



Reimbursement Policy

Last Updated: 2019-01-08

1. Introduction

The purpose of this policy is to provide guidance to QuidditchUK volunteers when claiming expenses. The policy includes details of the types of expenses that may be claimed, and the procedure for making a claim. All funds held and distributed by QuidditchUK, whatever their source, are subject to the terms of this policy. If you have any suggestions for improvements to the policies or documentation, please contact the Operations Department.

2. Rights and responsibilities

2.1. QuidditchUK

- 2.1.1. QuidditchUK has a responsibility to ensure volunteers are only reimbursed for their actual out of pocket expenses. Anything in excess of that could be regarded as 'payment' and affect tax, state benefits, or even the legal status of a volunteer. Thus all expenses should be wholly, necessarily and exclusively incurred in the course of QuidditchUK business. Where claims are considered to have a dual purpose (e.g. volunteering AND competing during a tournament), QuidditchUK reserves the right to refuse or partially reimburse a claim, in line with laws and regulations surrounding volunteer expense claims in the UK.
- 2.1.2. It is the responsibility of QuidditchUK to ensure volunteers have access to the reimbursement policy at all times; are reimbursed in a timely manner (Section 7.3); and are notified of any issues which may impact this, so as to ensure volunteers can make informed decisions.
- 2.1.3. QuidditchUK reserves the right to refuse reimbursement for any claim which has not been formally authorised and/or does not conform to this policy.

2.2. Volunteers

- 2.2.1. It is the responsibility of the volunteer to make sure they are aware of the current policies and procedures for reimbursement before they make a claim.
- 2.2.2. QuidditchUK expects all volunteers to act responsibly and cooperate in securing the most cost effective solutions on behalf of QuidditchUK; this means:
 - Not exceeding the primary expense limits as outlined in Section 3
 - Choosing appropriate travel and transportation as outlined in Section 3.3
 - Using appropriate discounts and offers wherever possible
 - Arranging all expenditures in a timely manner

- Defining a clear need for additional equipment before purchase
- Returning all unused supplies or equipment to QuidditchUK

2.2.3. It is the responsibility of the volunteer in question to ensure that any expenditure not clearly falling within the procedures contained in this policy is discussed with the Operations Department, in advance of any expense being incurred.

2.2.4. It is the responsibility of the volunteer to ensure performing QuidditchUK duties will not have a negative effect on their financial situation, including due to insufficient or untimely reimbursement. In such a situation volunteers should enter Reasonable Negotiations (Section 7) or refuse service, before expense is incurred. **Individuals may reserve the right to refuse any QuidditchUK duties at any time**, for any reason, without facing adverse consequences. This does not impact the right of QuidditchUK to independently cease working with a volunteer on the grounds of Gross Misconduct.

2.2.5. No volunteer, regardless of their position or circumstances, is obligated to make purchases on behalf of QuidditchUK. Any such instances should be reported immediately to the Human Resources Department.

3. Primary Expenses

Primary Expenses refers to purchase of goods and services intended to ensure all volunteers are sufficiently fed, accommodated and transported in their capacity as a QuidditchUK volunteer. Volunteers should only attend duties within their authorised timeslots. Individuals who volunteer outside of the express request of QuidditchUK may not be eligible for Primary Expenses.

3.1. Meals

Reimbursement of meals will be capped at the authorised limits below. Any alcohol purchased with meals will not be reimbursed. Volunteers are entitled to meals in line with the following duties:

Meal	Limit	Conditions
Breakfast	£5/meal	Volunteering 1 or more hours before 8am OR QuidditchUK has authorised an overnight stay
Lunch	£5/meal	Volunteering 3 or more hours/slots between 8am-5pm OR QuidditchUK has authorised a day trip
Dinner	£12/meal	Volunteering 2 or more hours after 5pm OR QuidditchUK has authorised an overnight stay

3.2. Accommodation

Reimbursement of accommodation will only occur where QuidditchUK has authorised an overnight stay. Examples would be tournament committee and non-playing tournament volunteers. Such expenses can be reimbursed within the per-volunteer limits below.

Venue	Limit	Notes
Commercial Booking (bed only)	£40/night	Commercial booking of a hotel room, hostel, AirBnB, etc.

3.2.1. Sundry expenses

QuidditchUK will reimburse sundry expenses associated with accommodation (such as laundry) only on trips over 7 days. Such claims should be approved by the Operations Director before any expense is incurred.

3.3. Travel

Reimbursement of travel costs will only occur where authorised by QuidditchUK. Examples would be for tournament committee and non-playing tournament volunteers. Total travel expenses can be reimbursed within the limits below.

