


UNIVERSITY OF THE WESTERN CAPE			
 <p>UNIVERSITY of the WESTERN CAPE</p>	<b>TRAVEL POLICY</b>	Document Type	Policy
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# UNIVERSITY OF THE WESTERN CAPE

## TRAVEL POLICY

**Policy No: Finance/TRA/001**

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## **PART A**

### **GENERAL PRINCIPLES**

#### **1. Policy Statement**

- 1.1. The University's Travel Policy is designed to provide guidance for University Travellers on authorised University business. It furthermore seeks to obtain the best use of University resources as well as consideration of safety and security whilst on travel.
- 1.2. It is also designed in the spirit of good faith, which allows a University Traveller to use his/her discretion in certain instances.
- 1.3. This Policy applies regardless of the source of funding.
- 1.4. The Travel Policy must be used in conjunction with the University's Procurement & Tender Policy, Restricted Funds Policy, Code of Conduct and any other relevant policy document.
- 1.5. The objective of this Policy is to manage travel arrangements in a manner which:
  - 1.5.1. Has concern for the welfare and safety of University Travellers;
  - 1.5.2. Promotes the achievement of the relevant travel business purpose;  
and
  - 1.5.3. Ensures cost effectiveness.

## 2. Definitions

In this Policy, unless otherwise indicated by the context, the following terms shall have the meaning ascribed to them –

- 2.1. "**Budget Holder**" means an employee of the University who is responsible for the management and administration of a budget allocated by the University to that Department or Faculty;
- 2.2. "**Council**" means the Council of the University as appointed in terms of section 27(1) of the Higher Education Act to govern the University, subject to the provisions of the Higher Education Act and the Institutional Statute or its successor-in-title;
- 2.3. "**Department**" means a department of the University;
- 2.4. "**Director: Business Processing**" means the person responsible for all Procurement and supplier payment business processes of the University, as employed by the University in the Finance Department from time to time or his/her successor-in-title;
- 2.5. "**Disciplinary Code**" means the Disciplinary Code & Procedure for Employees of the University as approved by the Council;
- 2.6. "**Donor**" means a third party who or which has donated funds to the University with or without conditions attached thereto, restrictions or limitations attached to the purpose, manner and/or timing in which the donated funds may be spent by the University;
- 2.7. "**Employee/s**" means a Person/s employed by the University;
- 2.8. "**Faculty**" means an academic faculty of the University;
- 2.9. "**Foreign Visitor/s**" means any visitor to the University, which is not a citizen of the Republic of South Africa;

- 2.10. **“Line manager”** means a person (who is a UWC employee) with direct managerial responsibility for a particular employee.
- 2.11. **"Management"** means the senior management of the University from time to time, consisting of the Rector, the Deputy Vice Chancellors, the Executive Directors, the Director: Finance, the Director: Business Processing and the Procurement Manager or any of their successors-in-title;
- 2.12. **“Manager: Procurement”** means the person responsible for all procurement related business processes of the University, as employed by the University in the Finance Department from time to time or his/her successor-in-title;
- 2.13. **“Non-University Travellers”** means any person not authorised to travel on behalf of the University of the Western Cape and/or not travelling for official business purposes;
- 2.14. **"Person"** means any natural person, company, close corporation, trust, partnership or other entity whether or not having separate legal personality, as the context may require;
- 2.15. **"Policy"** means the Policy set out in this document and includes all appendices hereto;
- 2.16. **"Purchaser"** means the relevant authorised Person in either the Finance Department or a Faculty or a Department who purchases Goods or Services from a Supplier for and on behalf of the University, it being recorded that such Purchaser may include a Budget Holder;
- 2.17. **"Quotation"** means the purchase price furnished by a Supplier to the University in respect of Goods or Services to be sold to and purchased by the University;

