



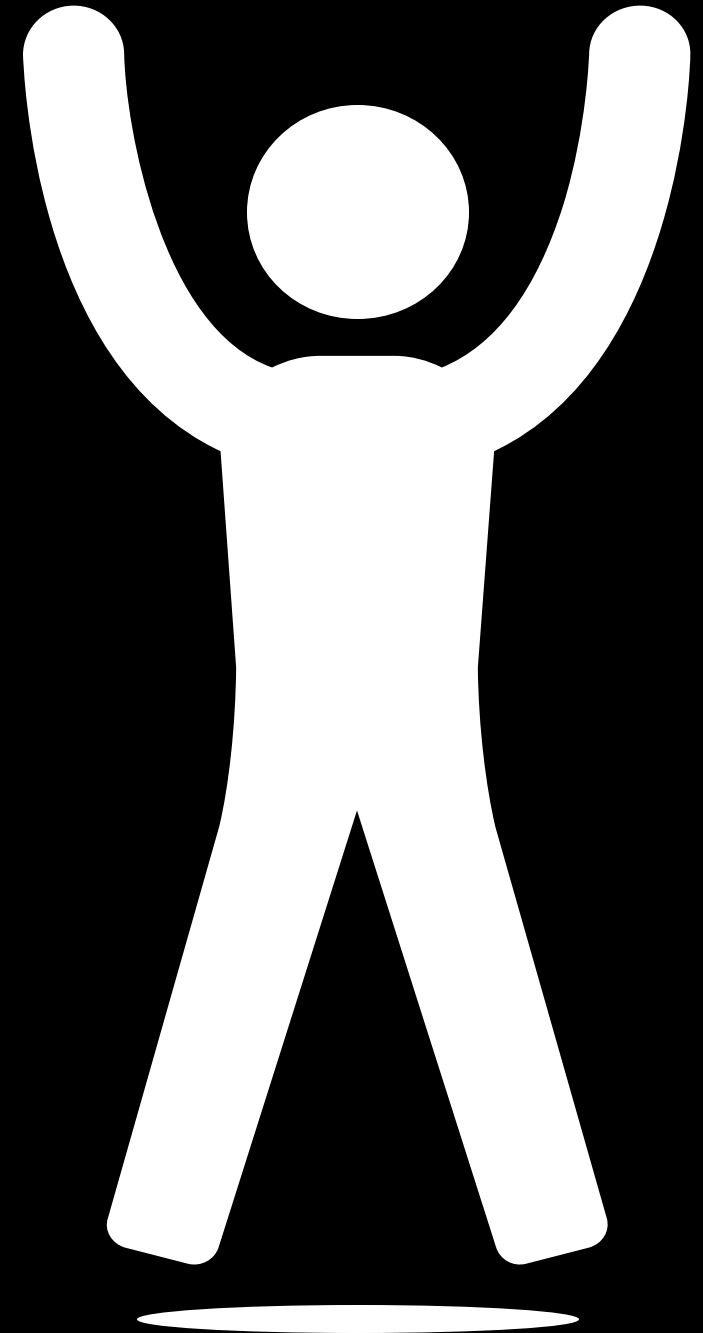
**PROSTATE  
CANCER UK**

**VOLUNTEER  
EXPENSES  
HANDBOOK**



We reimburse reasonable out-of-pocket expenses for volunteers when supporting our work. A member of the Volunteer Experience team will explain this policy when you begin volunteering.

This handbook applies to all Prostate Cancer UK volunteers and aims to give you a clear set of guidelines on what we consider reasonable expenses and explains how to make a claim.



# CLAIMING YOUR EXPENSES

We'll cover the cost of your travel and food when volunteering, within certain limits.

Expenses are not a reward or compensation; we only reimburse actual costs. Please see your role description or brief; or speak to someone in the Volunteer Experience team for more information about what you can claim for in your role.

We **need receipts for all expenses** except mileage because we are a registered Charity.

The Charity Commission requires us to maintain accurate accounts and be audited, which means proving costs with receipts and invoices.

We also must provide HMRC with itemised VAT receipts for expenses.

Expense claims must be made within **3 months** of the date of being incurred. Any claims outside of this time will only be considered in exceptional circumstances.

You can attach a photo of your receipt to the **claim form**. If you cannot provide a receipt, we'll ask you to complete a missing receipt form. Claims not supported by receipts will only be reimbursed in exceptional circumstances.

Your expenses will be reimbursed by direct bank transfer.

We aim to reimburse expenses **within four weeks** of receiving them, this will sometimes be sooner and is based on when we receive them in relation to our fortnightly payment run, as well as the accuracy of the information provided.

