



Reimbursement of Travel, Accommodation and Subsistence Expenses

W20.3

Additionally refer to:

- W6: Recognition Agreement
- HR11: Protection of Pay (Trust Reorganisations)
- HR38: Management of Organisational Change
- HR59: Development & Training Support
- HR72: On Call Policy
- W20.2: Lease Car Scheme
- W20.4: Travelling Difficulties
- W20.5 Pool Car Policy
- Managing Conflicts of Interest in the NHS

This Policy is currently under review. Continue to use this version until new policy is launched (expected 2024)

Version:	V5.2
V3 issued	July 2008
Approved by	PAG
Date approved	March 2018
Ratified by:	Workforce Committee
Date ratified:	May 2018
Document Lead	Corporate Governance Manager
Lead Director	Director of Corporate Governance
Date issued:	August 2018
Review date:	August 2023
Target audience:	All SaTH Employees

Version Control Sheet

Document Lead/Contact:	Tony Holt, Corporate Governance Manager Keith Hudson, Workforce Projects Manager
Document ID	W20.3 (HR13)
Version	5.2
Status	Final
Date Equality Impact Assessment completed	May 2013
Issue Date	August 2018
Review Date	August 2023
Distribution	Please refer to the intranet version for the latest version of this policy. Any printed copies may not necessarily be the most up to date
Key Words	Travel expenses, mileage, subsistence, accommodation, excess travel, excess travelling expenses, additional miles, normal place of work, authorisation of journeys, rail, taxi, air, pool car, hire car, lease car, private transport, parking fees, claims procedure, income tax
Dissemination	HR pages on intranet; Staff Quarterly; Team Brief;

Version history

Version	Date	Author	Status	Comment
3	Jul-08	William Wraith	Final	
4	Jun-13	Sara Hayes	Draft	Reviewed in line with amendments to Agenda for Change Terms and Conditions of Employment. Specific changes include: <ul style="list-style-type: none"> • increases to mileage rates • the change from the term 'Public Transport Mileage Rate' to 'Reserve Rate' • the termination of Regular User allowances • A more stringent requirement for employees and managers in ensuring that they have a valid driving licence, MOT Certificate and motor insurance which covers business travel; • the claims procedure for Excess Travel on Change of Base; • the Accommodation and Subsistence section. • Policy name change
4.1	Jun-13	Sara Hayes	Draft	Specific discussion in relation to subsistence allowances, insertion of 5.3 and table.
4.2	Jul-13	Sara Hayes	Draft	Amended following discussion in relation to responsibilities, travel & subsistence expenses.
4.3	Aug-13	Sara Hayes	Draft	Amended following discussion in relation to an acceptable length of time within which to submit expenses claims.
4.4	Jan-14	Sara Hayes	Final	Amended following comments from the Trust

				Counter Fraud Specialist.
4.4	Feb-14	B Chambers	Final	S3.2 Removal of “study expenses” from paragraph
5	July 14	L Walton	Final	Amended to align with HR11 Protection of Pay (Trust Reorganisations)
5.1	Jan-18	T Holt	Draft	Changes to take account of introduction of electronic expenses system Changes and further definition to manager and employee responsibilities. Changes to promote and prioritise sustainable and active travel modes
5.2	Mar-18	T. Holt	Final	Non-material changes for clarification purposes further to discussion at JNCC. Updated reference number to include within W20 policy cluster.

Plan on a Page

- This document sets out the Trust's policy on the reimbursement of additional costs incurred by staff when travelling on Trust business away from their normal place of work.
- SaTH will reimburse staff for reasonable and necessary expenses incurred in connection with approved travel on behalf of the Trust. SaTH mandates that staff use a travel hierarchy introduced to guide staff into making the right choices with regard to the mode of transport used. Travel modes are prioritised on sustainability and economic factors.
- The policy states how, where and why staff may claim, and sets out the rules around such claims, making clear the duties and responsibilities of all Trust staff.
- Staff seeking reimbursement should incur the lowest reasonable travel expenses and exercise care to avoid impropriety or the appearance of impropriety. Reimbursement is allowed only when reimbursement has not been, and will not be, received from other sources. If a circumstance arises that is not specifically covered in this travel policy, then the most conservative course of action should be taken.
- Business travel policies are aligned with NHS Agenda for Change national reimbursement rules. All business-related travel paid by SaTH must comply with the Trust's standing financial instructions

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1 Document Statement

- 1.1 The primary purpose of this document is to set out the Trust's policy on the reimbursement of additional costs incurred by staff when travelling on Trust business away from their normal place of work.