- 2.18. "**Restricted Fund/s**" means funds received by the University from a third party in terms of an agreement or contract between such party and the University (or any of its Faculties, Departments, Employees or Researchers) and which have conditions, restrictions or limitations imposed upon and attached to the manner in which those funds may be disbursed or spent;
- 2.19. "**SARS**" means the South African Revenue Services;
- 2.20. "**Subsistence allowance**" means an allowance provided to an employee for out of pocket expenses incurred in respect of personal subsistence and incidental costs (e.g. drinks, laundry, tips and gratuities) when they are required for official business purposes to spend one or more nights away from home.
- 2.21. "**Travel Agent/s**" means the business or company contracted by the University to provide travel related services to University Travellers in accordance with the conditions of the contract and the provisions of this Policy;
- 2.22. "**Travel Co-ordinator**" means the university staff member responsible for assisting and guiding the university staff with travel related matters.
- 2.23. "**Travelling**" means going from one place to another on official University business and making use of a University owned vehicle, rental vehicle, air transport or any other form of transport approved by the University or a combination thereof;
- 2.24. "**Travel Supplier/s**" means any business entity providing travel related goods or services to the University including; travel agents, vehicle rental companies, airlines, hotels and lodges;
- 2.25. "**University**" means the University of the Western Cape, a public higher educational institution, deemed to be established in terms of the Higher Education Act;

2.26. **"University Traveller/s"** means any person travelling on behalf of the University of the Western Cape on official and authorised business purposes;

2.27. **"Vehicle Rental Companies"** means the business or company contracted by the University to provide vehicle rental services to University Travellers in accordance with the conditions of the contract and the provisions of this Policy.

### **3. General Requirements**

3.1. University Travellers and Purchasers should familiarise themselves with the relevant travel procedures (including prescribed forms and additional information) pertaining to this Policy as published on the University's Intranet.

#### **3.2. Business Purpose**

3.2.1. A clear business purpose must exist for all travel expenses.

3.2.2. The business purpose for travel expenses must be documented on the relevant prescribed form and must be captured on the University's Finance system for each trip when obtaining an order number.

3.2.3. The Purchaser making the booking must keep adequate supporting documentation for audit purposes, such as and if applicable quotations, itinerary, letter of invitation, e-tickets, and conference confirmation to validate the need for travel.

#### **3.3. Non-Compliance with Policy**

3.3.1. Any person making use of any prescribed form who materially misrepresents the facts set out therein or where fraud or non-disclosure has taken place, such person will be held liable for their



actions and will be subject to appropriate action by the University, including inter-alia possible termination of employment or damages claims, as circumstances require.

### 3.4. Contracted Travel Agents

- 3.4.1. University Travellers must use the University's contracted Travel Agent(s) or the online travel booking platform. The only permissible deviation for not making use of the contracted Travel Agents will be where a significant cost saving can be justified. This will only be allowed in special circumstances and prior authorisation must be obtained from the Manager: Procurement or the Travel Coordinator.
- 3.4.2. If travel related arrangements are made through any agent other than the contracted Travel Agents, the expenses incurred by the University Traveller responsible may not be accepted by the University and the individual may be required to settle these expenses in their own personal capacity.
- 3.4.3. Permissible deviation for not making use of the contracted Travel Agents will be where a Donor has stipulated specific requirements which are in direct contradiction with this Policy, or where the travel agent(s) is unable to accommodate the travel requirement;
- 3.4.4. It is a University requirement that all travel arrangements are made in strict adherence to this Policy in order that cost savings are maximised and the highest possible service delivery is provided.
- 3.4.5. Failure to make use of the contracted Travel Agents, besides the permissible deviations, will result in violation of University policy and the University Traveller may not be insured and would be liable for any un-insured loss.

### 3.5. Non-University Travellers

- 3.5.1. The University does not provide reimbursement for travel and

entertainment expenses of Non-University Travellers who accompany University Travellers on business trips.

### 3.6. Statutory & Legal Requirements

3.6.1. University Travellers should familiarise themselves with all statutory requirements and legislation of the Republic of South Africa.