Please be aware if you don't have receipts, it may take longer (if this is the case, please speak to a member of the Volunteer Experience team).

# TRAVEL



We'll pay for travel to and from your place of volunteering. Travel to and from certain events may have upper claim limits.

You should use the most cost-effective transport, methods and routes.

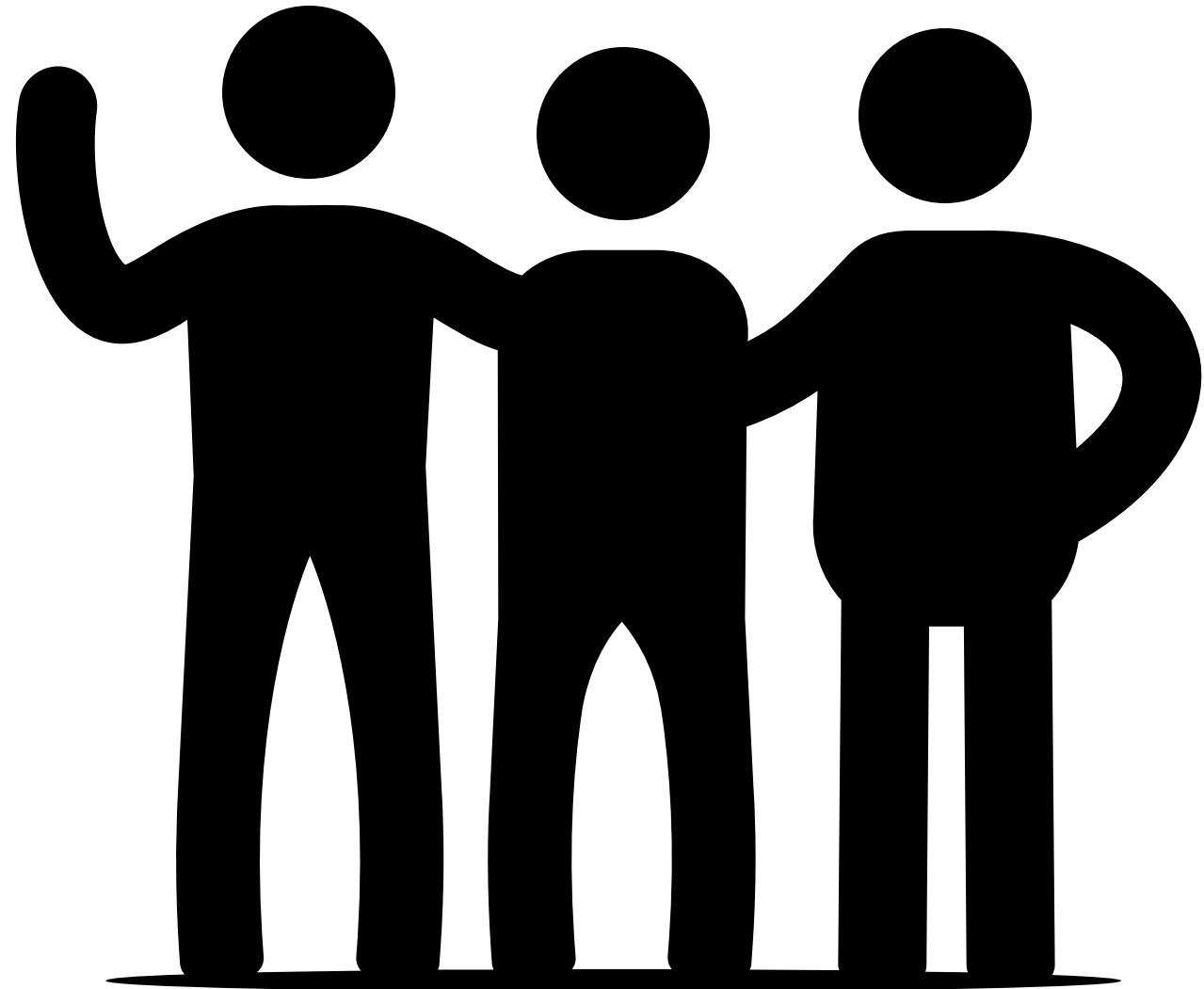
Public transport should be off peak where possible, booked well in advance and take advantage of any available discounts.

