



TRAVEL POLICY & PROCEDURES

POLICY STATEMENT

All expenses for the ARMA Canada Region Team and Chapter Leaders traveling on behalf of ARMA Canada will be reimbursed, provided the travel has been pre-approved by the Region Director and the expenses are incurred according to ARMA Canada's policies, procedures and the applicable grant amount.

GUIDING PRINCIPLES

- Approved travelers should expend ARMA funds responsibly and with regard for the perception of members. Travelers should use good judgment and discretion when deciding to incur expenses.
- Travel is a controllable expense and therefore should be kept as low as possible.
- Falsification of travel expense forms or gross abuse of this policy by ARMA Canada volunteer leaders may result in disciplinary action in accordance with the ARMA Canada and ARMA International By-Laws. Restitution of all losses to ARMA will be required.
- ARMA Canada reserves the right to pursue civil or criminal law penalties when deemed necessary.

PROCEDURES

Claiming Reimbursement of Expenses

1. Expense Forms for all expenses must be submitted within 45 days of the date the expense was incurred or before June 30 of each year, whichever is closer. Unless otherwise approved by the Treasurer and Region Director, reimbursement for expenses over 45 days old will not be made.
2. Receipts are required for all expenses, with the exception of:
 - a. Tips made in cash
 - b. Meals paid in cash that do not exceed \$15 (fast food, food carts)
3. A detailed description of the expense is required when no receipt is submitted.
4. Expense reimbursements will be paid in Canadian dollars.

Approving Expenses

1. A copy of the receipts and the completed Expense Forms must be sent to the Treasurer and Region Director for approval. Incomplete expense forms/receipts will not be approved.
2. Travel plans must be discussed with the person(s) responsible for travel oversight prior to booking travel.

Combining ARMA travel with other travel

Any increase in travel costs that results from combining official ARMA travel with personal or company travel (i.e., non ARMA business), must be paid by the Traveler.

Changing travel plans

1. Travelers will not be reimbursed for any charge to change an airline flight reservation, hotel guarantee or other penalty unless it is a direct result in a change in the Traveler's schedule by request of ARMA, or is directly related to a personal or family emergency.
2. Changes to travel plans due to circumstances beyond the Traveler's control, including but not limited to weather, mechanical breakdowns of third party transportation, disruption of transportation systems, etc., which result in expense to the Traveler will be reimbursed.

Charges, fees and taxes

1. ARMA Canada is not responsible for lost or stolen baggage or other items while the Traveler is traveling on ARMA business. ARMA will not reimburse the Traveler for insurance deductibles or other costs incurred, with the exception of limited sundries and medically necessary medications and prescriptions.
2. ARMA will reimburse baggage fees when charged by the airlines for the first checked bag. Excess baggage or oversize baggage charges will not be reimbursed, except when the Traveler is carrying excess baggage at the direction of ARMA (i.e., brochures, handouts, equipment, etc.).
3. ARMA will not reimburse Customs Duties unless such Duties are incurred by the conveyance of ARMA property or goods for sale.
4. Taxes directly related to official ARMA travel, including, but not limited to airport taxes, entry and exit taxes, etc. are reimbursable.
5. ARMA Canada will reimburse fees for advanced seat selection, only when the seat is selection is due to a medical condition or issue.

Booking travel

1. Travelers, in most instances, should make their own transportation arrangements. The most preferable method is to make the reservation online directly with the airline (no up charge) or with an online service such as Expedia, Travelocity, etc. (minimal up charge). If the Traveler can obtain lower fares via the employer's travel agency, where permissible, the Traveler should utilize that option for reservations. Full service travel agents may not be used.
2. Travelers with higher level frequent flyer status generally obtain special reservation numbers to expedite travel arrangements and emergency changes. Note that most airlines now charge for reservations made by phone.

3. Reimbursement for transportation will be permitted only for common carriers. Although the selection of the mode of transportation is at the Traveler's discretion, the cost of the selected mode should not exceed the cost of air transportation between home and destination.