## **PART B**

### **TRAVELLING**

#### **4. Air Travel**

##### 4.1. General

- 4.1.1. University Travellers and Purchasers should familiarise themselves with the relevant travel procedures pertaining to this Policy as published on the University's Intranet.
- 4.1.2. University Travellers must use the University's contracted Travel Agents for air travel by contacting them directly or use the university's online booking tool.
- 4.1.3. University Travellers are expected to be prudent when selecting air transportation for business trips. The transportation chosen should be the most economical, consistent with the itinerary and the business requirements of the trip.
- 4.1.4. Although the University's Council and staff in certain pre-approved instances might require upgraded travel arrangements, they are committed to making use of the most economical travel arrangements where possible.
- 4.1.5. Availability of lower air fares is greater when one makes their reservations well in advance; though the optimum advance booking time will vary for each destination, the best practice is to book as far ahead as feasible when travel plans are confirmed.

##### 4.2. Reservations and Ticket Request Procedures

- 4.2.1. All travel enquiries and reservations by University Travellers must be directed to the contracted Travel Agent(s).

- 4.2.2. Three airline quotations from the contracted Travel Agent(s) should be obtained for each trip, indicating the total cost of the trip including transfers. An order number must be obtained from the University's finance system and forwarded to the Travel Agent once the most cost effective and efficient travel method has been chosen, in order for reservations to be confirmed and for travel documentation to be raised and delivered.
- 4.2.3. Please note that documentation and tickets cannot be issued without the correct University order details and the actual order being received by the Travel Agents.
- 4.2.4. It is essential to plan and ensure quotations are obtained well in advance.

#### 4.3. Preferred Airlines

- 4.3.1. One of the main areas of achieving value improvements is by using preferred airlines as listed on the University's intranet. The University receives discounted rates from these preferred airlines and University Travellers are encouraged to make use of these savings, except where additional cost savings might be obtained from other airlines. The contracted Travel Agents are expected to support this cost saving initiative by adhering to the Policy when scheduling business trips.

#### 4.4. Class of Air Service

- 4.4.1. University Travellers should use the most economical airfare that meets the needs of a business trip, consistent with business requirements. University Travellers may upgrade the level of service at personal expense or by using their "frequent flyer" points.
- 4.4.2. A higher class than the most economical fare may be permitted and/or for certified health reasons, if authorized by the Rector.
- 4.4.3. Where the Rector requires an upgrade to a higher class, approval must

be obtained from the Executive Director: Finance and Services or the Executive Director: Human Resources.

#### 4.5. Excess Baggage

- 4.5.1. Excess baggage caused by the necessity of taking items for business reasons must be authorised by the University and advised to the University's Travel Agents at the time of booking.

#### 4.6. Group Bookings

- 4.6.1. Bookings required for groups of University Travellers must be obtained at the most economical fare.

#### 4.7. University Travellers with Special Needs

- 4.7.1. University Travellers with special needs e.g., disabled persons, must inform the Travel Agent(s) of their needs upon request for a quotation.

#### 4.8. Unused Tickets, Changes to Tickets and Additional Charges

- 4.8.1. When travel plans must be changed due to unforeseen circumstances, the University Traveller is responsible to notify the contracted Travel Agent(s) immediately and where relevant secure a credit.
- 4.8.2. If a penalty is incurred due to a University Traveller violating airline ticketing rules, the University Traveller will be responsible for the additional cost.
- 4.8.3. In the event that a University Traveller misses a flight due to unavoidable circumstances beyond his/her control, the additional charges levied by the airline will be paid by the University. The University traveller will however be required to explain the reasons for these circumstances in writing. The University will in its discretion

evaluate the reasons and should it be determined that the reason was due to the University Traveller's negligence, the additional costs will be recovered from the traveller.

4.8.4. Unused tickets may not be used for personal travel.

4.8.5. "Trading down" of travel tickets is prohibited.

#### 4.9. Frequent Flyer Programs and Upgrades

4.9.1. The University allows University Travellers to accrue their own frequent flyer mileage for trips taken on University business. The University does not reimburse University Travellers for tickets purchased with frequent flyer miles.

4.9.2. University Travellers may retain frequent flyer program benefits. However, participation in these programs must not result in any incremental costs to the University. The University will not be responsible for any tax liability, which may result from the use of these benefits.

#### 4.10. Lost or stolen Luggage

4.10.1. Lost or stolen property at airports or in transit must be immediately reported to local authorities and documentation evidencing this must be obtained. The University Traveller must engage with the local authority and follow up on the investigation.