2 Overview

- 2.1 The arrangements in this policy apply to all travel within the U.K. Arrangements for overseas travel will require the prior approval of the relevant Executive Director.

3 Scope

- 3.1 These arrangements apply to all staff who undertake travel on Trust business and who, as a result, incur additional expenses. However, the application of this policy to doctors and dentists is subject to the modifications set out in their respective national terms and conditions.
- 3.2 This policy does not apply to staff in respect of relocation or external secondment, when separate arrangements apply. Internal secondments, which may involve a change of base (normal place of work), are covered by this policy.
- 3.3 The policy does not apply to individuals employed by agencies or other contractors.
- 3.4 In implementing this policy, managers must ensure that all staff are treated fairly and within the provisions and spirit of the Trust's Equality and Diversity policy. Special attention should be paid to ensuring the policy is understood when using it for staff new to the NHS or Trust, by staff whose literacy or use of English is weak or for persons with little experience of working life.

4 Definitions

Accommodation expenses	Expenses claimed to reimburse the employee for costs incurred in relation to overnight accommodation.
Additional miles	Defined as the total mileage from home to work destinations(s) and return home less the return mileage between home and normal place of work.
Agreed workbase	The employee's designated base for contractual purposes.
Authorising Manager	The manager responsible for the authorisation of an expense claim – usually the line manager of the claimant
Excess travelling expenses	As a result of organisational change only: Travelling expenses paid for any increase in mileage between the old home-to-normal place of work and the new home-to-normal place of work.
Travelling expenses	An amount claimed to reimburse the employee for travel carried out during the course of their working day.
Subsistence expenses	Expenses claimed to reimburse the employee for costs incurred in relation to meals.

5 General

- 5.1 The expenditure limits quoted are deemed adequate to cover the costs likely to be incurred for the duties undertaken and only actual costs will be reimbursed, except where allowances for particular areas of expenditure are set. The presumption will be that expenditure outside these limits will not be reimbursed.
- 5.2 The use of pooled, hire and lease vehicles and the reimbursement of associated costs will be in line with rigorous principles of effective and prudent use of public money, the NHS Carbon Reduction Strategy in England, the Trust's Travel and Transport Strategy and other best practice guidelines as appropriate.
- 5.3 In relation to claims for subsistence expenses, the cost of alcoholic drinks will not be reimbursed.
- 5.4 At all times, the employee is required to ensure the best use of public money when booking public transport, accommodation and purchasing meals. The reimbursement of expenses in relation to subsistence and accommodation will be in line with rigorous principles of effective and prudent use of public money.
- 5.5 Receipts are required for all expenses claimed.
- 5.6 It should be noted that any falsified expense claim is a potential criminal offence under the Fraud Act 2006. Employees should be aware that in the event of a claim being made which is potentially fraudulent, the matter will be referred to the Local Counter Fraud Specialist for criminal investigation. NHS indemnity does NOT apply in these circumstances and there will be individual criminal liability if the case is upheld and a criminal prosecution could result. The maximum penalty for a fraud conviction is 10 years imprisonment.
- 5.7 As with all other aspects of suspected fraud, employees are encouraged to refer any concerns to the Local Counter Fraud Specialist or to the National Fraud and Corruption Line details of which are on the Counter Fraud section of the intranet. Contacts details for our counter fraud officers can be found on the intranet here: <http://intranet/governance/fraud.asp>. Should an authoring manager (or other certifying officer) suspect an expense claim to be fraudulent after discussion with the claimant, they should immediately refer the matter to the Local Counter Fraud Specialist who will investigate.
- 5.8 Mileage reimbursement rates are set out in the Agenda for Change Terms and Conditions of Employment Section 17: Reimbursement of Travel Costs. Subsistence reimbursement rates are set out in the Agenda for Change Terms and Conditions of Employment Section 18: Subsistence Allowances.
- 5.9 Employees will be reimbursed for miles travelled in the performance of their duties which are in excess of their home to agreed work base return journey. Normally, the miles eligible for reimbursement are those travelled from the agreed work base and back. However, when the journey being reimbursed starts at a location other than the agreed work base (e.g. home) the mileage eligible for reimbursement will be as set out below (where X represents the distance from the employee's home to the agreed work base):

Journey (Outward)	Distance	Miles eligible for reimbursement
Home to work base	X miles	None
Home to first visit/ appointment/ meeting	Less than X miles	None, as it is less than X miles.
Home to first visit/ appointment/ meeting	More than X miles	None for the first X miles. Eligible mileage starts after X miles have been travelled.

