



Queen Mary Finance Guide for LISS Students

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LISS Funding Schemes

LISS provides funded students with opportunities to apply for several additional funding schemes to support their research throughout their studentship including:

- **Research Training Support Grant (RTSG)**
- **Overseas Fieldwork Expenses (OSFW)**
- **Overseas Institutional Visits (OIV)**
- **Difficult Language Training**

Please see the LISS website for details of all funding schemes and application processes:
<https://liss-dtp.ac.uk/current-students/>

How to Apply for LISS Funding

Students need to first complete an online application form which can be found on the LISS website: <https://liss-dtp.ac.uk/current-students/research-and-event-funding/>

Applications are reviewed quarterly on the **first working Monday of January, April, June and October each year.**

Please plan and submit your funding applications well in advance of any travel dates and note the LISS application deadlines so that you can receive your funding in time to book any approved travel and accommodation.

Decisions will take up to 2 weeks of the application review date to announce.

How is approved LISS funding reimbursed at Queen Mary?

As a Queen Mary student you must follow Queen Mary's Finance rules.

Please refer to [QMUL's Expenses Policy](#) (see also Appendices)

Key Points to Note from the QMUL Expenses Policy are:

1. Queen Mary will only reimburse expenses ***after expenditure***, so you will need to pay upfront for your costs and ***keep all receipts/proof of payment***.

2.8 It is a HMRC requirement for receipts to be retained. All receipts should accompany the expense claim: either scanned, uploaded and attached to online

expense claims or if submitted on paper attached to the claim. Missing receipts will delay payment of expenses and will not be reimbursed.

2. All expense claims need to be submitted to Finance within **3 months** of the date of expenditure.

2.7 Claims should be made as soon as possible after incurring the cost of the travel/activity. Any claims submitted after 3 months after the purchase of the travel/activity will be declined for payment unless there are exceptional circumstances for the delay.

3. Travel and Accommodation

All travel and accommodation must be booked via Key Travel.

3.6 The Travel Management Companies (TMC) should be used for travel and accommodation unless an exceptional reason is given not to.

In exceptional circumstances if you can show that it is cheaper to purchase your travel and accommodation yourself rather than using Key Travel then this may be reimbursed. Please get quotes from Key Travel as evidence that they were not able to provide you with the appropriate travel or accommodation for your stay to submit with your expenses claim.

3.10 However, in very exceptional circumstances, staff may use other arrangements to book their travel where they can demonstrate that this provides better value for money or where the relevant services are demonstrably not provided by the TMC. Time spent searching and booking travel including the potential cost of cancellation should also be factored in when using non-approved arrangements.

4. Queen Mary Finance does not reimburse Airbnb bookings or similar accommodation sites.

4.3 The university does not approve the use of AirBnB, or similar, as the University cannot guarantee meetings its Duty of Care requirements to ensure the traveller's safety in this type of accommodation. It is, for instance, unknown if the party offering the accommodation holds relevant insurances and the accommodation may not have been assessed for fire safety, building or wiring codes or have appropriate fire alarms, exits etc. AirBnB are not liable in the event of death or personal injury.

Please see Key Travel Guide in Appendices.

Once your funding has been approved by LISS then the LISS Queen Mary Coordinator (a.kamara@qmul.ac.uk) will contact you about your funding reimbursement bearing in mind the Queen Mary Finance rules above.

- For travel and accommodation, please go to the [Key Travel website](#) for a quote and email/share it with the LISS Queen Mary administrator so that we can arrange the purchase of your chosen travel/accommodation for you via a Purchase Order.
- For expenses claims, you will have to complete an **Expenses Claim Form** and submit with your receipts to be reimbursed. The completed Expenses form needs to be returned to the LISS Queen Mary administrator for processing then submitted to Queen Mary Finance for payment.

Paying External Workers and Suppliers at Queen Mary

Reimbursement of assistants, interpreters, guides

For payments to any works such as assistants, interpreters, and guides, etc, Queen Mary Finance has advised that we cannot reimburse workers via an Expenses claim form. We would need to know the workers status - are they individuals, what is their basis of Right to Work in the UK, what kind of work they have done, as well as what rate of pay is used before any work takes place and any payments are made.

If you need to make payments to individuals for work (not operating as a limited company), then this will need to be processed via a One-Off Payment Form: the work cannot exceed a two-week period and is capped at 3 payments per year. You will need to confirm their Right to Work before any work takes place by asking the worker to complete an online personal details form to check their work status:

<https://webapps2.is.qmul.ac.uk/gmforms/public/submit-form.action?formID=1>

Please see: https://hr.qmul.ac.uk/procedures/contracts/one_off/

Please read the full guidance below on paying workers.

Paying External Workers and Suppliers Process Overview

HMRC are concerned that some workers may be using Ltd companies to avoid paying the right amount of income tax and National Insurance Contributions (NIC) through payroll. Examples of services where this might apply include delivery of training, website design, or an external consultant being asked to write a report.

The process for determining the correct payment route for Ltd companies and partnerships is commonly referred to as IR35 Rule or Intermediary Rule.

A similar process also applies to self-employed individuals (Freelancers not working through a company) called Off-Payroll Working.

The HMRC CEST (Check Employment Status for Tax) tool is used to help determine the worker's tax status in both cases. Queen Mary has created a pre-CEST assessment which

considers both (1) the individual and (2) the specific activity they are to complete and indicates if the HMRC CEST check is required or not.

The payment route for the same individual may change over time if the terms and conditions differ e.g. being controlled by Queen Mary concerning how, when and where work is completed.

Key Points to Note

- The hirer is responsible for determining the correct payment route for workers, which in turn dictates the Tax and National Insurance payments made.
- The assessment **MUST** be completed prior to work commencing to ensure that both Queen Mary and the worker agree on how payment will be made.
- A CEST assessment is required for every new supplier and every new engagement, or in some cases for an existing supplier/worker.*
- *If multiple engagements for the same faculty/school/PS directorate in a 12-month period, then the assessment does not have to be repeated (initial CEST determination will stand).
- **If this process is not followed the worker will not be paid – please allow at least 4 weeks before the planned engagement to complete this process.**
- How Queen Mary pay for services cannot be dictated by the supplier.
- Queen Mary cannot be deemed to be facilitating effectively ‘cash in hand’ payments.
- Payment amount does not drive this process – there is no minimum value.
- Any services being supplied for teaching or instructing on examined or accredited courses **MUST** be paid via the HR Payroll route. This includes lecturing, teaching, academic supervision, examiners, module design, seminar presentations on academic or non-academic subjects including coaching, presentation skills etc.
- HMRC require evidence Queen Mary has taken reasonable steps to determine the worker’s correct employment status - copies of Route to Payment Assessment and HMRC CEST tool outcome should be attached to the Purchase Order request in Agresso (Queen Mary’s finance system).
- Audits are completed by HMRC and failure to comply carries significant financial penalties, which will be the responsibility of the department assessing the worker.
- HMRC will not stand by results of the completed CEST tool if the information provided is not accurate or has been manipulated to arrive at a particular outcome. This would be treated as evidence of deliberate non-compliance with associated higher penalties.

Getting Started

1. Gather the required information

In addition to the proposed contractual terms, you will need to know specific details of the relationship between the engager and worker. These details might include:

- whether the worker can propose a substitute if they are unable or unwilling to complete the work;
- whether the engager has the right to reject that substitute;*

*In practise, **not to have the right to reject** would mean Queen Mary accepting a replacement sent by the worker, who could be from a completely different company, without Queen Mary completing interviews or capability checks.

- It is very rare that Queen Mary does not have the right to reject the substitute;
- whether the worker has employees paid through payroll that can and will complete the work;
- what the worker's responsibilities will be;
- the expected working arrangements;
- who is responsible for deciding how, when and where the work will be done;
- how the worker will be paid;
- reimbursement for costs; and
- whether the worker can provide similar services to other engagers elsewhere during the contract.

Work through the [Data for End to End Process \[DOC 16KB\]](#) checklist to collect all relevant information about the worker before proceeding.

2. Following the Route to Payment process

Read the [process overview](#) to help determine if you should continue trying to arrange payment by PO & invoice, or instead save time by directly requesting payment via HR Payroll.

If the guidance suggests payment by PO & invoice is an option, the engager should complete the [Queen Mary Route to Payment Flowchart](#) and refer back to data gathered in step 1 to help answer the questions.