#### 4.11. Passports and Visas

4.11.1. The University Traveller is responsible for all passport and visa requirements and must ensure compliance with any relevant rules, laws, or regulations, before embarking on official business travel. The University's contracted Travel Agents are available to provide assistance in this respect. Applications for passports, visas and any

other required travel documents are still the responsibility of the travellers.

- 4.11.2. Costs associated with the issue/renewal of passports must be met by the University Traveller.

#### 4.12. Traveller Safety

- 4.12.1. University Travellers are responsible to obtain adequate information pertaining to the destination they are travelling to with regards to the following:

- 4.12.1.1. The political stability of a country, whether they are at war or if any circumstances could result in personal injury;

- 4.12.1.2. Diseases which the University Traveller might be exposed to; or

- 4.12.1.3. Any other matter which could be of risk to the University Traveller.

- 4.12.2. The University is not responsible for any losses sustained by the University Traveller resulting from any of the items listed above.

#### 4.13. Laws and Regulations pertaining to countries outside of South Africa

- 4.13.1. University Travellers are responsible to familiarise themselves with the laws and regulations of countries outside of South Africa if trips to such destinations are undertaken.

#### 4.14. Business Travel Insurance

- 4.14.1. The University has a Corporate Group Insurance Policy for, among other things, business related travel. This service includes limited insurance coverage for University Travellers for insured journeys that commence after the inception date appearing on the travel insurance receipt. Cover will commence when the insured person

leaves the point of departure and will automatically cease when he/she returns to the point of departure.

4.14.2. The maximum period for any insured person is restricted to 90 days unless the insured person is requested to extend the cover for a longer period for which needs to be approved by the senior management and applied for with the Insurance Broker.

4.14.3. The insurance policy and subsequent benefits are obtained from the University's authorised service provider.

#### 4.15. Emergency Medical Assistance

4.15.1. The traveller has to call the UWC Insurer's contact details as provided with the travel itinerary from the travel agent.

4.15.2. The contracted Travel Agent must be contacted in the event of any emergency situation.

#### 4.16. Evacuations, Flight cancellations and changes, missed connections

4.16.1. In the event of Evacuations, Flight cancellations and changes, missed connections, travellers must contact the contracted travel agent.

#### 4.17. Traveller Profile Forms

4.17.1. It is advisable for all employees who travel abroad to ensure that a complete Traveller Profile is registered with the appointed Travel Agent(s).

### **5. Ground Transportation**

#### 5.1. General

5.1.1. University Travellers and Purchasers should familiarise themselves with the relevant travel procedures pertaining to this Policy as



published on the University's Intranet.

- 5.1.2. University Travellers should make use of the lowest cost ground transportation.

## 5.2. University Vehicles

- 5.2.1. University Travellers responsible to drive University vehicles should ensure they have an appropriate licence for the type of vehicle they intend to drive.
- 5.2.2. University Travellers shall not without express permission from the Director: Risk and Compliance make use of a vehicle weighing more than the weight or designed to carry more people, than allowed without a PDP including the driver.

## 5.3. Vehicle Rental and Contracted Vehicle Rental Companies

- 5.3.1. University Travellers must use the University's contracted Vehicle Rental Companies by making reservations via the contracted Travel Agents.
- 5.3.2. Vehicle rental must be approved by the University Traveller's duly authorised Line-Manager.
- 5.3.3. Due to the costs involved in vehicle rentals, University Travellers are allowed to rent vehicles up to a Group D.
- 5.3.4. In certain specialised instances, University Travellers might require alternative vehicles for business purposes, however prior approval should be obtained. The request needs to be recommended in advance by the appropriate Line-Manager, Dean or Executive and be submitted in writing to the Travel Coordinator or the Manager: Procurement or the Director: Business Processing for approval before making reservations.
- 5.3.5. Optional items such as baby seats are not reimbursable by the

University and in the event that the University is invoiced for such expenses, the person making use of these items should refund the University immediately upon return from their trip.