Method	Rate and Limits of Reimbursement
Mass Transit Bus, Train, Plane, etc	For single, face value of ticket(s) up to £40 For return, face value of ticket(s) up to £100
Private Transit Car, Van, etc	For single, 15p per mile up to £40 For return, 15p per mile up to £100 An additional 5p/mile per additional carpooler. An additional 5p/mile per 30kg of QuidditchUK goods
Taxis	Taxis fares are not reimbursed by QuidditchUK unless it can be demonstrated no alternative was available. If that the case, they are limited the same as mass transit.

3.3.1. Additional Conditions

QuidditchUK expects all volunteers to act responsibly and cooperate in securing the most cost effective solutions on behalf of QuidditchUK. As such reimbursement of travel comes with the following additional conditions and expectations.

- Use video conferencing wherever reasonable
- Where possible, use cars and carpooling in preference over mass transit
- All appropriate discounts (such as railcards) were used
- Same day travel used over accommodation where reasonable
- All travel booked in a timely manner
- Extra charges were avoided (e.g. standard class used over first class).

3.4. Compensation for loss/injury

A volunteer may wish to claim compensation to cover losses or costs incurred due to injury which occurred while on QuidditchUK business. Examples include valuables lost due to being mugged or costs of treatment resulting from being a victim of crime.

Such claims will be viewed sympathetically by QuidditchUK and may be reimbursed in cases where a volunteer is not insured. Applications should be made to the relevant department director **and** the Operations Director directly rather than using this policy.

4. Secondary Expenses

Secondary Expenses refers to goods and services purchased on behalf of QuidditchUK. **Where possible, such payments should be processed directly by the Operations Department using a QuidditchUK held bank account.** However, when not possible a volunteer may do so using a personal bank account and then claim using this policy. This is most likely to occur when a vendor requires a Debit or Credit Card to process a payment. In these instances, the following procedures must be followed.

4.1. Purchase of Tournament Supplies

All essential supplies such as batteries, pens and refreshments should be purchased **before tournament weekends** using QuidditchUK bank accounts. However QuidditchUK may provide Tournament Directors with a small cash budget to restock supplies during the course of the weekend and allowing immediate reimbursement of volunteer expenses. Any purchases remain the property of QuidditchUK and should be accurately recorded and stored appropriately.

4.2. Non-official memorabilia, gifts, treats or rewards

QuidditchUK may on occasion cover expenses for sentimental gifts which are comparable to a volunteer's position, achievements and commitment to QuidditchUK. These items are subject to **strict UK rules and regulations** and so the Operations Department should always be consulted before purchasing such items.

4.3. Training Courses

QuidditchUK will only consider subsidising training courses which are deemed to be for the sole purpose of improving a volunteer's ability to carry out their role. Where qualifications are considered to substantially benefit the claimants professional portfolio, QuidditchUK may partially subsidise a course, in line with rules and regulations surrounding volunteer subsidies in the UK. Please contact the Human Resources department if you wish to discuss the matter further.

4.4. Uniforms and Clothing

If required, QuidditchUK will provide complementary uniforms from their internal suppliers. No volunteer is expected to purchase any clothing or uniform to complete their role within QuidditchUK. Any personal purchases of such items will not be reimbursed.

4.5. Phones and Tariffs

QuidditchUK will only reimburse mobile phones and tariffs it owns exclusively.

5. Additional Fees and Advances for Primary and Secondary Expenses

- 5.1.** QuidditchUK will not authorise the reimbursement of any additional fees where it is felt the claimant could have reasonably avoided them. In addition to those mentioned elsewhere in this policy, this includes but is not limited to:
- a) Toll/congestion charges
 - b) Service tips
 - c) Car Parking penalties and fines
 - d) Using premium transaction methods where free ones are available
 - e) Being forced to use fast tracking through disorganisation
 - f) The purchase of alcohol
- 5.2.** Individuals who routinely incur unnecessary additional fees may be found responsible for gross misconduct. Departments who continually incur unnecessary additional fees may find their budgets reduced and directors may be found responsible for gross misconduct.
- 5.3.** QuidditchUK do not provide advances unless under specific authorisation after following the Reasonable Negotiations procedure (Section 6). Where an advance is not granted, volunteers are strongly advised not to continue with the purchase and postpone it until a more suitable time. This does not affect your rights.