Within the Queen Mary Route to Payment tool, the engager may be directed to the HMRC CEST tool which should also be completed. While both tools appear similar, there are key differences - the QM tool asks about information specific to a university e.g. is the service

related to teaching or instructing? In contrast, the HMRC tool asks detailed questions which if answered correctly support the outcome e.g. a truly self-employed individual is more likely to have control of when and where they work as long as agreed deadlines are met.

3. Initial support and guidance

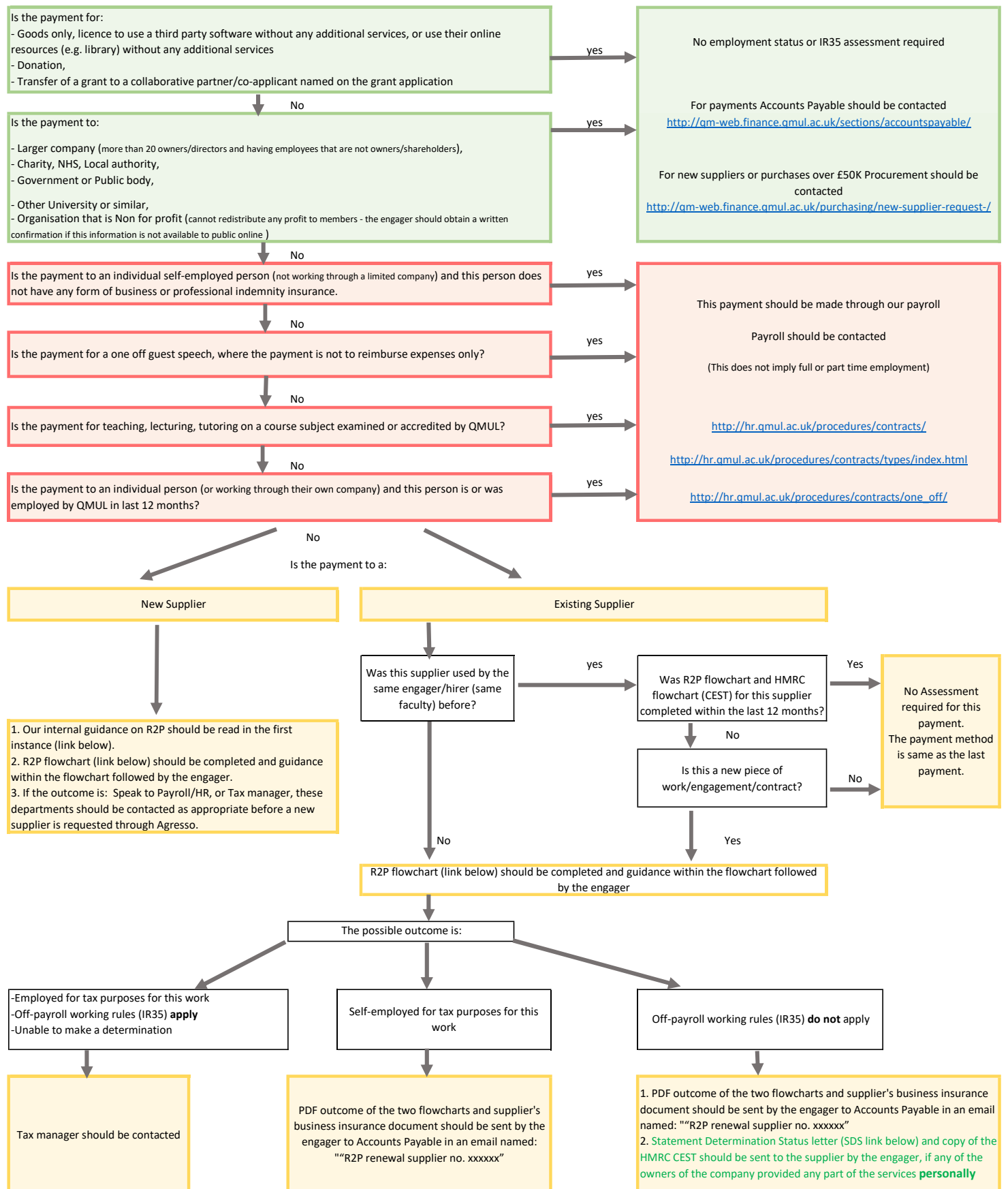
If you are finding it difficult to work through a particular scenario, please contact the Queen Mary Tax Manager (finance-tax-manager@qmul.ac.uk) to save time and effort in progressing the payment.

HMRC Check Employment Status for Tax (CEST) tool:

<https://www.gov.uk/guidance/check-employment-status-for-tax>

Routes to payment overview

Routes to Payments (R2P) process overview *



R2P guidance: <http://qm-web.finance.qmul.ac.uk/sections/routes-to-payments/>
R2P flowchart: <https://webapps2.is.qmul.ac.uk/routestopayment.html>

SDS: <http://qm-web.finance.qmul.ac.uk/media/finance/procedures/tax-procedures/SDS-Off-payroll-rules-do-not-apply---using-CEST.docx>

* For the full guidance please see the above R2P guidance link
It is important to follow the process and obtain all the relevant documentation to prevent any unnecessary delays in the payment process

FAQs

1. What funding opportunities does LISS provide for students?

LISS offers several funding schemes to support students throughout their research studentship, including:

- Research Training Support Grant (RTSG)
- Overseas Fieldwork Expenses (OSFW)
- Overseas Institutional Visits (OIV)
- Difficult Language Training

For details on these funding schemes and the application process, please [visit the LISS website](#).

2. How do I apply for LISS Funding?

To apply for LISS funding, follow these steps:

- Complete an online application form available on the LISS website.
- Applications are reviewed quarterly in January, April, June, and October.
- Submit your funding applications well in advance of your travel dates to ensure timely approval.

3. When will I know if my funding application is approved?

Decisions on funding applications will be announced within two weeks of the application review date.

4. How is approved LISS funding reimbursed at Queen Mary?

As a Queen Mary student, you must adhere to Queen Mary's Finance rules. You can find detailed information in the in the Appendix. Key points to note include:

- Expenses are reimbursed after expenditure, so keep all receipts and proof of payment.
- Submit expense claims within three months of incurring the cost.
- Travel and accommodation must be booked through Key Travel unless there are exceptional circumstances.

5. Can I use Airbnb for accommodation reimbursement?

Queen Mary Finance does not reimburse Airbnb bookings or similar accommodation sites due to safety concerns. Please use Key Travel for accommodation.

6. How do I reimburse assistants, interpreters, or guides?

Payments to individuals for work must follow specific processes. You must determine the worker's status, basis of Right to Work in the UK, and rate of pay before any work takes place. This process involves using an One-Off Payment Form and checking the worker's Right

to Work. More information can be found here:
https://hr.qmul.ac.uk/procedures/contracts/one_off/.

Key Contacts

Angela Kamara (LISS DTP Coordinator)	a.kamara@qmul.ac.uk
LISS administrative team for queries	liss-dtp@kcl.ac.uk
PGR Administrators	
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School of Economics and Finance	o.grabowski@qmul.ac.uk
School of Geography	s.n.sadiq@qmul.ac.uk
School of Languages Linguistics and Film	sllf-progadmin@qmul.ac.uk
School of Politics and International Relations	politics-pgresearch@qmul.ac.uk
School of Biological and Behavioural Sciences	v.man@qmul.ac.uk
Blizard Institute	m.ramalhoso@qmul.ac.uk
Wolfson Institute of Population Health	p.mullan@qmul.ac.uk

Appendices

Appendix 1: Queen Mary Finance Expenses Policy
<https://arcs.qmul.ac.uk/media/arcs/policyzone/Expenses-Policy.pdf>

Appendix 2: ESRC Funding Guide
Economic & Social Research Council (ESRC)'s Postgraduate Funding Guide:
<http://www.esrc.ac.uk/files/skills-and-careers/studentships/postgraduate-funding-guide/>

The ESRC's guide draws on, and is supplemented by, the UKRI Training Grant Guidance and UKRI Training Grant Terms and Conditions:

<https://www.ukri.org/funding/information-for-award-holders/grant-terms-and-conditions/>