- 5.3.6. No University Traveller may rent or drive a rental vehicle if they do not possess an appropriate South African driver's license that meets the requirements of the rental vehicle company
- 5.3.7. University travellers who are non-employees (e.g. students or guests) are not covered in terms of the University's contract with its insurer. The University has negotiated special rates for non-employees and students called visitors rate. University Travellers must therefore ensure that the contracted Vehicle Rental Company is advised whether the vehicle is required for an employee (UWC insurance) or non-employee (Vehicle Rental Company insurance) when making a booking.
- 5.3.8. University Travellers making use of rental vehicles should ensure that they inspect the vehicle for damage. Any damage identified should be brought to the attention of the vehicle rental company before departing.

#### 5.4. Vehicle Rental Insurance

- 5.4.1. The University is self-insured up to a limit of R750,000, and therefore the driver of the vehicle is not to sign for insurance on the rental agreement unless the value of the vehicle including its contents exceeds R750 000, in which case separate or additional insurance must be taken.
- 5.4.2. In case of an incident/accident to the rental vehicle, the University Traveller must immediately notify the Vehicle Rental Company and the University's Manager: Procurement or the Travel Coordinator of the details.

5.4.3. The University Traveller involved in the incident/accident must also complete the Accident Report form supplied by the Vehicle Rental Company. A copy of the Accident Report, including the police case number must be given to the Manager: Procurement or the Travel Coordinator no later than 7 working days following the incident/accident.

## 5.5. Traffic fines

The University is not responsible for any fines issued against drivers that have contravened traffic rules. The fines are payable by the driver concerned and the Vehicle Rental Company will send the applicable traffic fines to the driver for payment. The cost of the traffic fine may be deducted in increments from the salary of the driver concerned (with permission) if the amount cannot be paid in full. The Travel Coordinator must liaise with the Human Resources Department to ensure that the deductions are adequately accounted for.

5.5.1. The Travel Agents charges the University an administration fee for processing traffic fines and the University Traveller shall be liable thereof.

## 5.6. Renting vehicles for Personal Use

5.6.1. University Travellers shall not rent vehicles for personal use.

5.6.2. Offenders will be disciplined.

## 5.7. Use of Private Vehicles

5.7.1. Employees may use their private vehicles for business purposes if prior approval has been obtained from their duly authorised Line-Manager. The use of a private vehicle for University business will be

reimbursed at a rate determined by the University from time to time and is available on the University's Intranet. This rate covers all costs associated with the vehicle.

5.7.2. The University shall not be liable for any loss or damage flowing from the use of any private vehicle.

5.8. Travel between home and work

5.8.1. Travel between home and work, irrespective of weekends, is private travel and will not be reimbursed.

## **PART C**

### **LODGING**

#### **6. Hotels, Lodges, etc**

##### 6.1. General

6.1.1. University Travellers and Purchasers should familiarise themselves with the relevant travel procedures pertaining to this Policy as published on the University's intranet by the Finance Department.

6.1.2. University Travellers should choose a reasonably priced hotel/establishment with a single occupancy rate.

##### 6.2. Class of Accommodation

6.2.1. In general, the accepted class of accommodation in South Africa is the equivalent of accommodation graded by the tourism grading council, and travelers may book up to a maximum of four stars subject to the approval of senior management.

6.2.2. The criteria for choice of accommodation outside of the South African borders should be based on the traveller's safety, convenience and care, and cost effectiveness.

##### 6.3. Accommodation for Personal Use

6.3.1. University employees shall not procure accommodation for personal use.

6.3.2. Offenders will be disciplined.

##### 6.4. Bookings

6.4.1. All hotel, lodge and similar accommodation (other than where

included in a conference package) must be booked through the University's Travel Agents, except for permissible deviations with prior approval from the Manager: Procurement.

- 6.4.2. The cost of the room (including breakfast and VAT where appropriate) is for the University's account. The University Traveller is responsible for any personal expenses.

## 6.5. Cancellations

- 6.5.1. Hotel, Lodge or similar accommodation booked through the University's Travel Agents will be guaranteed for late arrival. University Travellers are responsible for cancelling reservations either by contacting the University's Travel Agents or dealing directly with the establishment. In the latter case, a 'cancellation reference' should be obtained as evidence of the cancellation.