6. Reasonable Negotiations

Claimants have the right to enter Reasonable Negotiations for claims which go above and beyond this policy in instances where they believe not doing so would:

- a) Be impractical
 - b) Not be cost-effective
 - c) Implicate the volunteers safety
 - d) Implicate the organisation's ethical standards
- 6.1.** Reasonable Negotiations should be applied for by **emailing the Operations Director via operations@quidditchuk.org** AFTER a claim has been rejected via the standard expenses form. Volunteers also have the right to bring any rejected claims to the Human Resources Director.
- 6.2.** During these negotiations both parties are subject to the rights and responsibilities outlined in this policy. If any provision of this policy should be successfully renegotiated, then it will not affect the validity or enforceability of any remaining sections.
- 6.3.** Renegotiated clauses are only valid for the duration of the specific purpose and/or event for which they were approved and may not be continued indefinitely. Volunteers should seek approval each and every time a renegotiation is required unless otherwise expressly authorised by the Operations Director.
- 6.4.** A volunteers right to enter Reasonable Negotiations does not exceed QuidditchUK's financial responsibility. QuidditchUK reserves the right to refuse any negotiations on the basis of them not being financially responsible, sustainable, or fair.

7. Submitting Expense Claims

7.1. Expense Authorisation

Ensure that you gain approval for expenses before claiming. In most cases this should be done before the expense is incurred. The table below denotes the authorised person(s) for varying types and amounts of expenses.

Expense Type	Expenses Due*	Authorised Person(s)
Primary and Secondary Expenses	Up to £30	Direct Manager**
	£30 - £75	Department Director
	More than £75	Operations Director
Overnight Stay	N/A	Department Director
Sundry Expenses	Any Amount	Operations Director
Gifts & Memorabilia	Any Amount	Operations Director

* Refers to each individual item, not the total claim

**Including Tournament Directors

7.2. Submission Process

To submit a claim the following steps must be followed and this policy adhered to. Where this is not the done QuidditchUK reserves the right to reject or only partially reimburse a claim.

- 1) **Read the [QuidditchUK Reimbursement Policy](#).**
- 2) **Gain approval for any expenses which require it.**
In most cases this should be done before the expense is incurred.
- 3) **Ensure you retain copies of all the related receipts.**
All vouchers and receipts must be submitted to a satisfactory quality and clear legibility. Expenses will only be paid on receipt of receipts for actual cost. It is not necessary at this time to provide VAT receipts.
- 4) **Complete the [QuidditchUK Reimbursement Form](#).**
This must be done within **90 days** from the date of purchase. This form requires you to be logged into a Google Account to verify receipt uploads at the end.
- 5) **Contact finance@quidditchuk.org with any issues**
Our finance department will be in touch if there is a discretion with your claim. If you are unsure how much you are entitled to, please submit your expenses and receipts and get in touch.

7.3. Settlement Timescales

QuidditchUK Operations Department endeavours to settle all claims within **30 days** of receiving a valid, authorised expense claim. This is the timescales QuidditchUK would class as a 'Timely Reimbursement'.

- 7.3.1. On occasion, QuidditchUK may experience issues which impact upon our ability guarantee a timely reimbursement. In such cases, volunteers are strongly advised to postpone purchases until a more suitable time. We will not take responsibility for late expense payments, where volunteers were advised of reimbursement delays. This does not affect your right to claim authorised expenses indefinitely.
- 7.3.2. If you feel you need to settle your expense claim faster than usual due to personal reasons, please follow the Reasonable Negotiations procedure (Section 6).

8. TL;DR OF MAJOR CHANGES

- 8.1. Removed the definitions section since everything said there was restated in the next section. There's also consolidation of rights and responsibilities throughout the document into the first section.
- 8.2. Dinner is now only reimbursed for volunteering 2 or more hours after 5pm. This is for simplicity and consistency with Breakfast and Lunch times.
- 8.3. Accommodation now only reimbursed where QUK has approved an overnight stay, and always at 100% of cost up to the limit.
- 8.4. Sundry costs now need to be approved by Operations Director.
- 8.5. Removed specific mention of "premium numbers" in additional fees since it's already said elsewhere that QUK doesn't reimburse phone costs.
- 8.6. Added clarification that "ceasing to work with a volunteer due to miss conduct" must happen independently of them refusing QUK duties. However needs further review from HR because I'm still not sure on the wording.
- 8.7. Added "Department Director" as person who must approve overnight stays; previously wasn't said who was authorised to do this.
- 8.8. Primary and Secondary Expenses now follow the same authorisation level structure, whereas previously Secondary Expenses were stricter for lower costs.
- 8.9. 'Timely Reimbursement' is now 30 days for all claims. At present we don't have the people to offer guarantees of anything different.
- 8.10. Removed examples; they had errors and need redoing to account for changes.