Appendix 3: Key Travel Guides

Queen Mary University of London

Expenses policy

Including travel, accommodation,
subsistence and other expenses

Approved at SET:	21 February 2023
Approved by FIC:	7 March 2023
Approved by ARC:	13 March 2023
Approved by Council:	23 March 2023
Prepared by:	Deputy Director of Finance, Financial Control & Director of Finance
Version 3	

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1. Principles

- 1.1. This policy sets out the rules for claiming and incurring travel, accommodation, subsistence and other expenses.
- 1.2. This policy applies to **all staff** of the University, its subsidiary undertakings and any persons on University business, this includes post graduate research students.
- 1.3. If an external grant or research funder stipulates higher financial limits this University policy will take precedence. The limits prescribed by funders are subject to different regulatory and tax regimes to the University, and the differing financial considerations of funders, however the university must adopt consistent approaches for all its staff for transparency and equity reasons, and to avoid potential reputational risks. If external funders stipulate lower financial limits then the external funder requirements will take precedence as this will represent the maximum they are willing to reimburse, and for value for money reasons the university will not be able to fund the differential.
- 1.4. The University is a charity, receives public funds and is subject to Freedom of Information requests. It is also subject to considerable external scrutiny from funders and their auditors. The purpose of this policy is to assist staff to comply with the University's requirements, to understand what can and cannot be claimed for and what is considered reasonable. Compliance with the policy affords staff protection from unwarranted accusations as well as helping the University achieve sustainable travel and its value for money objectives.
- 1.5. The University will reimburse staff for expenses which they actually, necessarily and exclusively incur in the course of official University business:
 - only costs which are incurred as part of the University's business will be reimbursed;
 - only actual costs incurred will be reimbursed;
 - all claims for expenses should be: made within 3 months of the date of the expenditure; receipted and approved by line managers/budget holders (or online approvers)
- 1.6. **The University reserves the right to refuse reimbursement for any claim which does not conform to this policy.** The Finance Department will review all claims that exceed mandatory or guideline amounts and refer those who persistently exceed guidelines to the Deputy Director of Finance (DDF). The DDF may ask claimants for their justification and has the right to impose restrictions on current and future claims.
- 1.7. Staff are not expected to be out of pocket or fund University activity but they should expect to be held accountable for their expense claims, to justify and substantiate their claims and to adhere to the mandatory rules and advisory guidelines set out in this policy document.
- 1.8. Wherever possible, staff should look to use the University's in house services: in particular QM Hospitality, rather than external providers. All University activity should take into account full economic costs, and there is a cost to sourcing and arranging external services. Additionally, the university should give priority to inward investment of funds to support its own services.
- 1.9. Staff have a duty to ensure that University funds are applied appropriately and represent value for money.
- 1.10. Abuse of this policy may be dealt with using the University's conduct procedure and/or the University's fraud policy.

- 1.11. Compliance with this policy will ensure that the member of staff, or the University, does not incur a tax or national insurance liability and that staff need not report expenses on their tax returns. Responsibility for compliance with this policy rests with members of staff making claims for the reimbursement of expenses and their approving line manager/budget holder (or online approvers).
- 1.12. This policy sets mandatory and guideline rules or financial limits:
- **Mandatory rules or financial limits** must be complied with;
 - **Guideline rules or financial limits** set out reasonable levels of expenses. There may be circumstances where staff **and** the approving line manager or budget holder agree to operate outside these guidelines and in all such circumstances this must be subject to prior written agreement with line manager/budget holder.
- 1.13. This policy will be kept under regular review by the Finance Department, and monetary limits contained within the policy will be updated by the Chief Financial Officer from time to time, under their delegated powers, reflecting inflationary changes to relevant prices.

2. Incurring and Claiming Expenses

- 2.1 There are a number of ways in which business expenses can be incurred or claimed. This policy applies to all business expenses regardless of the method by which they are claimed or the source from which they are funded.
- 2.2 Where existing purchasing channels exist these must be used. For example the purchase of laptops; mobile devices and mobile phones should only be made via IT Services.
- 2.3 Payments to individuals in lieu of salary, including payment via vouchers or other reward or incentive, should not be made. Please refer to HR guidance when making payments to individuals.

Purchasing Cards

- 2.4 Purchasing cards are a convenient and cost-effective way to procure goods and services, which are relatively frequent low value transactions not requiring formal tender processes, such as stationery and other consumables. Purchasing cards are held by individual members of staff who are frequent travellers and/or who undertake procurement activities on behalf of a department or school.
- 2.5 When Purchasing cards are used to procure travel, accommodation or subsistence related costs the mandatory and guideline rules and financial limits set out in this policy document apply. The Travel Management Companies (TMC) should be used for travel and accommodation unless an exceptional reason is given not to, for example a Conference event may recommend accommodation which is permissible, though staff and their authorisers must consider the quality and location.

Expense Claims

- 2.6 The University does not expect staff to be out of pocket as a result of undertaking University activity. However, there will be instances where this happens and where a purchasing card will not be accepted or the member of staff is not a card holder. In such instances staff should promptly reclaim their out-of-pocket expenses through the University's expense claims system.

- 2.7 Claims should be made as soon as possible after incurring the cost of the travel/activity. Any claims submitted after 3 months after the purchase of the travel/activity will be declined for payment unless there are exceptional circumstances for the delay.
- 2.8 It is a HMRC requirement for receipts to be retained. All receipts should accompany the expense claim: either scanned, uploaded and attached to online expense claims or if submitted on paper attached to the claim. Missing receipts will delay payment of expenses and will not be reimbursed.
- 2.9 Staff should retain original receipts until the claim has been approved in case further verification is required.
- 2.10 Original receipts will need to be retained if it is a funder requirement, such as expenditure relating to EU funded projects.

Advances

- 2.11 In some circumstances staff travelling overseas may be granted a cash advance to fund business expenses. Typically this applies to countries that do not have a developed financial services infrastructure and that rely on cash to transact business.
- 2.12 Expenses funded from an advance are subject to the same terms of this policy as any other method of funding expenses.
- 2.13 The advance will only be cleared once receipts are received and to the extent the advance was greater than the expenditure the cash returned.
- 2.14 Advances not cleared, either by receipts or reimbursing the money, within one month of the end of the visit the amount will be deducted from the individual's salary.
- 2.15 Those wishing to set up an advance should contact accountspayable@qmul.ac.uk

3. Travel

Business Travel

- 3.1 The University's finance website addresses issues such as insurance, procurement, approved suppliers and sustainability. Staff intending to travel are encouraged to refer to these pages ahead of making any travel arrangements.
- 3.2 The University will only reimburse the costs of necessary business travel. This is defined as travel from one workplace to another on University business, enabling staff to perform their work duties.
- 3.3 Payment for the cost of travel between home and the workplace (including weekends) is only payable in exceptional circumstances when approved by the claimant's line manager/budget holder on advice of the HR Business Partner. Approved home to work journeys are a taxable benefit so should be claimed via the Payroll system and not the Expenses system.
- 3.4 The University will not fund the costs of partners accompanying staff unless the partner is assuming an official University role, such as hosting official receptions, and written line manager approval has been obtained prior to travel. If a member of staff wishes to extend an overseas visit into a holiday, and/or take family members with them, all non-University business costs must be borne in full by the member of staff.

- 3.5 Air miles and similar reward scheme benefits earned through official travel may be used to “purchase” enhanced facilities on University business travel such as seat or facility upgrades or to obtain access to facilities such as priority booking or departure lounges. They must not be used for personal benefit.
- 3.6 The Travel Management Companies (TMC) should be used for travel and accommodation unless an exceptional reason is given not to, for example a Conference event may recommend accommodation which is permissible, though staff and their authorisers must consider the quality and location.
- 3.7 The contracted Travel Management Companies (TMC) offers a range of benefits such as a reactive emergency response where an incident has occurred and access to a wider range of ticket rates and options than can be found through internet searches. The TMC will also try to price match – it is advised to use the TMC for these reasons.

