



Institute
and Faculty
of Actuaries

Volunteer Travel and Expenses Policy

September 2026

Principles and Guidelines on Volunteers' Expenses

These principles and guidelines apply to all IFoA volunteers, office holders and lay members (collectively referred to as volunteers in this policy).

1. Introduction

This policy details the principles and guidelines for the reimbursement of out of pocket expenses incurred by volunteers whilst performing duties on behalf of the Institute and Faculty of Actuaries (IFoA).

All volunteers are expected to act in the best interests of all IFoA members when considering whether to incur an expense they expect to reclaim. Any questions should be addressed to their Executive support team or the Corporate Governance Team.

In interpreting this policy, or deciding what is an appropriate expense to reclaim, volunteers are expected to follow the high ethical standard required by their professional obligation and in accordance with the Actuaries' Code.

2. Principles

The following principles apply to all volunteer expense claims:

- 2.1 All expenses must be approved, **in advance** of the expense being incurred, by the Executive team supporting the specific volunteer activity. Bookings should always be arranged as far in advance as possible in order to secure best value.
- 2.2 To ensure appropriate use of members' money, the Group supporting the Council, Board or Committee and their working parties etc. will hold a budget for non-staff expenses and is expected to keep within the allocated budget. Any claim in excess of the allocated budget will need specific approval by the relevant member of the Executive Leadership Team (ELT).
- 2.3 As a general rule, most volunteer activities, including routine meetings, are expected to be conducted remotely rather than in person. Exceptions to this rule may be made, with prior agreement with the Executive, for certain types of activities, for example:
 - Major governance meetings such as Council, Board and their direct sub-committees will have an annual blend of in person and face to face meetings as suitable.
 - Annual deep-dive strategy sessions, (this may also incorporate some form of networking opportunity),
 - Representing the IFoA at face-to-face conferences, events, and international meetings,
 - External stakeholder relationship building,
 - Representing the IFoA at public committees and consultations.

- 2.4** As well as seeking to achieve value for money, we also aim to reduce our carbon footprint wherever possible as part of our commitment to achieve Net Zero. As a normal rule, where a volunteer is on a Board, Committee or working party, they are expected to make use of technology, such as video/telephone conference facilities where appropriate, unless there is a specific need for them to attend in person. Where some form of travel is necessary, air travel should always be a last resort.
- 2.5** The IFoA's strategy on Diversity, Equity and Inclusion also acknowledges the importance of virtual meetings to ensure all members have the opportunity to contribute, regardless of their location.
- 2.6** When, exceptionally, a volunteer is *required* to represent the IFoA or attend a meeting in person, all travel expenses should be processed via the IFoA travel partner unless the volunteer has been given permission by the Executive to purchase direct. The volunteer should discuss their requirements with the Executive, who will arrange the booking.
- 2.7** If a volunteer wishes to attend a meeting in person and the IFoA has not agreed to pay their expenses for attendance in advance, they should not expect to be able to reclaim any expenses incurred.
- 2.8** As a general rule the IFoA will not expect to meet overseas travel expenses for a volunteer to attend a meeting of the IFoA unless agreed, exceptionally, in advance by a Director. Volunteers based outside of the UK or Ireland will only be expected to attend a meeting in person in the UK when this has been agreed in advance by the Executive and all other means of attendance are considered inappropriate.
- 2.9** Individuals are responsible for making any necessary arrangements for visas, vaccinations etc. and any additional costs incurred may be claimed with supporting receipts.
- 2.10** The volunteer may take an accompanying partner to an event where they are representing the IFoA, as long as they meet any resultant additional costs.
- 2.11** The volunteer may choose to pay more for travel and accommodation than the rate allowed. However, they can only claim what is covered under the IFoA Table of Rates for Claiming Expenses. For example, if the volunteer wants a first / business class ticket, or to fly with a particular airline which increases the cost, they would be required to pay the difference.

3. Guidelines

3.1 General

The policy is intended to allow for reimbursement of significant out-of-pocket expenses incurred by individuals whilst performing duties on behalf of the IFoA and not otherwise remunerated.