Journey (Return)		
Last visit/ appointment/ meeting to work base		Eligible mileage ends at work base.
Last visit/ appointment/ meeting to Home	Less than X miles	None, as it is less than X miles.
Last visit/ appointment/ meeting to Home	More than X miles	None for the last X miles. Eligible mileage ends X miles from home.

6 Duties

- 6.1 The Trust Chair is responsible for authorising the travel expenses claims of the Chief Executive.
- 6.2 The Chief Executive is responsible for authorising the travel expense claims of the Chair and Executive Directors.
- 6.3 Executive Directors are responsible for:
- ensuring that they are familiar with this policy;
 - authorising travel expense claims for Care Group Directors and the equivalent Heads of corporate function;
 - authorising all overseas travel and flights within their area of authority.
- Note: the decision to authorise requests to enter into a lease agreement for any vehicle rests with the Finance Director.
- 6.4 Care Group Directors and the equivalent Heads of a corporate function are responsible for:
- ensuring that they are familiar with this policy and their staff understand it;
 - authorising travel claims in arrears of 3 months or more;
 - any request to lease a pool vehicle for the use by Trust employees.
- 6.5 Managers are responsible for:
- ensuring that they are familiar with this policy and their staff understand it;
 - ensuring that any Trust-leased vehicle allocated to their department is roadworthy and appropriately maintained, has a valid parking permit and kept on a Trust site;
 - the authorisation of travel within their areas of responsibility;
 - the decision to hire a car for a journey where appropriate;
 - authorising travel expense claims where they are satisfied that the expense was incurred and justified, and challenging unnecessary travel.
- 6.6 Employees are responsible for:
- ensuring that they have read and are familiar with this policy;
 - possessing a valid driving licence for every business journey made;
 - when driving their own vehicle for business purposes, to also possess a valid MOT certificate and valid motor insurance which covers business travel for every business journey made for that vehicle;
 - ensuring that when driving any vehicle for business purposes that they are fit to drive, drive safely and obey the relevant laws (e.g. speed limits);
 - ensuring that they notify their manager if there is a change in their status (e.g. if they no longer have a valid driving licence, car insurance or MOT certificate, or have a health condition preventing them from driving etc);
 - ensuring their claim is within the specified timescales;
 - understanding their own personal tax liabilities in relation to their travelling expenses;
 - immediately reporting damage and faults to their line manager in relation to Trust vehicles.
 - prioritising alternatives to travel for non-clinical meetings wherever possible eg teleconferencing, videoconferencing etc (see Appendix A);

- where travel to non-clinical meetings is unavoidable, staff should make arrangements using the most cost-effective mode eg use of a Trust pool car, lift-sharing etc (see Appendix A)

7 Business Insurance, driving licence and MOT certification

- 7.1 All staff who are required to drive for work must satisfy ALL legal requirements for undertaking such travel (ie valid certification: driving licence; MOT certificate; motor insurance; vehicle excise duty etc) The validity of certification must also checked and monitored by the authorising manager.
- 7.2 Additionally, in order for an individual to claim vehicle mileage expenses under this policy they must be covered by motor insurance for business use. All employees who undertake business travel must declare the existence of such insurance in order to claim reimbursement of travel expenses.
- 7.3 Individuals must declare where their driving licence is invalid and must not undertake self-driven business miles. Should such an instance occur, the employee must notify their manager and Human Resources immediately. The individual will not be permitted to drive for work whilst their licence is invalid and such action is a criminal offence (refer to section 10.1). It should be noted that where driving is an inherent part of the job, employees may be in breach of their employment contract if their driving license is revoked.