Value for Money and Sustainability Considerations

- 3.8 In planning and procuring their travel arrangements staff must ensure they achieve best value.
Value for money may be achieved from the choice of service, time of travel, type of ticket and travel agent, and is generally maximised if travel arrangements are booked well ahead. Additionally, those travelling should give consideration to the ‘total cost’ of a trip, including other relevant costs such as accommodation and subsistence. For example, in some cases it can be cheaper to travel the day before a conference and incur an additional night’s accommodation, rather than travelling on the day of a conference at ‘peak’ cost. This should only be considered if appropriate to the individual’s personal circumstances, i.e. this may not be appropriate for those with caring responsibilities.
- 3.9 The University has established relationships with several approved suppliers and using these contracts for flights, train, ferry, car hire and hotel bookings should help to achieve ‘good value’. Details on contracted travel agents and suppliers can be found here on the university’s website: [Travel and accommodation](#)
- 3.10 However, in very exceptional circumstances, staff may use other arrangements to book their travel where they can demonstrate that this provides better value for money or where the relevant services are demonstrably not provided by the TMC. Time spent searching and booking travel including the potential cost of cancellation should also be factored in when using non-approved arrangements.
- 3.11 Those booking travel should be mindful of sustainability considerations when booking travel. For travel within the UK, rail or coach travel would be anticipated to be used as a default instead of flights except in cases where this is impractical. All those considering travel are expected to consider whether there are alternative options to travelling, to ensure that travel is not excessive and is a genuine business requirement.

Rail & Coach Travel

- 3.12 Travellers should book well in advance and wherever possible take advantage of saver or super- saver tickets.
- 3.13 Timed returns should always be booked unless it is not possible to estimate with certainty your time of return, in which case open-returns may be booked.
- 3.14 Travellers are expected to travel **standard class**, however first class travel may be booked where this is cheaper than published standard class fares for timed arrivals and

departures (ie not open-ended standard class returns) which can be the case depending on the date bookings are made. An explanation will need to be provided.

3.15 Wi-Fi costs will be reimbursed if this is used for University business.

Sea travel

3.16 A standard cabin accommodation is permitted when the crossing is over 6 hours.

Air Travel

3.17 Staff are expected to fly **economy class** for value for money and sustainability reasons, except where there are particular reasons that would make this inappropriate (see below).

3.18 However, in certain circumstances it is permitted to fly in other classes based on the following guidelines and with the specified approvals:

GUIDELINE

Flight Duration	Any flight duration	Over 4 hours and up to 7 hours	Over 7 hours	Not permitted
Class	Economy	Premium Economy	Business	First Class

3.19 The circumstances that can apply to staff travelling other than economy class are:

- where there is a demanding work schedule eg. a short time between a flight landing and the commencement of University duties or where there are multiple flights over an extended period being taken (in particular those flying overnight and then undertaking university duties the next day);
- where a funding sponsor permits higher classes and will reimburse the full cost (excluding first class which is not permitted)
- medical and/or disability grounds;
- where it is cheaper or the same price to fly at a higher grade, excluding first class

3.20 If circumstances warrant flying other than economy class the following apply:

- Any flight, other than economy class, requires the prior written approval of the Head of School/Institute.

3.21 There is usually an additional premium for air travel extras if not booked in advance. Acceptable costs for air travel extras include baggage charges if these are booked in advance.

3.22 Unacceptable cost examples are seat reservation fees and excess baggage charges made at check in if these charges could have been avoided at the time of making the booking.

Motor Vehicles

3.23 The following order of priority should be adhered to when travelling on official business by private vehicle: 1. Hire car and fuel and then 2. Private vehicle.

3.24 Prior authorisation for use of a private vehicle is required and the reasons for use rather than public transport documented.

3.25 Staff will only be reimbursed expenses which they actually and necessarily incur in the course of official travel using their own vehicle. Mileage allowances are paid for the actual distance necessarily travelled, excluding the cost of home to work journeys.

- 3.26 Motor insurance must be valid for business use. To claim mileage a driver must confirm that their current motor insurance is valid and permits business use.
- 3.27 Car parking charges, road and bridge tolls and congestion charges associated with business travel will be reimbursed.
- 3.28 Car parking charges for a member of staff normal work place, speeding fines, parking fines, congestion charge non-payment fines or any other penalties will not be reimbursed.

Hire cars

- 3.29 Bookings must be made using the University's contracted suppliers. Personal mileage is not permitted. Class M or MPVs should only be hired to accommodate four or more people plus equipment and. Details are available from: [Car Hire](#)
- 3.30 Actual fuel costs incurred will be reimbursed only if receipts are provided. Drivers should comply with the car rental refuelling policy to ensure that the University does not incur a refuelling fee.

Private vehicle rates

- 3.31 Claimants using their private vehicle are paid a standard mileage. Current rates applicable (set by HMRC) are:

MANDATORY

Transport	Miles	Amount
Private Motor Car	Up to 10,000 miles a year	45p
Motor Cycles	All mileage	24p
Bicycle	All mileage	20p
Passenger supplement	Per passenger per mile	5p

- 3.32 When transporting colleagues to a business event in a private car, the vehicle owner may claim a passenger allowance.

Taxi travel

- 3.33 Taxi fares may be claimed where no suitable public transport is available, when travelling in an unknown locality, where public transport is infrequent, or for personal safety reasons.
- 3.34 Taxi fares may be reimbursed to or from home or from the office to home where the journey commences either before 6.30am or after 9.00pm and where alternative methods of public transport are not readily available. In exceptional cases taxis may be used to travel home for welfare reasons and/or where there are issues of personal safety. Taxi use requires the prior written approval of line managers/budget holders, except in circumstances of emergency when this should be sought retrospectively. Approved home to work journeys are a taxable benefit so will be reported to Payroll for inclusion on the individuals P11d disclosure.
- 3.35 Taxi fares should be recouped through an expense claim.

Tube travel

- 3.36 Documented individual business journeys can be claimed using evidence from a Transport for London (TfL) account. If your expense has already been incurred you can still access records by opening an account within 7 days of travel.
- 3.37 Alternatively a paper ticket can be submitted in support of the business travel.

4. Accommodation

- 4.1 Employees travelling on business should obtain accommodation in a reasonable quality hotel, taking into account value for money, location convenience and health and safety.
- 4.2 Hotel accommodation varies per location and is demand-driven and typically best rates are obtained when booking well in advance of stays. The university travel management companies should be contacted in the first instance.
- 4.3 The university does not approve the use of AirBnB, or similar, as the University cannot guarantee meetings its Duty of Care requirements to ensure the traveller's safety in this type of accommodation. It is, for instance, unknown if the party offering the accommodation holds relevant insurances and the accommodation may not have been assessed for fire safety, building or wiring codes or have appropriate fire alarms, exits etc. AirBnB are not liable in the event of death or personal injury.
- 4.4 Accommodation provided within five miles of a member of staff's permanent workplace will qualify as a taxable benefit and will be reported to Payroll for inclusion on the individual's P11d disclosure, except in circumstances where employees have been required to book such accommodation in the course of their duties or where they are unable to return home. It would not be expected that such accommodation would be required in the normal course of business.
- 4.5 Allowable hotel expenses include: car parking, Wi-Fi (if used for business purposes), laundry (if staying for 5 or more consecutive nights).
- 4.6 Non-allowable hotel expenses that cannot be claimed for include: pay-as-you-go TV/videos/games, leisure facilities, mini-bar drinks and snacks, newspapers.

UK accommodation rates

- 4.7 As a guideline accommodation is expected to be of UK 3-star standard. In exceptional circumstances these may be exceeded provided the prior written approval of the budget holder is obtained and both the member of staff and the approving budget holder consider that circumstances warrant the incurrence of higher costs (such as the hotel being the nominated conference hotel – often obtained at a discounted rate).
- 4.8 Value for money principles are a guiding factor when booking accommodation, and in some circumstances it will be more economical and therefore appropriate to book accommodation of a higher standard than 3 star: for example where it can be evidenced that a 4 star hotel is able to be booked at a cheaper rate than 3 star hotel options, or where there are other relevant costs to factor in to assess the cumulative cost of a trip, e.g. meals or travel costs.