Air transportation

1. Travelers should make their own air travel reservations. The reservation should be made early enough to qualify for the lowest possible coach fare and preferably at least 30 days prior to the date of travel, whenever reasonable.
2. In general, all Travelers should obtain non-refundable fares.
3. Travel using low cost airlines is not required. While cost is always a consideration, reliability, safety, and alternate options to reach the Traveler's destination are higher priorities.
4. Frequent flyer program benefits must in no way influence flight selection when significantly lower fares are available on comparable airlines at comparable times.
5. ARMA will not pay for upgradeable airfare if a lower coach fare is available. Travelers will not be reimbursed for any upgrade related expenses or seat selections.
6. When applicable, Saturday night or other additional night stays may be considered when the airfare savings exceeds reasonable and usual business expenses (lodging and meals). If the additional hotel and meal costs do not offset the airfare savings, the Traveler will be required to reimburse ARMA for the additional costs.

Airport transfers and parking

1. Transportation to or from the Traveler's home and the airport is reimbursable. Travelers should consider the cost of airport parking against airport shuttles, taxi, private car or limousine services. In general, Travelers are expected to use good judgment in selecting airport transportation, taking into account departure and arrival times, personal safety, and less costly options. When using private car or limousine services, Travelers are expected to opt for shared rides unless unavailable.
2. Airport parking charges are also reimbursable. Again, Travelers should take into account less costly options, including long term parking lots, off-airport locations, etc. Guiding principles should include departure and arrival times and safety. Extremely costly airport parking services (valet versus self-park) and ancillary services (car washes, oil change services, etc.) are not reimbursable.

Rental cars

1. In general, rental cars are not reimbursable when alternate means of transportation are available.
2. Use of rental cars must be explicitly approved by the Region Director.
3. Most credit cards provide minimal insurance coverage for rental cars. In addition, some personal auto insurance policies provide coverage for rental cars. In most instances, additional insurance

coverage from the rental car company is not required. However, the Traveler is obligated to ensure that adequate insurance coverage has been obtained.

4. When considering rental car use, the Traveler must also consider related parking fees and the cost of fuel and tolls.

Use of personal vehicles

1. Travel by personal car in lieu of commercial airlines is allowed if mileage reimbursement would not exceed the lowest available airfare normally utilized.
2. Per kilometer reimbursement rate will be the Canada Revenue Agency (CRA) rate for travel under 5,000 kilometers, as posted on the CRA web site at <http://www.cra-arc.gc.ca/tx/bsnss/tpcs/pyrll/bnfts/tmbllwnc/rts-eng.html>.
3. The Traveler will be reimbursed to a maximum of the airfare, plus normally incurred airport transportation or airport parking, as appropriate, at each end of the Traveler's itinerary.
4. ARMA Canada assumes no financial responsibility for privately owned vehicles other than paying the kilometric rate when used for travel.
5. ARMA Canada is not responsible for reimbursing deductible amounts related to insurance coverage.
6. Individuals driving a personal vehicle for ARMA Canada travel cannot make claims to ARMA Canada for damages as a result of a collision or breakdown.

Tolls, parking, fuel, parking and moving violations

1. Tolls and parking expenses are reimbursable for Travelers using rental cars or their personal vehicles. Fuel is reimbursable for rental cars only.
2. Parking and moving violations charges are not reimbursable. Penalties incurred by using electronic toll collection lanes without the appropriate transponder will not be reimbursed.

Lodging

Travelers must utilize the lodging arrangements provided by ARMA Canada. In general, ARMA will pay for lodging from the night prior to the beginning of the event or meeting through and including the night of the last day of the meeting or event.

For certain events, Travelers will be advised of the number of nights of lodging that will be provided or reimbursed by ARMA. Where possible, Travelers should seek to minimize the number of nights of lodging required. However, Travelers should make every attempt to arrive far enough in advance of the meeting or event so that unexpected travel delays will not jeopardize their contributions to the meeting or event.