- 6.5.2. The University Traveller shall be responsible for accommodation charges, if not utilised, in cases where no cancellation reference is obtained.

## 7. Other Accommodation

### 7.1. Lodging in a Private Residence

- 7.1.1. University Travellers may stay in a private residence at no cost to the University.

### 7.2. Travel greater than 30 days

- 7.2.1. When research or business requires residence in a distant location for longer periods of time, University Travellers shall be able to find less expensive accommodation. Therefore, reimbursement for actual lodging expenses will be made, however receipts are required for lodging. Reimbursement will not be permitted for individuals who own the place of residence.

## PART D

### SUBSISTENCE ALLOWANCE

#### 8. General

- 8.1. A subsistence allowance is an allowance provided to an employee for out of pocket expenses incurred in respect of personal subsistence and incidental costs (e.g. drinks, laundry, tips and gratuities) when they are required for official business purposes to spend one or more nights away from home. Under no circumstances may an employee allocate any portion of their pensionable earnings towards a subsistence allowance.
- 8.2. Out of pocket expenses are expenses incurred by the employee except for costs incurred for accommodation and travelling to the location where the employee will be residing.
- 8.3. A subsistence allowance is not payable to non-University employees.
- 8.4. An employee may only be paid a subsistence allowance where he/she is, by reason of his/her duties, obliged to spend at least one night away from his/her usual place of residence and where evidence of authorised business travel can be provided.
- 8.5. The University is not obliged to pay the full or any amount of the subsistence allowance.
- 8.6. In the event that a University Traveller receives a subsistence allowance, and as a result of any changes in the travel arrangements or program, there is a change in the subsistence allowance the traveler would have been entitled to, the traveler must notify their line manager and the Travel Co-ordinator as soon as they are able to do so. Where the initial payment exceeds the amount that should have been paid, the University Traveller must repay such excess within 30 days. Where the initial payment is below the amount the traveler is entitled to receive, any

additional amount to be paid to the traveler must be approved by the traveller's line manager and the budget owner responsible for the travel expenditure.

## **9. Rates**

Domestic subsistence allowance will be limited to a maximum of the daily rate as published in the Government Gazette from time to time and determined by the South African Revenue Service for each night spent away from an employee's usual place of residence for business purposes.

9.1. International subsistence allowance will be limited to a maximum of the daily rate as published in the Government Gazette as applicable to the specific country from time to time and determined by the South African Revenue Service for each night spent away from an employee's usual place of residence for business purposes.

9.2. The employee is not required to submit proof of expenditure to the Finance Department, however for individual income tax purposes the onus is on the individual to provide any information required by SARS.

## **10. Travel greater than 30 days**

10.1. Subsistence allowance for meals and incidentals are established for short term visits, it is expected that when research or business requires residence in a distant location for longer periods of time, University Travellers will be able to find less expensive accommodation and less expensive meals can be prepared.

10.2. Reimbursement for meals and incidental expenses for trips greater than 30 days will therefore be permitted up to 50% of the current published subsistence allowance for meals and incidentals for those expenses at that location, available at domestic rates. The reimbursement limits apply for the entire duration of the trip, not just the portion of the trip



greater than 30 days.

- 10.3. Any exceptions to these reimbursement limits must be recommended in advance by the appropriate Line-Manager, Dean or Executive and be submitted in writing to the Manager: Accounts Payable & Travel, Co-ordinator Sundry Payments or Director: Business Processing for approval.

## **11. Academic Sabbaticals and/or Research**

- 11.1. Employees travelling on academic sabbaticals and/or research abroad for periods longer than 6 (six) weeks and wishing to make use of a subsistence allowance need to obtain prior approval. It should be recommended in advance by the appropriate Line-Manager, Dean or Executive and be submitted in writing to the Manager: Procurement or the Travel Coordinator or Director: Business Processing for approval.
- 11.2. Subsistence allowance during academic sabbaticals and/or research longer than 6 (six) weeks will only be considered if it is for research purposes, attending conferences, delivering research papers and representing host lecturers at institutions abroad.
- 11.3. In the event that a subsistence allowance is approved by the University for longer than 6 (six) weeks, the rate for the period after the initial 6 (six) weeks will be reimbursed at a maximum of 50% of the applicable rate for the specific location. The reimbursement will only be made from discretionary funds such as the National Research Fund, etc. Adequate provision should therefore be made by the specific Budget Holder.