Overseas accommodation rates

- 4.9 HMRC provide benchmark scale rate expenses payments for accommodation. This publication should be referred to as a guide of what room costs are expected prior to booking: [HMRC Worldwide Subsistence Rates](#)

5. Subsistence

UK subsistence

- 5.1 Subsistence costs covering breakfast, lunch and dinner, incurred whilst away from the University should be claimed based on the following limits:

MANDATORY

Subsistence: period of absence	Limit
Over 6 hours but less than 9 hours	£12
Over 9 hours	£48

- 5.2 These limits cover breakfast, lunch and dinner. Claims for teas, coffees and light refreshments that do not accompany breakfast, lunch or dinner are not permissible, however a claim for tea, coffee or a light refreshment in lieu of one of the three meals is permissible. There is a maximum of £30 for the evening meal. Alcoholic drinks accompanying a meal are included within the allowances, as are tips or gratuities.
- 5.3 “The University” covers all of its UK campuses and buildings.
- 5.4 Subsistence cannot be claimed when attending meetings or events at University UK campuses or buildings unless you are required to stay overnight when the subsistence limit for ‘over 9 hours’ set out in the table above applies.
- 5.5 Working lunches where it is necessary to book meetings during normal lunch times for scheduling reasons and where staff attending are therefore provided with a lunch are allowable subject to the lower rate of subsistence specified above. Alcoholic drinks are not allowable, and it would be expected that working lunches would be booked with QM Hospitality in the first instance.
- 5.6 Only actual subsistence costs incurred will be reimbursed. Receipts must be provided for all expenditure claimed.

Overseas subsistence

- 5.7 For overseas breakfast and dinner rates see the HMRC guideline amounts see: [HMRC Worldwide Subsistence Rates](#)
- 5.8 Only actual subsistence costs incurred will be reimbursed. Receipts must be provided for all expenditure claimed.

6. Other Business Expenses

Relocation costs

- 6.1 Details of the University’s relocation scheme are available from HR.

Professional membership subscriptions

- 6.2 Personal membership subscriptions to professional bodies will not be paid where membership of a professional body is a normal expectation of the individual and role, as specified in the individuals’ job description, e.g. Finance professionals may be expected to be a member of an accountancy body so these costs will not be reimbursed. Individuals are normally entitled to obtain tax relief on professional subscriptions they fund themselves provided the professional body is on HMRCs qualifying list: [HMRC qualifying professional bodies](#).

- 6.3 Subscriptions that are *ex officio*, ie associated with a role rather than an individual, will be paid.
- 6.4 If subscriptions give access to discounted facilities, conference fees etc, authorising line managers/budget holders may permit their reimbursement on grounds of value for money.

Eyes Tests

- 6.5 The costs of eye tests are not reimbursable. The University provides free eye tests to staff that use Display Screen Equipment (DSE) on a regular basis; this is carried out through a voucher scheme operated by Health and Safety.
- 6.6 For further information on how to obtain a voucher for a free eye test: [Eyesight tests](#)

Visas Reimbursement Scheme

- 6.7 The University has a visa reimbursement and loan scheme for staff. Claims should be made on the appropriate HR form for consideration, please see the intranet for [further details](#).

Passport costs

- 6.8 Costs of passport applications and renewals will not be reimbursed.

7. Hospitality and Business Entertainment

- 7.1 **Hospitality is defined** as expenditure incurred in offering meals and refreshments to external visitors to the University. It is not envisaged that this would be performed off site. The hospitality claim form is a supplementary sheet attached to the expense claim.
- 7.2 **Business Entertainment** is defined as "the provision of certain goods and services, free of charge to the recipient, designed to foster goodwill and enhance the business relationship between the university and a customer, academic or business partner, or such other third party as may be deemed appropriate".

It is deemed to include the following:

- provision of food and drink;
- provision of accommodation (such as in hotels);
- provision of theatre and concert tickets;
- entry to sporting events and facilities;
- use of university-owned assets such as meeting rooms, sports facilities or vehicles for the purpose of entertaining.

- 7.3 Business entertainment should, wherever possible, be carried out at the university's own facilities, and requisitioned via Agresso.
- 7.4 QMUL allows members of staff to entertain external third parties, such as an external adviser, outside student, sponsor or colleagues from an external organisation involved in collaborative official business. As a recipient of public funds, with expense claims potentially disclosable under the freedom of information act, it is not anticipated that spend will be excessive and should be fully documented and justified. A maximum of £50 per head is permitted, including drinks, unless prior written approval by the Head of School.

- 7.5 Business entertainment expenditure may only be an appropriate use of University funds and avoid tax liability if it is incurred wholly, necessarily and exclusively for University purposes. A taxable benefit-in-kind charge arises on an employee when he or she is provided in the course of official business with food or drink free of charge and the circumstances surrounding the provision of such food or drink is not in connection with business travel, or entertaining third parties for business reasons (that is, employee-only meetings or functions).
- 7.6 The expense claim must provide details of the organisation being entertained (including the names of the individuals concerned) and the purpose of the entertainment, together with itemised VAT receipts. Claims will not be reimbursed unless this detail is provided.
- 7.7 The authorisation and submission of a claim for entertaining is a declaration that the cost was incurred wholly, necessarily and exclusively for university. Expenditure on Hospitality and Business Entertainment is permissible, but it is the duty of staff and their authorisers to ensure that the expense incurred is appropriate to the occasion. Expenses are not allowable if entertainment is really for social reasons, even if some business topic happens to be discussed.
- 7.8 The ratio of QMUL staff to third party attendees should not exceed 1:3 (i.e. 1 external guest to 3 QMUL employees).
- 7.9 The occasion should not contravene any other QMUL policy; UK or International law such as UK Bribery Act and US Foreign Corrupt Practices Act and should not include events that could adversely affect the QMUL's reputation.
- 7.10 At all times, staff responsible for arranging entertaining should be aware of the source of funding being used and be able to justify the use of that money on entertaining, rather than on other business use. This includes funds awarded in the form of research grants.
- 7.11 If entertainment is being funded through a research grant it must be specifically allowed by that provider of funds. Any additional rules which are applied by that provider must also be followed.
- 7.12 Working meals off-site are permissible where there is a genuine business need. This may be as a result of the time of day if the event is outside normal working hours, or to enable the use of facilities which are unavailable on QMUL Premises. As mentioned in 7.8 the 1:3 ratio will apply.
- 7.13 Service charges for example in restaurants are mandatory and will be explicit on the receipt, however claims for reasonable gratuities//tips (up to maximum of 10.0% or 20% in USA) will only be reimbursed if shown on the receipt. Amounts paid in excess of this are at personal discretion and consequently are not reimbursable by QMUL.
- 7.14 Costs of a spouse, partner or other family member attending any such events will not be reimbursed by QMUL.
- 7.15 All employees should ensure they are familiar with the "Anti-bribery and corruption policy". This policy applies wherever in the world the employee conducts QMUL business, regardless of local custom and practice. Refer to ARC policy zone http://www.arcs.qmul.ac.uk/policy_zone/index.html

8. Annual Parties & One-off Events

- 8.1 These are events that not in connection with QMUL business activities e.g. Christmas

lunches/parties, end of term socials, retirement parties etc.

- 8.2 QMUL will only provide funding of up to £25 a head for each member of staff employed in the department who is attending and for one annual departmental event.
- 8.3 In general staff should be expected to contribute to the cost of these events.
- 8.4 Any expenditure on social functions should be approved in advance with the Head of School.
- 8.5 Costs for major staff entertaining functions (for example annual social) should be invoiced directly to QMUL, not entered on individuals' expense claims. The limit in clause 8.2 applies regardless of the payment method.

9. Long Service Gifts & Other Gifts to Staff

- 9.1 QMUL will make a contribution of £300 towards a gift for employees after 25 years' service. Refer to the HR website:
<http://www.hr.qmul.ac.uk/workqm/paygradesrewards/reward/benefits/serviceandretirement/index.html>
- 9.2 This money must be used to purchase a gift and under no circumstances can the employee be given the money.
- 9.3 All gifts or benefits provided to employees are subject to Income tax and National Insurance unless there is a specific exemption.
- 9.4 Gifts to staff for a reason such as a thank you, illness, a birth or marriage, success in exams or leaving and retirement should be funded by staff collections and will not be reimbursed by QMUL.
- 9.5 QMUL's Financial Regulations http://www.arcs.qmul.ac.uk/policy_zone/index.html detail the guiding principles required by employees in the conduct of public business and the requirements for formal registration of any gifts or hospitality received above a low intrinsic value.



KT Online User guide

How to create the perfect trip
using your new online booking
tool



Login

Sign In >

020 7843 9600 Travel Enquiry > Get in Touch > Europe >



BOOK ONLINE >

Home About Us Sector Focus Products and Services Group Travel News and Views Travel Toolkit

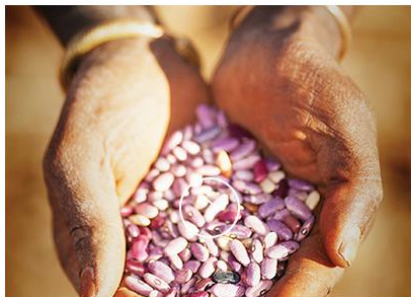
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for the humanitarian, faith and education sectors.