Meals

1. Meals and beverages will be reimbursed up to a total of \$80CND per day. This amount is not to be seen as a per diem or a daily entitlement. Rather it is intended to set a reasonable guideline for assuring that Travelers are able to be reimbursed for meals appropriately during their travel. Certain travel markets may require a greater daily expense, but Travelers are urged to make every effort to stay within the daily limit.
2. Within the daily reimbursement limit, ARMA Canada will reimburse the cost of beverages that are consumed as incidental to a meal during the course of travel relating to official ARMA business. This applies to non-alcoholic beverages and one alcoholic beverage. Beverages consumed at a bar prior to or after a meal will not be reimbursed. The cost of food consumed should always exceed the cost of beverages consumed at the meal. The sole exception to this guideline is that non-alcoholic beverages consumed at an airport or on an aircraft at any time during travel may be reimbursed due to the changing regulations of air travel security. Such reimbursement will not count against the daily reimbursement limit.
3. In instances where meals are provided by ARMA Canada, or considered part of the hotel room rate, or otherwise not needed during travel, the daily maximum will be adjusted accordingly. The intent of this statement is to ensure that ARMA Canada is not paying for a meal in addition to a meal cost that has already been accounted for during a meeting or other event. For good reason, exceptions to this guideline will be considered.
4. Room service expenses are reimbursable, within the daily meal reimbursement limit. Travelers should use discretion in utilizing room service and carefully review the check that is presented. In many cases a gratuity is included in the charges and no additional gratuity needs to be added.
5. Expense reimbursements for meals purchased by the Traveler for others must include the full name(s) of all persons, their affiliation (if not apparent), and the purpose of the expense (if not apparent). Travelers should use extreme discretion in purchasing meals for others and be prepared to provide a business justification.

Incidentals

Incidental expenses will not be reimbursed. Such expenses include, but are not limited to:

- Mini-bar charges
- In-room movies or other entertainment charges (including headphones on airline flights)
- Purchases at a hotel or airport gift shop
- ATM fees for domestic travel
- Expenses directly relating to individuals who are not authorized to travel on ARMA business

Frequent flyer miles, frequent stay points, other frequent traveler and travel points programs

1. All credits obtained by Traveler in the course of official ARMA business travel are the property of the Traveler. Travelers should not select an airline or a hotel solely on the basis of program affinity.
2. At the Traveler's discretion, the Traveler's miles or points may be used for upgrades, free travel, or free hotel stays. These benefits may be used in conjunction with ARMA travel and may be used to

extend travel or otherwise leverage ARMA business travel, to the extent that the use of such miles or points do not increase ARMA Canada's expenses. Travelers who use their own miles or points in lieu of ARMA reimbursement for permitted travel will not be reimbursed for such use.

Valet laundry

Reimbursement for hotel laundry (valet) services is not reimbursable except for necessary laundering services on trips of over five nights' stay, and then only to a maximum of \$50CND per trip.

Airline Clubs

Reimbursement of airline club expenses, either annual or day passes, is not allowed.

Insurance

1. Obtaining flight insurance, including, but not limited to supplemental life insurance, lost luggage insurance, trip protection insurance, etc., is at the option of the Traveler and is not reimbursable. Traveler should review the terms and conditions of insurance coverage provided by the credit card company and/or homeowner's insurance policy as an automatic option for this sort of coverage. In addition, international air travel provides certain standards for airline reimbursement for lost luggage.
2. Emergency Medical Evacuation insurance, as a separate policy, is not reimbursable for travel within Canada and the United States. It is the Traveler's responsibility to purchase this medical coverage when needed.

International currency exchange

When traveling internationally, Travelers may claim expenses inclusive of fees for currency exchange and ATM charges. Travelers are encouraged to make purchases using credit cards whenever possible.

Internet Charges

1. Internet usage charges in hotels may be submitted for reimbursement. Internet usage charges incurred elsewhere (at Internet cafes, at airports, etc.) during the course of travel may not be submitted for reimbursement. Where high speed Internet is not available and the Traveler must use a modem to connect, the cost of the modem connection is reimbursable, although Travelers are cautioned to limit the use of modem connections and terminate the connection as quickly as possible to reduce the expense.
2. Whenever possible, Travelers should make use of free Internet access services.

Telephone Charges

1. Telephone charges are a key area of concern for expense control. In general, hotels charge considerably more than the average cost of a telephone call. Travelers should always ask the hotel for an explanation of charges that may be incurred prior to using hotel phone systems for calls or modem connections.

2. In general, ARMA will pay for a daily call home of a reasonable length. Travelers are encouraged to use calling cards or cell phones whenever possible.
3. Cell phone charges directly attributable to ARMA business needs are reimbursable. This may include roaming charges, overages of minutes, etc. A Traveler incurring roaming charges from calls to their home while on ARMA business may submit the expense.

Definitions

Approved Traveller refers to an ARMA Canada Region Team member, Chapter Leader or guest who has received confirmation from the Region Director to travel on behalf of ARMA Canada.