8 Travel options

8.1 Authorisation of journeys to non-clinical meetings

- 8.1.1 Where travel is a normal requirement of a job, it is acknowledged that prior authorisation of individual journeys is not practical. However, it is an expectation that all employees are committed to eliminate unnecessary business-related journeys wherever possible, and managers are responsible for ensuring this principle has been observed prior to authorising any expenses claim.
- 8.1.2 Where a manager has given prior authorisation for an employee to attend work on an additional occasion in excess of their normal working week (e.g. to undertake approved overtime) the employee may claim travel expenses from their home to their place of work and return. Where the employee has worked authorised overtime and chosen to receive TOIL instead of payment, travel expenses may still be claimed. Travel expenses may not be claimed where an individual adds approved overtime to their normal working day.
- 8.1.3 The method of transport to be used should be the most economical, taking into account the nature of the task, the time of the journey, its urgency, and the availability of transport to the individual. Irrespective of the actual route taken, where business miles are claimed, the electronic expenses system will default to shortest route and this is the mileage that will be paid. Only in exceptional circumstances can this be overridden by the authorising manager (eg where a journey is unavoidably diverted to a longer route).
- 8.1.4 The planned expenditure to be incurred in all overseas travel, including accommodation and subsistence costs, requires the prior approval of the relevant Executive Director. Exceptional costs will be reviewed on return from the journey.
- 8.1.5 For guidance on the travel expenses of Union Representatives, please refer to Trust policy HR08: Recognition Agreement.

8.2 Lease Car Users

- 8.2.1 Where travel by car is the most appropriate method of transport, taking into account distance, time, urgency and cost, staff who have been issued with a lease car for business travel cannot claim mileage allowance for a private vehicle
- 8.2.2 For details of eligibility for a lease car, see the Lease Car Policy within the W20 policy cluster.

8.2.3 Fuel expenses reimbursement for lease car users will be in accordance with HM Revenue & Customs rates.

8.3 Pool Cars

8.3.1 There are no fixed criteria for the decision to authorise the use of a pool car, but the authorising manager should take into account:

- The job commitments of the post holder, including the nature, frequency and urgency of the journeys to be undertaken;
- The distances to be travelled and the associated cost effectiveness of the solution
- The physical requirements of the jobholder;
- The need to transport large items or equipment.

8.3.2 Pool vehicles will be managed in accordance with the Trust's current Pool Vehicle Guidance/Policy. Allocation of the vehicle will be at the Manager's discretion but they must only be used for business travel.

8.3.3 Where travel cannot be avoided, it is the responsibility of the employee to consider the Trust's travel hierarchy (Appendix A), and prioritise the most appropriate transport. It is the responsibility of the manager to validate claims and they should challenge any claims where the manager is not satisfied that the employee has been diligent in this respect.

8.3.4 At all times, it is the responsibility of the manager to establish whether claims at the standard/reserve rate are justified.

8.4 Private Transport

8.4.1 Managers may authorise the use of private transport for business purposes **only when:**

- the purpose for travel is deemed absolutely necessary
- a pool car is not available
- where the use of a private vehicle is deemed to be the most cost effective option after considering the Trust's travel hierarchy (see Appendix A)

8.5 Hire Cars

- There may be occasions whereby a hire vehicle is the most appropriate form of transport. Managers may authorise the use of a hire car when the proposed journey is in excess of 100 miles over the hire period, where a hire car may be more economic than available alternative modes. Consideration of the Trust's travel hierarchy is required in all cases.

8.5.1 All hire cars should be booked via the Trust's Car Leasing Officer who will advise the enquirer on which vehicle rental company must be used. For normal business journeys, this will be the lowest tariff vehicle. The booking process is explained in Appendix B.

- When a vehicle is hired, it must be returned in accordance with the hire company terms and conditions. The driver is responsible for the vehicle whilst in their possession, plus any issues raised by the hire company regarding the condition of the vehicle on return.
- Vehicles should only be hired for the actual days required, with delivery the night before for early starts and collection the next day for late returns. Arrangements should be made for the delivery and collection of the car must be agreed prior to the commencement of the rental period. All vehicles must be returned immediately when not in use.
- Any out-of-pocket expenses incurred as a result of renting a car may be claimed. This will normally be limited to receipted fuel expenses.

8.6 Parking Fees & Fines

8.6.1 Parking fees for parking away from the Trust's main sites will be reimbursed on provision of a valid receipt. However, where a receipt is not available the Manager may authorise the expense claim if they are satisfied that the expense was incurred. The cost of parking at one of the Trust's main sites will not normally be reimbursed except when officially on-call. Parking fines will not be reimbursed under any circumstances.