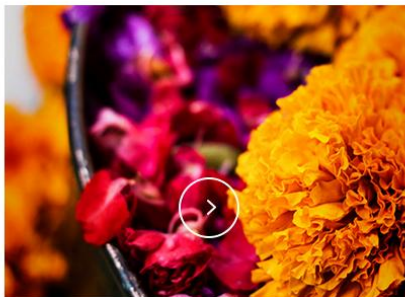
Find out more →



HUMANITARIAN
TRAVEL



FAITH
TRAVEL



EDUCATIONAL
TRAVEL



- Go to www.keytravel.com
- Click 'Login'





SIGN IN

EXISTING ONLINE USER

Please login with your existing email address and password:

Email

Password

Password

Log In

Forgot Password?

NEW ONLINE USER / PASSWORD RESET

This service is available to all those who have registered with Key Travel and have yet to create a login password or those who require their password to be reset.

Enter your registered
email address

Email

Request new password

*An email will be sent to you within a few moments. Please follow the instructions in the email to create a password and login to the Key Travel website.

LOGIN SUPPORT AND ASSISTANCE

If you have not registered as a booker with Key Travel, please send your name, organisation, department, telephone number and email address to bookers@keytravel.com (customer policy permissions may apply).

Important things to note when logging in

- You must use the email address you registered with. If you want to check this, please contact the online help team (details below)
- All new users must create a password. Please do so in the 'New online user/Password reset' section
- USA customers should default to viewing the USA version of our website. Please ensure the website shows 'USA' on the top right hand side

Helpful guides and videos

[Watch this video](#) to see how to login for the first time.

Online support team

If you have any questions, please contact our online support team on:

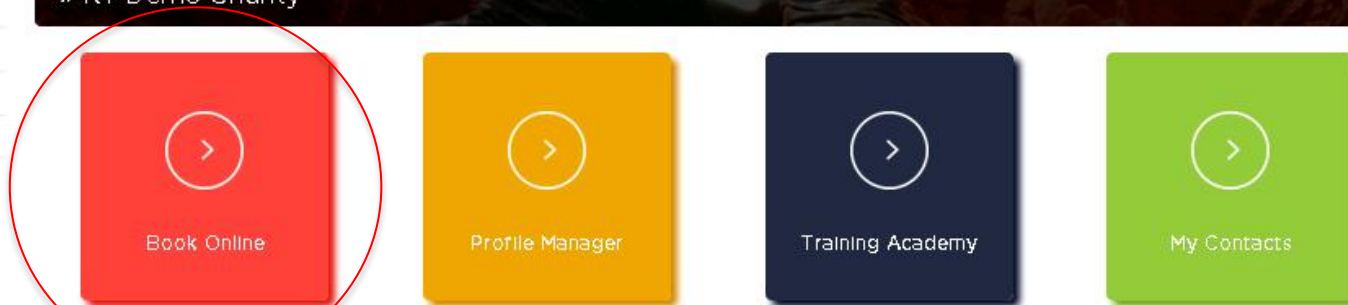
 +44 (0) 844 335 0260

 online@keytravel.com



- Enter your registered email address and password
- If you are logging in for the first time you'll need to create a password






We are Europe's leading travel management company dedicated to serving the travel requirements of the not-for-profit, academic and faith sectors. Our mission is to help organisations maximise the value of their travel budget and manage staff welfare through effective travel solutions.

- Once logged in you have access to Book Online, Profile Manager; where you can create and manage Traveller Profiles, and the Training Academy; your online help centre and training platform
- Click 'Book Online' to proceed





Access KT Online



 **KEY TRAVEL**

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BOOKING ONLINE

Please click on the required product button before continuing.



Important note: All flight, hotel and Eurostar trips (or as per your company policy) can now be booked through KT Online. For those who had access to Hotel Plus, if you need to change, cancel or have a question about an existing Hotel Plus booking please email onlinehotels@keytravel.com

We recommend Firefox or Chrome is used to optimise your booking experience

Top booking tip:






When reviewing the flight results click 'See all time alternatives' (where applicable) to see a wider range of flight times per airline.

[Continue >](#)

- To access the tool click 'KT Online' and 'Continue'







FLIGHTS SEARCH

Round tripOne wayMultiple stops

From

City or Airport...

To

City or Airport...

Depart date

Depart date

Depart time

Anytime

Return date

Return date

Return time

Anytime

Travellers

1 Adult

0 children

[More search options](#) ▼

FIND FLIGHTS

Previous searches

London (LON), GB ↔ Belfast (BFS), GB	
16 Nov - 21 Nov (1 seat)	>
London (LON), GB ↔ Belfast (BHD), GB	
11 Nov - 13 Nov (1 seat)	>
London (LON), GB ↔ Belfast (BFS), GB	
11 Nov - 13 Nov (1 seat)	>

[See more searches](#)






- This is your home page
- Flights, hotels and Eurostar are available to select in the panel shown
- To view all your online trips go to the suitcase icon





Booking Flights





FLIGHTS SEARCH

Round tripOne wayMultiple stops

From

London, GB - London Heathrow Airport (LHR)

Q

To

New York, US - John F. Kennedy International Airport (JFK)

Q

Depart date

16/11/2015

Calendar icon

Depart time

Anytime

Dropdown arrow

Return date

21/11/2015

Calendar icon

Return time

Anytime

Dropdown arrow

Travellers

1 Adult

Dropdown arrow

0 children

Dropdown arrow

Less search options

Up arrow

Cabin class

Economy

Dropdown arrow

Preferred Airlines

Start type to search

☐ Nearby airports

☒ KT Charity fares only

☐ Direct flights only

☐ Don't include Eurostar options

FIND FLIGHTS

Previous searches

London (LON), GB ↔ Belfast (BFS), GB

11 Nov - 13 Nov (1 seat)

Right arrow

London (LON), GB ↔ Belfast (BHD), GB

11 Nov - 13 Nov (1 seat)

Right arrow

London (LON), GB ↔ Dublin (DUB), IE

08 Dec - 11 Dec (1 seat)

Right arrow

See more searches

- The default search is for 'Round' trips. One-way and multiple stops can be selected
- Enter your flight details into the search fields and click 'Find Flights'
- The 'more search options' section contains additional filtering options





Flight results

London, GB ⇌ New York, US [edit >](#) 31 FLIGHTS

Mon, 16 Nov — Sat, 21 Nov 1 traveller(s)

Stops [All](#) [Stop](#) [Non Stop](#)

Price (£) [491.86](#) - [3667.86](#)

Airlines [Virgin Atlantic](#) [Delta Air Lines](#) [United Airlines](#)

Times [See all time alternatives](#) [See flight details](#)

Show arrive times [Charity](#) [Negotiated](#) [Stand.](#) [Negot.](#) [Stand.](#) [Negot.](#) [Stand.](#)

Airports [LHR](#) [JFK](#) [JFK](#) [LHR](#)

Connection Point [LHR](#) [JFK](#) [JFK](#) [LHR](#)

Connection time [LHR](#) [JFK](#) [JFK](#) [LHR](#)

	Charity	Negot.	Stand.	Negot.	Stand.	Negot.	Stand.
Non-stop	£540.86	£505.51	£1,058.86	£505.51	£1,058.86	—	—
Stop(s)	£491.86	—	£1,053.86	—	£1,053.86	£528.20	£516.71

[Clear filter/s](#)

Virgin Atlantic Economy

☐ LHR → JFK direct 08:50 - 12:00 8h 10m ☐ JFK → LHR direct 08:15 - 20:10 6h 55m

[See all time alternatives](#) [See flight details](#)

	Charity	Negotiated
hold until:	Fri, 13 Nov	Fri, 30 Oct
BAGS	X3	X1
CHANGES		
REFUND		
VALIDITY	12M	12M
Rules	Rules	Rules
Price	£540.86	£505.51
ADD TO BASKET	ADD TO BASKET	ADD TO BASKET

Virgin Atlantic Economy

☐ LHR → JFK direct 08:50 - 12:00 8h 10m ☐ JFK → LHR direct 08:15 - 20:10 6h 55m

[See all time alternatives](#) [See flight details](#)