For key meetings/events where several volunteers will require overnight

accommodation, the Executive will organise specific group hotel arrangements on behalf of the volunteers.

Where this is not the case, volunteers should arrange their own travel and accommodation as far in advance as is practicable and should consider the need to travel if conference call or video conferencing facilities are available.

For international travel, volunteers should check the UK [Foreign Office advice](#), or equivalent in your country of residence, relevant to the destination and heed that advice. All travel outside of UK and Ireland will be noted for insurance purposes when booked via the IFoA. Where the destination has significant travel warnings, the volunteer should seek advice as to whether the IFoA insurance covers them for that trip. If any additional travel insurance is needed, e.g., for pre-existing medical conditions, the IFoA will reimburse costs on a case to case basis.

3.2 IFoA Table of Rates for Claiming Expenses

The **IFoA Table of Rates for Claiming Expenses** attached at Appendix A sets out the relevant expense rates that may be claimed.

Whilst the below table of rates give limits for individual elements of travel where this leads to a more expensive cost for the whole journey cost then this could be the basis of a case to breach one of the policy limits. This would require the CEO, Chief Operating Officer or Head of Finance & Operations sign off and would be considered on a case-by-case basis.

3.3 Formally Representing the IFoA at Conferences

Expenses for attendance at a conference will not be reimbursed unless the individual has been asked to attend as a formal representative of the IFoA, and it has been agreed in advance what costs will be reimbursed.

Where many volunteers travel to the same event, for example an international conference, the class of travel will be agreed on an individual basis by the member of ELT responsible for the business activity.

For commercial reasons the number of IFoA employees and volunteers travelling together on any one mode of transport must not exceed the following unless careful consideration has been given to the risks and has ELT level sign off:

- 2 Executive Leadership Team members
- 2 of, Chair of IFoA Board, President, President-elect or CEO
- In total and incorporating the above points, 5 IFoA staff and/or volunteers

3.4 Activities in conjunction with the Executive

If there is a member of the Executive with whom the expense is shared, then the member of the Executive should normally pay and make the claim for reimbursement.

3.5 International Volunteering

We encourage all members to volunteer for the IFoA, regardless of location, and to assist, where possible, in their participation without the need to incur travel. Where attendance at a meeting in person would require international travel, then a request should be submitted to the Executive so that some individual/circumstance specific guidelines on expenses can be agreed.

4. Administration

4.1 Non-Staff Expenses Claim Form

Expenses claims should be submitted electronically to your key Executive contact within the Group supporting the volunteer and copied to the Finance Team on Finance@actuaries.org.uk using the **Non-Staff Expense Claim Form**. This form is available from your Executive contact. Claims submitted that include expenses incurred outside this policy will be referred to a member of ELT for approval. If there is doubt about the validity of a claim, this will be referred to the Chief Executive for decision. The claim should be supported by receipts and an explanation of the reason for the expense.

4.2 Traveller Profile

Where a volunteer needs a **Traveller Profile** set up with Click Travel (our current business travel provider) you should ideally allow a minimum of five working days for this process to be completed. For any anticipated frequent overseas traveller, this Traveller Profile should be set up in advance of any expected travel requirements. It may not be possible for this traveller profile to be set up in time if less than five days' notice is given, which may result in the volunteer having to fund and reclaim any travel expenses in that instance. Your key Executive contact can help you with the process of setting up a Traveller Profile in the first instance.

4.3 Bank / BACS Form

Claims will be paid into a bank account so you will need to complete **Bank / BACS Form** for completion prior to the payment of any expenses claims and for any changes of previously advised bank details. Payments will be via BACS for UK based volunteers and by bank transfer (in sterling) for those based outside of the UK. Claims should be made monthly. Volunteers are particularly reminded to make any claims in good time at financial year-end (the end of February each year) so that any expenses incurred fall into the correct financial year. We reserve the right to reject claims over six months old.

4.4 Volunteer Travel Request Form

Requests for booking flights, accommodation and train fares should be submitted to the key Executive contact supporting you as a volunteer for approval using the **Volunteer Travel Request Form**. This form is available from your Executive

contact.