8.7 **Additional Mileage Allowances**

8.7.1 Staff who use a private or lease vehicle to travel on Trust business in accordance with this policy are eligible to claim mileage allowance for the additional miles travelled.

8.7.2 The mileage allowances paid per mile are set out in the Agenda for Change Terms and Conditions of Employment. The most common journeys undertaken within the Trust are pre-set within the e-Expenses system. These distances are the mileages that will be reimbursed and claims in excess of these will be reduced accordingly.

8.8 **Rail Travel**

8.8.1 All staff must use standard class travel. Any member of staff may request to reserve a seat on standard class travel for longer journeys when it is anticipated that a seat may not be available.

8.8.2 Receipts or tickets showing the cost of travel are required for reimbursement.

8.9 **Air**

8.9.1 All travel by air requires the prior written authorisation from the relevant Director. All staff must only use economy class. Where funded by an external organisation, such travel should be declared in line with the Trust's 'Managing Conflicts of Interest within the NHS' policy which can be found on the policy page on the Trust's intranet here http://intranet/hr/HR_Policies.asp.

8.10 **Taxis**

8.10.1 Taxis may only be used when:

- public transport is impractical for the journey, taking into account the options available and the urgency of the journey; **OR**
- when several staff are travelling together and a taxi fare is more economic than other forms of transport.

8.10.2 Receipts showing the cost of travel are required.

8.11 **Excess travel expenses on Change of Base**

Excess travel expenses on change of base will be paid in accordance with Trust policy HR11: Protection of Pay (Trust Reorganisations).

8.11.1 There is no entitlement to additional or paid travelling time.

9 Accommodation & subsistence

9.1 The Trust will reimburse reasonable accommodation and subsistence expenses in accordance with Agenda for Change terms and conditions of employment.

9.2 An employee is expected to make provision for their own lunch expenses as a normal part of their contract of employment. The Trust will reimburse employees for the necessary extra cost of other meals and accommodation arising as a result of official duties.

9.3 Where in exceptional circumstances the employee does not commence their normal working day from home and is unable to make their normal provision for lunch, and is forced to spend more than would usually be the case, they may make a claim for the excess spent up to a maximum of the Day Meals Subsistence Allowance.

9.4 Whilst away from the work base for a day, or staying away overnight, it is sometimes not possible to remain within the Agenda for Change limits for accommodation and meals. Where the maximum limit is exceeded for genuine reasons, the Care Group Director or equivalent Head of a corporate function may authorise a higher limit. In relation to accommodation, the employee must seek prior approval before making a booking.

9.5 Unless exceptional circumstances apply (eg non-provision of specific dietary requirements), claiming subsistence expenses whilst also using free/provided catering

facilities is fraud and will result in disciplinary action, referral to the Local Counter Fraud Specialist and potential criminal prosecution.

10 Claims procedure & Income Tax

- 10.1 All claims should be made using the Trust's e-Expenses system and claimants should observe good practice by not accruing significant arrears. It is generally expected that claims are submitted at the end of the calendar month in which they are incurred.
- 10.2 Arrears in excess of three months require the approval of the Care Group Directors or the equivalent Heads of a corporate function. Arrears of six months or more are considered unreasonable and should be refused by the authorising manager unless highly exceptional circumstances apply (eg an unforeseen and legitimate long term absence). The authorising manager is responsible for validating a genuine case for arrears and will be held accountable for all authorisations.
- 10.3 All expenses will be reimbursed through the payroll system. Authorised claims received in Pay Services by the 10th of the month will be paid with that month's salary.
- 10.4 The payment of business travelling expenses may generate an income taxable liability for the recipient.
- 10.5 HM Revenue & Customs annually confirm a mileage rate which they will accept as a reasonable rate of reimbursement. Mileage payments in excess of this figure are reported by the employer at year end in order that any deemed liability may be calculated and arrangements made for recovery in the following tax year.
- 10.6 Where Regular User monthly lump sums continue to be paid in line with medical staff terms and conditions of employment, these are treated as taxable, and reported as above.
- 10.7 Lease Car users will also incur a taxable liability, calculated using a percentage of the price of the vehicle when new and based upon declared CO2 emissions, but reduced by the driver's personal contributions.
- 10.8 Where unaffordable costs are anticipated, the relevant line manager may approach the Finance Director to request an advance of salary.
- 10.9 All payments of incidental expenses allowance and Late Night Duties Allowance will be subject to the deduction of income tax and National insurance contributions.