- The fare grid contains all available airlines comparing different contract types including specialist fares
- Each fare type will display icons to show the most flexible conditions. These include hold deadline dates, changes and refunds and ticket validities





Delta Air Lines Economy

☐ LHR → JFK direct 08:50 - 12:00 8h 10m ☐ JFK → LHR direct 08:15 - 20:10 6h 55m

[See all time alternatives](#) [See flight details](#)

Negotiated hold until: Fri, 30 Oct **X1** BAGS **12M** VALIDITY **Rules** £505.51 **IN BASKET**

BASKET [clear basket](#)

	Virgin Atlantic	1 seat	£540.86
Mon, 16 Nov	08:50 - 12:00	London, GB (LHR) → New York, US (JFK)	
Sat, 21 Nov	08:15 - 20:10	New York, US (JFK) → London, GB (LHR)	
	Delta Air Lines	1 seat	£505.51
Mon, 16 Nov	08:50 - 12:00	London, GB (LHR) → New York, US (JFK)	
Sat, 21 Nov	08:15 - 20:10	New York, US (JFK) → London, GB (LHR)	

[FIND A HOTEL](#) [FIND A FLIGHT](#) [SAVE QUOTE](#) [SEND QUOTE](#) [BOOK OR HOLD](#)

- Multiple items can be added into the basket including more than 1 product and multiple options e.g. 2 travel dates
- Use the 'send quote' function to send the basket to travellers in one email
- To go to checkout click 'Book or Hold'





Send a quote

TRIP TO NEW YORK | ID:116110

Quote

All prices are subject to price fluctuations until ticket issue

BOOK or HOLD

☒ verify

share

print

cancel trip

VERIFY

To request the traveller/s to select an option and/or provide comments, please search for or enter the name or email address of the person/s you wish to send it to

No verification requests have been sent for this trip yet

Enter a cover note here if you would like to explain the options

☐ send a copy for reference (cc)

SEND

CANCEL

1. (Adult)

Traveller information: Incomplete

- The quote has been saved in your trip folder and the 'Share' option opened for you to email the itinerary. Simply add comments and populate the traveller's email address
- It is possible to email multiple people by adding addresses into the right hand box
- Select 'Verify' to enable the traveller to interact in the quote. The traveller will receive an email and be asked to indicate their preferences by accepting and rejecting items





TRAVELLERS

1. Mrs Frances Halliwell ✓ Complete

Search for traveller profile

Start type to search

Add traveller details manually

BOOK

HOLD

ITINERARY

London → New York → London

1 seat Mon, 16 Nov - Sat, 21 Nov

	Mon, 16 Nov	LHR → JFK	8h 10m	1819.1kg CO ₂ e
Depart:	Mon, 08:50	London Heathrow Airport (LHR) GB, 3		
Arrive:	Mon, 12:00	John F. Kennedy International Airport (JFK) US, 4		
		Virgin Atlantic - Flight VS3 (Economy) Airbus A340-600 346		
	Sat, 21 Nov	JFK → LHR	6h 55m	1819.1kg CO ₂ e
Depart:	Sat, 08:15	John F. Kennedy International Airport (JFK) US, 4		
Arrive:	Sat, 20:10	London Heathrow Airport (LHR) GB, 3		
		Virgin Atlantic - Flight VS26 (Economy) Airbus A340-600 346		

Quote

Rules

Charity Fare

£540.86

Airfare:

£216.00

Airline taxes & fees:

£316.86

Booking fee:

£8.00

(£8.00 per person)

- Accessing the 'checkout' screen can be done from the basket or the Trip ID
- Traveller names are required and can be added manually or selected from a profile
- The 'Book' and 'Hold' button will activate where applicable





Hold a trip



HOLD



TRAVELLER ALLOCATION



Virgin Atlantic

Hold until Fri, 13 Nov

LHR - JFK - LHR



*Items which cannot be held will be saved in your itinerary. We recommend items not held are reviewed and booked as soon as possible to guarantee availability



PROVIDE REASONS FOR YOUR CHOICE

Primary reason for selecting this flight

REVIEW TERMS AND CONDITIONS

Airlines stipulate that the traveller names given must be spelt exactly as they appear on the traveller's passport and reserve the right to prevent boarding for any discrepancies. It is the responsibility of the customer to ensure the accuracy of the data provided.

Please check that your traveller(s) has a valid passport and visa for the trip. Passports should be valid for 6 months after the return date.

[Click here](#) to access the Visa Database to see what is required as part of the application.

Please note, prices are not guaranteed and will be re-confirmed at the time of booking.

By selecting 'Agree and hold' you are agreeing to Key Travel's [terms and conditions](#) along with the conditions specified in the itinerary.



Sat, 21 Nov

JFK → LHR

6h 55m

1819.1kg CO₂e

Depart: Sat, 08:15

John F. Kennedy International Airport (JFK) US, 4

Arrive: Sat, 20:10

London Heathrow Airport (LHR) GB, 3

Virgin Atlantic - Flight VS26
(Economy) Airbus A340-600 346

Quote

Rules

Charity Fare



£540.86

Airfare:

£216.00

Airline taxes & fees:

£316.86

Booking fee:

£8.00

(£8.00 per person)

Please ensure travellers names are spelt exactly as per their passport

AGREE AND HOLD

CANCEL



- The hold section will confirm the items which can be held and will also specify the deadline date
- Visit our Visa Database for access to Visa application information
- Please click 'Agree and hold' to proceed



Book a trip

Book

PROVIDE REASONS FOR YOUR CHOICE

Primary reason for selecting this flight

PAYMENT

Select payment method

PAYMENT CODES

Purchase Order Number

REVIEW TERMS AND CONDITIONS

Airlines stipulate that the traveller names given must be spelt exactly as they appear on the traveller's passport and reserve the right to prevent boarding for any discrepancies. It is the responsibility of the customer to ensure the accuracy of the data provided.

Please check that your traveller(s) has a valid passport and applicable visa for the trip. Passports should be valid for at least 6 months after the final arrival date. [Click here](#) to access the Visa Database to see what is required as part of the application.

If an approval process is in place, all items will automatically be booked once the trip is approved unless one or more are no longer available or the price has exceeded the tolerance set; in this instance no items will be booked or paid for and a message will be emailed.

Virgin Atlantic - Flight VS26
(Economy) Airbus A340-600 346

Sat, 21 Nov

JFK → LHR

6h 55m 1819.1kg CO₂e

Depart: Sat, 08:15

John F. Kennedy International Airport (JFK) US, 4

Arrive: Sat, 20:10

London Heathrow Airport (LHR) GB, 3

Virgin Atlantic - Flight VS26

(Economy) Airbus A340-600 346

Quote

Rules

Charity Fare

£540.86

Airfare:

£216.00

Airline taxes & fees:

£316.86

Booking fee:

£8.00

(£8.00 per person)

If an approval process is in place, all items will automatically be booked once the trip is approved unless one or more are no longer available or the price has exceeded the tolerance set; in this instance no items will be booked or paid for and a message will be emailed.

By selecting 'Agree and book' you are agreeing to Key Travel's [terms and conditions](#) along with the conditions specified in the itinerary.

Please ensure travellers names are spelt exactly as per their passport

AGREE AND BOOK

CANCEL

- To book a trip, complete the relevant payment information as per your company policy
- Make sure the traveller's name has been spelt exactly as it appears on their passport
- Please click 'Agree and book' to confirm the trip





Booking Hotels



HOTELS SEARCH

Location

London Heathrow Airport, Longford, United Kingdom



Dates

11/11/2015



12/11/2015



Number of rooms

1 room



Occupants per room

1 occupant



Hotel Name

Optional

FIND HOTELS

Previous searches

London Heathrow Airport, Longford, United Kingdom

11 Nov - 12 Nov (1 room)



London Heathrow Airport, Longford, United Kingdom

10 Nov - 17 Nov (1 room)



- Hotels can be booked on their own or as part of another trip in your basket
- A location can be entered in as a city name, post code, landmark or train station
- The 'Previous searches' section will store up to 10 hotel searches





Hotel results

London Heathrow Airport, Longford, ... 1 night [edit](#) **116 HOTELS** [HIDE MAP](#)

11 Nov - 12 Nov 1 guest per room (1 room) £35.00 - £498.25 PER NIGHT

Location

Any miles

City, airport, train

Stars

☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1

Total Price (£)