5. Questions about these principles and guidelines

Any questions about this policy should be addressed in the first instance to the Executive team supporting the volunteer or the Accounts Manager within the IFoA Finance Team.

Appendix A Table of Rates for Claiming Expense

1. General

The rates contained in these tables are a guide to the limits that apply for claiming expenses. All expense claims should be based on actual cost and be supported by relevant receipts.

Volunteers are expected to minimise expense costs wherever practicable. However, it is recognised that there may be limits in these tables that may not be suitable. In particular, when travelling outside of the UK. If that is the case, you should seek advice from your key Executive support contact in advance of any additional costs being incurred.

2. Air travel

Where suitable, train travel is encouraged over air travel.

Where air travel is unavoidable, all airline tickets must be booked at the lowest available airfare as determined by Click Travel, the IFoA's business travel partner.

Wherever possible book your requirements as far in advance as is practicable, as this will enable the Click booking team to offer the lowest available fare that complies with our policy standards.

Domestic air travel should not be used where rail travel is a viable proposition. However, it is recognised that alternatives to domestic air travel are not always suitable.

2.1

For domestic journeys, standard class train travel only will be approved, even if the cost exceeds that of air travel. Where a flight is necessary, a cap of £200 is in place on return domestic journeys (or £100 for a one-way journey). Any flights that breach this limit will need authorisation from a member of ELT before a booking is made.

2.2

On all flights, class of service should be the lowest available economy class fare unless the journey exceeds six hours, in which case premium economy is permissible. In certain, exceptional, circumstances it may be acceptable to travel business class. Examples of this would be where the flight is an overnight flight of more than eight hours, and the volunteer is expected to attend IFoA business directly upon arrival. Any volunteers wishing to extend their stay either side of core IFoA business are expected to travel economy class.

All such requests, including for health reasons, must be authorised in advance by the relevant member of ELT.

2.3

For international flights, Click Travel may book via one of the major airport hubs if this offers a significant cost saving on the direct from UK option.

2.4

The option to upgrade and pay the difference yourself is permissible.

3. Overnight Accommodation

For meetings/events where more than one volunteer requires overnight accommodation, the Executive will normally organise specific group hotel arrangements on behalf of the volunteers.

Where this is not the case, overnight accommodation must be booked via Click Travel (see section 6

Appendix A Table of Rates for Claiming Expense

re: food and drinks).	
3.1	Where an overnight stay is necessary the following maximum rates apply. If the stay is for more than one night the average per night must not exceed these limits: • London or major overseas cities - £270 per night • All other destination - £150 per night
3.2	Booking a specific hotel which breaches the threshold requires approval from the relevant member of ELT before a booking is made unless (as stated in 2.4) the individual intends to pay the difference themselves. There may be occasions when the above limits are not suitable. Examples include: • where a volunteer is attending a conference on behalf of the IFoA, and the conference hotel is the most suitable accommodation in all the circumstances; or • where suitable, safe and secure accommodation does not fit within the above limits.
3.3	Evening meal. Overnight accommodation can be booked to include breakfast if that provides best value. In addition, an allowance of up to £35 will be permitted for an evening meal. If you eat in the hotel, up to £35 will be added to the bill and charged back to Click. If you spend more than £35 you will be expected to pay for the difference. If you choose to eat outside of the hotel you are staying at you can claim up to £35 via expenses claim. See also section 6.1.
3.4	Hotel cancellation: If a room is booked and is no longer required, it must be cancelled by the hotel's advised deadline (which varies depending on the hotel and the conditions of booking).
3.4	International hotels: Click Travel may not be able to book all international hotels on every occasion. In the instances where Click Travel is unable to make these reservations, the payment of such hotels will be the responsibility of the individual or the IFoA. These bookings can be made by the IFoA's Facilities team using the company credit card.