11 Non-compliance with policy

- 11.1 The Trust views matters of non-compliance with this policy as misconduct, potential fraud and in some cases, a criminal offence. The Trust therefore reserves the right to consider all such non-compliance under the relevant Disciplinary policy and procedures; report non-compliance to the Trust Local Counter Fraud Specialist for investigation and if applicable, to the Police or other appropriate authority for further investigation.
- 11.2 The following are examples of non-compliance (the list is not exhaustive):
 - Failure to comply with requests to provide documentation
 - Using a private vehicle without adequate insurance. Should such a situation come to light, employees will be immediately stopped from undertaking work related journeys until such time that the valid insurance documentation is made available to an authorising Manager, or the Trust Local Counter Fraud Specialist.
 - Failure to update driving licences for a change of name and/or address (an offence under Section 99 of the Road Traffic Act)
 - Failure to report lost/stolen/mislaid licences to the DVLA and/or the Police and failure to make arrangements for a new one to be issued. If it is uncovered that an employee has not reported the matter to the respective bodies, when their licence has been lost, mislaid, or stolen, and arranged for a replacement to be issued, then the Trust will reserve the right to stop that employee using their car for work related mileage

until a replacement licence is received and checked by an authorising Manager, or the Trust Local Counter Fraud Specialist.

- Fraudulent claims for mileage or subsistence

12 Training needs

- 12.1 Training required to fulfil this policy will be provided in accordance with the Trust's Training Needs Analysis. Management and monitoring of training will be in accordance with the Trust's Development and Training Support Policy (HR59).
- 12.2 This information can be accessed via the Learning Zone pages on the Trust intranet.

13 Review process

- 13.1 The Trust will review this policy when there are changes to relevant legislation or good practice, or within the normal policy review cycle.
- 13.2 In order that this document remains current, any of the appendices to the policy can be amended and approved during the lifetime of the document without the document strategy having to return to the ratifying committee.

14 Equality Impact Assessment (EQIA)

This policy applies to all employees equally and does not discriminate positively or negatively between protected characteristics.

15 Process for monitoring compliance

Aspect of compliance or effectiveness being monitored	Monitoring method	Responsibility for monitoring (job title)	Frequency of monitoring	Group or Committee that will review the findings and monitor completion of any resulting action plan
Compliance with requirement to ensure that the Trust has adequate 'duty of care' systems in place with respect to staff business travel	Audit	Head of Payroll	Annual	Workforce Committee