11.25 - 2950.25

Hotel

Map

Sort Results By: Distance: nearest Star rating Price

Amenities

☐ Wi-Fi ☐ Breakfast ☐ Parking [Show all](#)

Payment method

Holiday Inn London - Heathrow Ariel

★★★★☆

Hayes, 118 Bath Road, UB3 5AJ (1.15 mi from reference point)

£73.00
1 night(s)
£73.00 avg. per night

[All rates](#)

- Hotels can be found on the map. Average rates are shown by clicking 'Show rates'
- There are a number of filters including search by rates with breakfast
- To add items to your basket go to a preferred hotel, expand the 'all rates' section and click 'add to basket'
- Click on the name of the hotel to see more details





Location

Any

Stars

☐ 5

☐ 4

☐ 3

☐ 2

☐ 1

Total Price (£)

37.75 - 14420

Hotel

The Strand Palace

Amenities

☐ Wi-Fi

☐ Breakfast

SORT RESULTS BY:

Distance Star rating Price

The Strand Palace Hotel

★★★★★

372 The Strand, London, WC2R 0JJ, United Kingdom
(1.41 mi from reference point)

All rates

Room type **Max guests** **Options** **Price**

Standard Single Standard Rate Prepaid More details		Conditions	£208.75 ADD TO BASKET
Standard Single Standard Rate Prepaid More details		Conditions ✓ Free breakfast	£221.25 ADD TO BASKET
Standard room, 1 single bed(s) Promotional Rate Billback/Pay on Departure More details		Conditions	£223.53 ADD TO BASKET

- A choice of room rates will be offered
- The choice of options will depend on your company policy
- 'Billback rates' allow breakfast to be added at checkout (if not already included)
- Customer negotiated rates can be found by looking for symbol 'C' ('K' represents Key Travel negotiated rates)





London Heathrow Airport, Longford, ... 1 night
11 Nov - 12 Nov 1 guest per room (1 room)

313 HOTELS
£11.25 - £2,950.25 PER NIGHT

HOLIDAY INN LONDON - HEATHROW ARIEL

★★★★★

[Overview](#)[Rates](#)[Map](#)[Reviews](#)

Property location

When you stay at Holiday Inn London - Heathrow Ariel in Hayes, you'll be close to Stockley Park. This family-friendly hotel is within the vicinity of Osterley Park and Brunel University.

Rooms

Make yourself at home in one of the 184 air-conditioned guestrooms. Wireless Internet access (surcharge) keeps you connected, and satellite programming is available for your entertainment. Bathrooms have shower/tub combinations and hair dryers. Conveniences include safes and desks, and you can also request cribs/infant beds.

Other information

Distances are calculated in a straight line from the property's location to the point of interest or attraction, and may not reflect actual travel distance.

[More information](#)

Know before you go

The property has connecting/adjoining rooms, which are subject to availability and can be requested by contacting the property using the number on the booking confirmation.

Amenities

• Total number of rooms -

• Elevator/lift

• ATM/banking


- The hotel details page includes area information, a map view and trip advising ratings (if applicable)











☐ Wi-Fi
☐ Breakfast
☐ Parking
[Show all](#)

[Payment method](#)




Holiday Inn London - Heathrow Ariel


★★★★☆     

 Hayes, 118 Bath Road, UB3 5AJ
(1.15 mi from reference point)

£73.00
1 night(s)
£73.00
avg. per night

[All rates](#)

Room type	Max guests	Options	Price
Room, 1 Single Bed, Non Smoking - Advance Saver Rate (Advance Purchase) Prepaid		× Non-refundable	£73.00 ADD TO BASKET

 [HIDE](#)

BASKET

[clear basket](#)

 Hayes Wed, 11 Nov	Holiday Inn London - Heathrow Ariel — Standard Room	1 room 1 night	£79.25 
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[FIND A HOTEL](#)[FIND A FLIGHT](#)[SAVE QUOTE](#)[SEND QUOTE](#)[BOOK OR HOLD](#)

- Multiple items can be added into the basket including more than 1 product and different options e.g. 2 travel dates
- Use the 'send quote' function to send the basket in one email
- To go to checkout click 'Book or Hold'





Send a quote

TRIP TO NEW YORK | ID:116110

All prices are subject to price fluctuations until ticket issue

Quote

[BOOK or HOLD](#) [verify](#) [share](#) [print](#) [cancel trip](#)

VERIFY

To request the traveller/s to select an option and/or provide comments, please search for or enter the name or email address of the person/s you wish to send it to

No verification requests have been sent for this trip yet

Enter a cover note here if you would like to explain the options

☐ send a copy for reference (cc)

[Clear recipients](#)

1. (Adult)

Traveller information: Incomplete

- The quote has been saved in your trip folder and the 'Share' option opened for you to email the itinerary. Simply add comments and populate the traveller's email address
- It is possible to email multiple people by adding addresses into the right hand box
- Select 'Verify' to enable the traveller to interact in the quote. The traveller will receive an email and be asked to indicate their preferences by accepting and rejecting items





CHECKOUT

This Trip has been saved as a quote: **Trip ID:101114**

TRAVELLERS

1. Mrs Frances Halliwell

✓ Complete ✓

BOOK

HOLD

ITINERARY



Holiday Inn London - Heathrow Ariel

Hayes



Wed, 11 Nov – Thu, 12 Nov

Check-in: Wed, 11 Nov

1 night

Checkout: Thu, 12 Nov

1 room

1 guest per room

Hayes, 118 Bath Road, UB3 5AJ

Standard Room

Quote

PrePay*

Standard rate

[? Conditions](#)

£79.25

Room cost: £79.25

Hotel taxes & fees* £0.00

Booking fee: £0.00

Pay now: **£79.25**

Pay on collect /
to supplier **£0.00**

Total: £79.25

- Accessing the 'checkout' screen can be done from the basket or the Trip ID
- Traveller names are required and can be added manually or selected from a profile
- The Book and Hold buttons will activate where applicable.
- Please note that hotels cannot be held





Book a trip



This Trip has been saved as a quote: **Trip ID:100092**

TRAVELLERS

1. Mrs Rebecca Lovell

✓ Complete ✓

☐ Send travel documentation

Book

PAYMENT

Select payment method

Invoice

TRAVELLER ALLOCATION



London

Cannot be held*

The Fairway Hotel hotel
Run of house room

Room Mrs Rebecca Lovell

Authorised charges

Room & taxes only

Room & taxes only

Room, tax & breakfast

PAYMENT CODE

Account Code

Fund Code

ITINERARY



The Fairway Hotel

London



Mon, 12 Jun – Tue, 13 Jun

Check-in:

Mon, 12 Jun

1 night

Checkout:

Tue, 13 Jun

1 room

1 guest per room

13/15 Argyle Street King's Cross

Run of house

Message to Hotel

Message

Quote

Billback/Pay on departure* [Conditions](#)
Standard Rate

£90.00

Room cost: £90.00

Hotel taxes & fees* £0.00

Booking fee: £0.00

VAT: £0.00

Please ensure travellers names are spelt exactly as per their passport

AGREE AND BOOK

CANCEL

- To book a trip, complete the relevant payment information as per your company policy
- If you have selected a 'Billback Rate' you have the option to authorise breakfast charges in addition to the cost provided in the summary. This cost will appear on the final invoice.
- Please click 'Agree and book' to confirm the trip





TRIPS

Search by:

Trip ID



Traveller



Location: city, hotel...



Filter by:

Trip Status

All



Date range

From



To



☐ Include past trips

Trip Status	Trip ID	Travellers	Travel date	Itinerary	Products	Current stage	Trip cost
Quote	101116		16/11/2015	London → New York → London			£1,046.37
Quote	101115		11/11/2015	Hayes - Holiday Inn London - Heathrow Ariel			£79.25
Quote	101114	1. Frances Halliwell	11/11/2015	Hayes - Holiday Inn London - Heathrow Ariel			£79.25
Quote	101113	1. Frances Halliwell	16/11/2015	London → New York → London			£540.86
Quote	101112		16/11/2015	London → New York → London			£1,046.37

- All online trips will be contained within your trips folder
- To find your trip use the search and filter boxes
- Trips can be accessed by clicking on the relevant trip number





THANK YOU

If you require further training please refer to the KT Online guides located on Key Travel's website or contact your Account Manager.

Remember for technical assistance contact our helpdesk on 0844 335 0260 or at online@keytravel.com