# TRAVELLING BY PUBLIC TRANSPORT

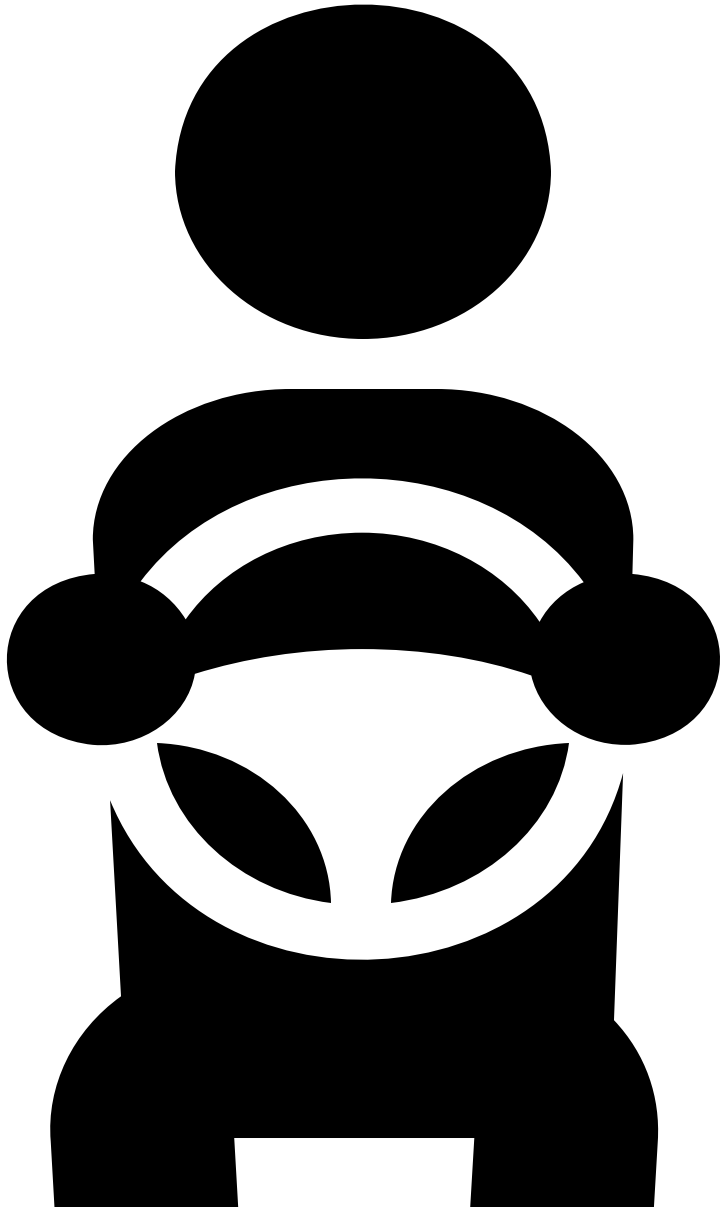
Please get in touch if you plan on travelling by train as we can book tickets for you on our account. This is preferable for longer distances to ensure the most cost-effective travel and means you will not be out of pocket while we reimburse you.

If you use an Oyster card, contactless card or other electronic ticket we can only reimburse the actual cost of the journey rather than a top-up amount. It's important to register the Oyster or contactless card online before you travel so you can print a statement of your journey as we won't accept bank statements.

If you have a paper ticket, please make sure you take a clear picture with a smartphone, if you have one. Otherwise, you'll need to provide an itemised receipt with details of the journey as well as the cost.



# TRAVELLING BY CAR



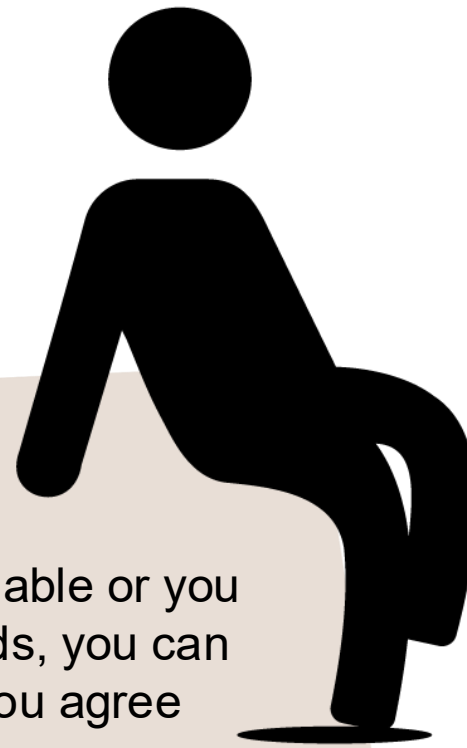
When travelling by car, include the postcode details of your start and finish points on the claim form. The current mileage rate is 45 pence per mile.

