours** from the time the Traveller arrives at the destination. The coverage provides reimbursement for essential items required by the Traveller.

The Royal College also carries lost baggage insurance and through this coverage may reimburse Travellers up to a maximum of one thousand dollars (**\$1,000**) for expenses resulting from lost luggage.

The Insurer reserves the right to determine on a case by-case basis the eligibility of all reimbursement requests submitted by Travellers. Receipts are required for all delayed and lost luggage related expenses incurred.

To submit a claim, please email travel@royalcollege.ca.

Schedule E – Reimbursement Guidelines and Procedures

Personal Cellular Phone

Long distance phone expenses that are reasonable and necessary for conducting Royal College business are reimbursable. When necessitated by business need and when pre-approved by a Royal College Director, Manager or Delegate, a temporary international plan may be added to a personal cell phone plan and will be reimbursed.

Reasonable measures should be taken to reduce or minimize any business-related roaming and tethering charges when travelling for the Royal College. If phone charges are found to be excessive, they may not be considered as an allowable expense and will require additional approval from a Royal College Director, Manager or Delegate in order to be reimbursed.

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Reimbursement Procedures

1. A Travel Expense Form must be completed and submitted by a Traveler and then approved by a Royal College Director, Manager or delegate.
2. Receipts are required where actual expenses are to be reimbursed.
3. Receipts are not required for personal vehicle mileage allowance of for air or rail travel charged to the Royal College corporate billing account.
4. All receipts must be submitted with the Travel Expense Form. Photocopies and scans of receipts are acceptable. If an official receipt is lost, a hand written receipt is acceptable but must be signed by a Royal College Director, Manager or delegate.
5. Completed Travel Expense Forms and receipts are to be submitted within forty (40) business days from the date of travel. Travel Expense Forms submitted after this time may not be accepted for reimbursement.
6. The Royal College's Finance department will provide reimbursement once all forms and receipts have been received with the proper approval.
7. All Travellers who submit Travel Expense Forms should enroll in Electronic Funds Transfer through the Finance Department.