4. Rail Travel Advance or off-peak fares should be sought where available. The cheapest fares are normally available in advance of the day of travel so book as far in advance as you can.	
4.1	Anytime tickets should only be booked when cheaper than, or the same price as, advance or off peak-fares. If you have a railcard this should be used and is accepted by Click Travel. Any journey totalling over £250 will need to be approved by a member of ELT.
4.2	All rail fares should be standard class unless use of an overnight First Class sleeper is a cheaper alternative to the combined cost of a rail fare and hotel accommodation.

Appendix A Table of Rates for Claiming Expense

	In certain circumstances, when travelling in certain regions, a different class train journey may be more suitable on health and safety grounds. Where such circumstances apply they must be approved in advance by the relevant member of ELT.
4.4	Buying at the station on the day of travel or on the train is the most expensive way of buying a ticket and should only be used as a last resort.

5. Other travel expenses The IFoA requests that public transport is used where practical so that use of taxis or private cars are minimised.	
5.1	Travel by Taxi It is expected that public transport will be used wherever possible. IFoA has accounts for taxi drivers from London, Edinburgh, and Oxford Hubs. Taxis can be booked via the Facilities Help Desks. Uber and similar booking services are also permissible .
5.1.1	The IFoA recognises there may be instances when: • carrying a very heavy load (hold luggage 15kg or more); • several staff and/or volunteers travelling together to the same destination; • extreme difficulty in use of suitable public transport or when public transport is not available i.e. out of hours; • for health and safety reasons; may require the use of local taxis. However, approval from the relevant budget holder or member of ELT should be sought in advance.
5.1.2	Taxi Fares estimated to cost above £30 per journey must have ELT approval.
5.2	Use of own car The IFoA is committed to encouraging individuals to use public transport wherever possible. If it is necessary to use a car, for example where the journey cannot easily be accomplished by other means, the mileage allowance will be refunded.
5.2.1	The mileage rates are detailed below. They apply specifically for the use of private vehicles for business travel and include elements for running costs and insurance etc. These rates apply to all volunteers not just those based normally in the UK. Cars and Vans On the first 10,000 miles in the tax year: 45p per mile On each additional mile over 10,000 miles: 25p per mile Motor cycles: 24p per mile Bicycles: 20p per mile
5.2.2	If you choose to use a car for a journey which is also practical to make by public

Appendix A Table of Rates for Claiming Expense

	transport, you will be entitled to claim the equivalent of the cheapest standard class rail fare. If it would be very inconvenient to use public transport because of connections or because a journey was being made early in the morning or late at night, then a car may be used with the approval of a member of ELT.
5.2.3	<i>A valid receipt or the actual car parking ticket is needed to support claims for car parking charges. Where parking charges are paid for by mobile phone a copy of the receipt from the provider will need to be attached to the claim as evidence of the expenditure.</i>

6. Other Expenses	
6.1	Evening meal connected with overnight stay up to a maximum of £35.00. Accommodation booked via Click includes an additional allowance for £35 to cover this should you choose to dine in the hotel. You can choose to eat in a local restaurant and claim up to £35. Your member of ELT may authorise more if dining in an expensive area such as major international cities. If you spend more, you will need to pay the extra yourself.
6.2	If travel starts before 6am (Local Time) to travel to a site the cost of breakfast may be claimed up to a maximum of £10.00. Receipts must be provided.
6.3	Away from home for more than 5 hours then the cost of lunch may be reimbursed up to a maximum of £10. Receipts must be provided.
6.4	If you are required to remain late - after 8pm (local time), you may claim the cost of a meal up to a maximum of £35. Receipts must be provided.
6.5	For more than 5 continuous days away from home, other incidental costs, such as laundry, may be claimed up to a maximum of £5 per night within the home country, and £10 per night overseas. Receipts must be provided.
6.6	Business entertaining Such costs will only be reimbursed in cases where the individual is formally representing the IFoA at a defined function or for a previously agreed purpose or for an event or meeting which is consistent with the IFoA's strategy. Please refer to the IFoA's "Gift and Hospitality Policy" for additional information on both giving and receiving hospitality.
6.7	All other expenses must be agreed in advance of being incurred.