If you pay for your parking, we'll need to see the ticket or receipt of your payment

Where your car journey is likely to exceed 100 miles in total you will need to gain agreement from the Volunteer Experience team before you travel.

If you're using your own vehicle for volunteering and claiming mileage, please make sure it's roadworthy, taxed, MOT'd, and covered by insurance that includes voluntary work.

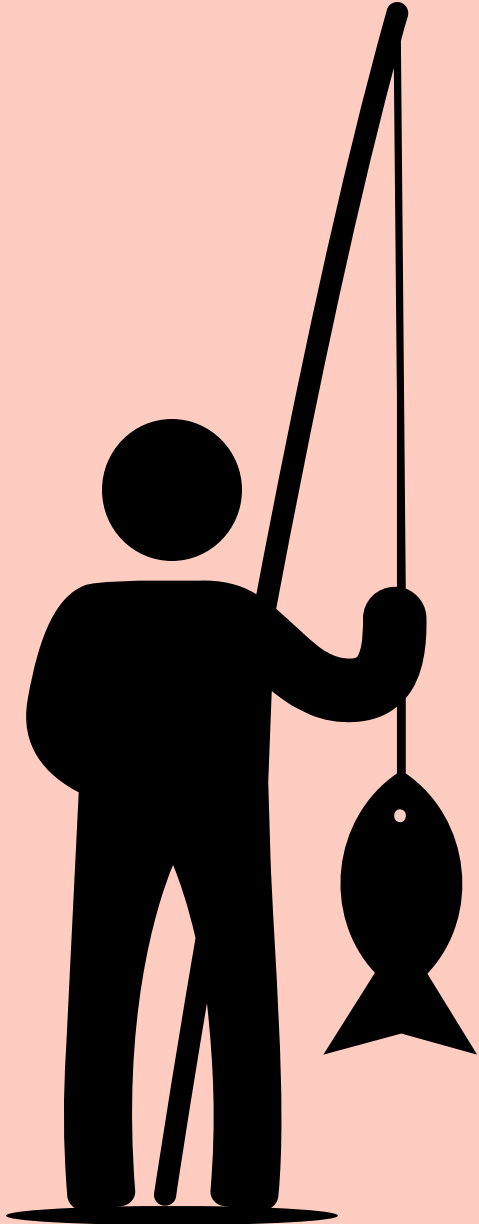
# TRAVELLING BY TAXI



If no other public transport is available or you have mobility or accessibility needs, you can take a taxi and claim the cost, if you agree this with us ahead of time. We have an account with Addison Lee and can make taxi bookings on your behalf.

**If your travel is likely to incur any costs not outlined here, please speak to a member of the Volunteer Engagement team in advance to check if costs can be reimbursed.**

# FOOD



If you attend training, or volunteer at an event organised by Prostate Cancer UK, meals and refreshments will be provided and so expenses cannot be claimed for food, drinks or snacks while volunteering.

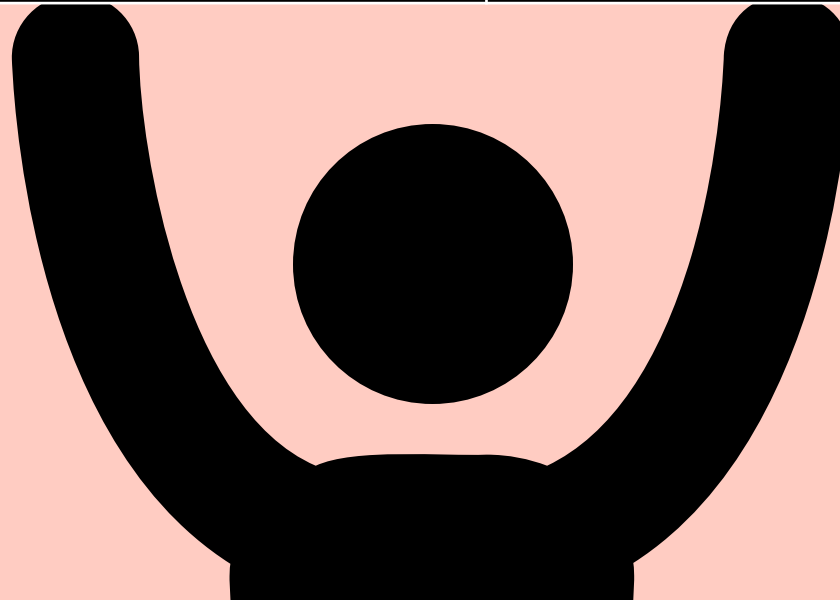
In certain cases, and only with prior agreement from the Volunteer Experience team, if you're volunteering away from home for more than three hours and refreshments are not provided at the event or activity, we may contribute to refreshment or meal costs.