## **12. Per Diem Rates for Foreign Visitors**

- 12.1. Specific requirements apply for Foreign Visitors. The applicant should familiarise themselves of the specific requirements before applying to utilise per diem rates.

12.2. The same per diem rates applicable to University employees for subsistence allowance as mentioned earlier in this Policy also applies to Foreign Visitors.

## **PART E**

### **ADVANCES AND USE OF OWN FUNDS**

#### **13. Advances**

- 13.1. The University may provide advances to employees in exceptional cases for official business expenses in instances where the University cannot pay these expenses directly.
- 13.2. University Travellers are compelled to utilise the University's Travel Agents to book all travel arrangements.
- 13.3. An advance does not form part of a subsistence allowance and should not be used in lieu of a subsistence allowance.
- 13.4. University Travellers are compelled to provide proof of expenditure and return all unspent funds within 10 (ten) days of returning to the University.

#### **14. Use of own funds**

- 14.1. The University may reimburse employees for utilising their own funds in exceptional cases for official business expenses in instances where the University cannot pay these expenses directly.
- 14.2. University employees will not be reimbursed for expenses which form part of their subsistence allowance.
- 14.3. In the event that an employee made use of their own funds to pay for expenses relating to official business travel purposes in performing their duties, these expenses will be reimbursed by the University at actual cost.

## PART F

### OTHER TRAVEL EXPENSES

#### 15. General

15.1. Tips and gratuities are included in both the international and domestic subsistence allowance and cannot be claimed separately.

15.2. Personal expenses incurred while travelling on University business will not be reimbursed by the University (e.g., in-room movie rentals, mini-bar charges, use of alcohol, babysitting, recreational activities, and issuance of passports or their renewals).

15.3. In the event that personal expenses have been included on the invoice to the University, it should be noted that the employee may be required to reimburse the University for such expenses immediately upon return.

15.4. The following additional expenses may be reimbursed if related to travel on University business:

15.4.1. Fees for a visa or other special fees (e.g., the transaction fees).

15.4.2. Costs for vaccinations and medications required for travel to other parts of the world.

15.4.3. Laundry and dry cleaning expenses when domestic or international travel is five or more consecutive days and the amounts are reasonable. The University Traveller cannot claim laundry and dry cleaning expenses separately when a subsistence allowance is used.

## **PART G**

### **INCENTIVES AND GIFTS**

#### **16. General**

- 16.1. The University's Procurement and Tender Policy provides details in relation to the acceptance of incentives, gifts or other benefits and University employees should take cognisance thereof.

## PART H

### COMPLAINTS – SERVICE FAILURES

#### 17. Travel Agent

17.1. Any complaints relating to poor service provided by the contracted Travel Agents may be lodged in writing with the Manager: Procurement or the Travel Coordinator of the University, detailing the facts of the complaint.

#### 18. Travel Supplier

18.1. Any complaints against any of the travel suppliers e.g. airlines, vehicle rental companies or hotels may be lodged in writing to the Manager: Procurement or the Travel Coordinator of the University, detailing the facts of the complaint.

#### Version history

Version	Date	Summary of changes	Date of next review
Amendment 1	02/03/2011		
Amendment 2	02/11/2011		
Amendment 3	12/09/2013		
Amendment 4	22/06/2023	<ul style="list-style-type: none"><li>• Insertion of the UWC Travel Coordinator whose role is designed to assist and guide staff and travellers. See clause 2.22</li><li>• Insertion of the online travel booking platform. See clause 3.4.1.</li><li>• Authorisation rights by the Rector. See clause 4.4.2</li><li>• Return of funds if change in travel plans. See clause 8.6</li><li>• Insertion of clause 4.4.3</li></ul>	June 2028