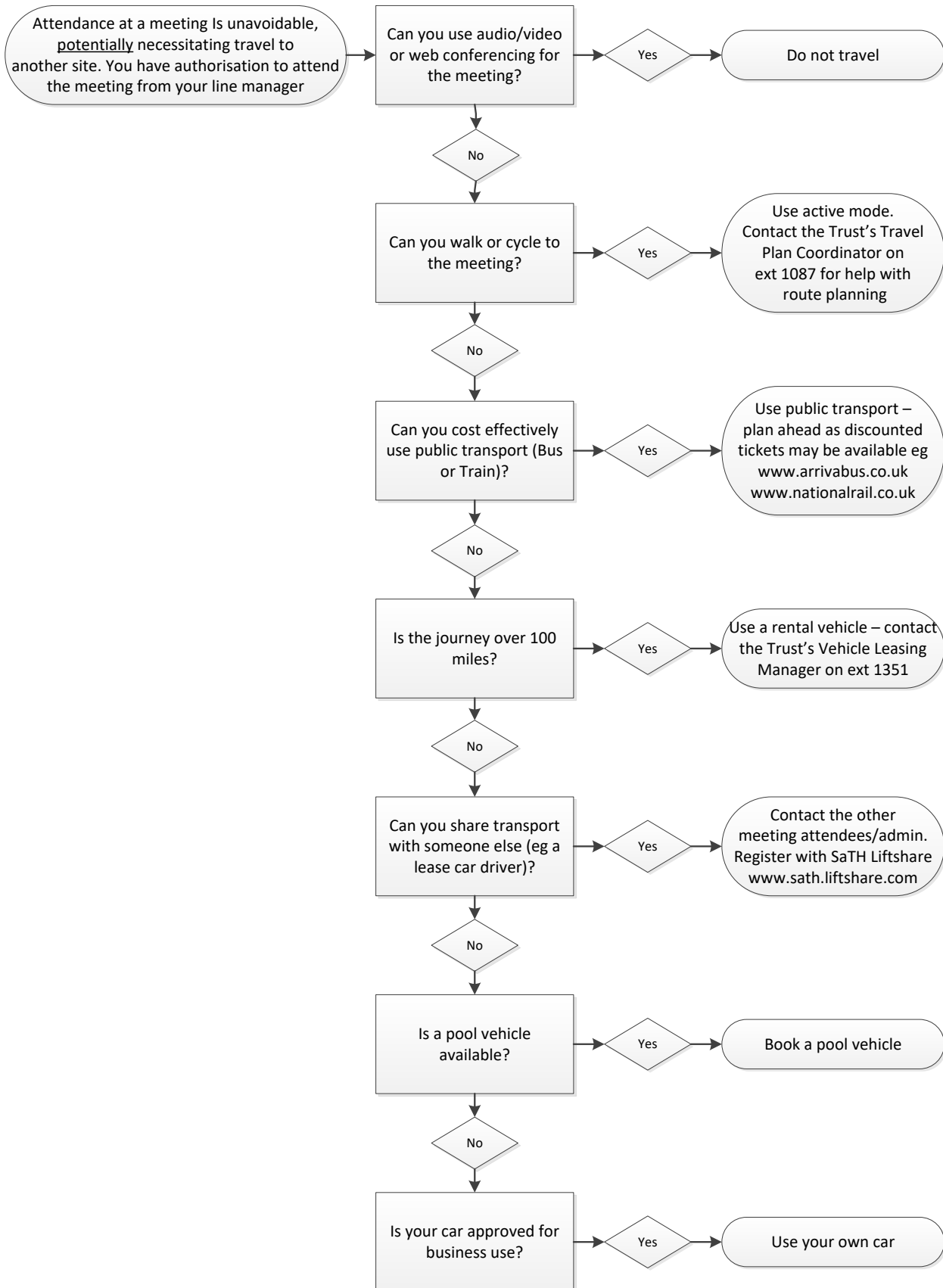
16 References

Agenda for Change Section 17: Reimbursement of Travel Costs - available from SaTH Intranet or <http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Reimbursementofstaffbusinesstravelcosts.aspx>
 HM Revenue & Customs information available from: <http://www.hmrc.gov.uk/>

17 Associated Documentation - available from SaTH Intranet

W6: Recognition Agreement
 HR11: Protection of Pay (Trust Reorganisations)
 HR38: Management of Organisational Change
 HR59: Development & Training Support
 HR72: On Call Policy
 W20.2: Lease Car Scheme
 W20.4: Travelling Difficulties
 W20.5: Pool Car Scheme

Travel Hierarchy Decision Tree



Daily Car & Van Rental Procedure

Arrangements have been made to create a straightforward procedure to enable all departments to arrange rental of cars or vans on a daily basis.

1. Once permission is granted from an authorising manager, a request to rent a vehicle should be made to the car leasing officer in the first instance. The car leasing officer will require all off the following details to proceed:
 - drivers name(s)
 - department and cost code to be charged
 - type of vehicle required
 - journey details and length of time required
 - authorising manager's name, contact number and email address
2. Upon receipt of the above details, the car leasing officer will issue further instructions to progress the vehicle hire
3. Please allow wherever possible at least 48hrs notice before the period of hire is to commence.
4. Driver(s) must have their driving licence available for inspection.
5. The terms and conditions of the rental
6. Delivery and collection can be stipulated to both Shrewsbury and Telford Hospital sites.
7. An alternative address can be specified within 15 miles of Telford/Shrewsbury, providing there is someone available to take delivery (the 15 mile radius will normally cover homes within the Bridgnorth, Shrewsbury and Whitchurch area). Otherwise the vehicle must be collected from the drop off site agreed.
8. The standard model supplied will be the most cost effective vehicle.
9. All invoicing will be processed by the Car Leasing Department.