**Please note, we do not reimburse expenses for alcohol.**

Please see the table on the next page for limits on claims



Allowance/rate per person	Maximum limit
Evening meal allowance	Up to £25 per night
Evening meal allowance – late working	Up to £15
Lunch allowance when away from the office for over 5hrs and lunch isn't already provided	Up to £10
Breakfast allowance - hotel	Up to £10 per night
Breakfast allowance – non-hotel	Up to £10
Refreshments whilst travelling over 3 hours	Up to £5 per day



## **Accommodation**

If you need to stay overnight to volunteer or attend a training event, you must agree this with the Volunteer Experience team in advance and we will book a room on your behalf using our corporate accounts.

We will not be able to reimburse any other accommodation costs you may arrange yourself.



## **Other expenses**

If you're likely to incur costs beyond travel or food, please speak to a member of the Volunteer Experience team in advance.

# IMPORTANT INFORMATION ON MAKING A CLAIM

To avoid delays in processing your claim, please provide us with an itemised or VAT receipt:

1. Itemised receipt



This is a hard copy document that records the date and time when a transaction took place, the amount and a description of the items or services purchased.



# IMPORTANT INFORMATION ON MAKING A CLAIM

## 2. VAT receipt



This can be either paper or electronic format. This receipt shows the date and amount paid for a transaction, the amount of VAT that the supplier has charged to you (if applicable) and their VAT registration number.

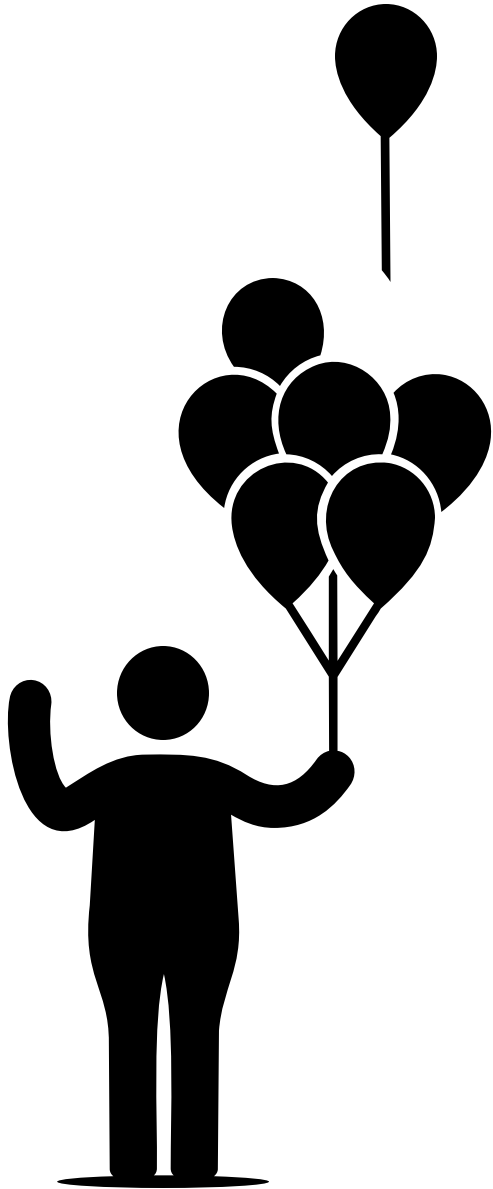
Unfortunately, we cannot accept:

**1. Credit card receipts**

**2. Bank statements**



# HOW TO CLAIM YOUR EXPENSES



If you're claiming your expenses for the first time or have changed your bank details recently, we'll need to ask for some additional details to set you up on the system.

Fill in the **Expenses Claim Form** and attach receipts or digital copies. We may not be able to reimburse your claim, or it could be delayed if you don't include your receipts.

If you have any questions relating to your expenses, please speak to one of the team or email us at **[volunteer@prostatecanceruk.org](mailto:volunteer@prostatecanceruk.org)**

REVIEW HISTORY		
Name	Role/Position	Date approved
Caroline Mark	Head of Volunteer Engagement	Version Two Reviewed: October 2017
Caroline Mark	Head of Volunteer Engagement	Version Three Reviewed: February 2019
Caroline Mark	Head of Volunteer Engagement	Version Four Reviewed:
Amy Bartlett	Volunteer Engagement Manager	Version 5 updated.
Hannah Rahman	Volunteer Experience Manager	Version 6 Updated