

TRAVEL PROCEDURES (DOMESTIC AND INTERNATIONAL)

Section	Procurement and Contracts
Contact	Strategic Sourcing Manager
Last Review	May 2016
Next Review	July 2022
Effective Date	August 2019

1. Purpose and Objectives

These procedures give effect to the University Travel Policy.

2. Definitions, Terms, Acronyms

Accommodation	Overnight domestic and international accommodation bookings utilising the University's preferred supplier rates.
Allianz Global Assistance	Current International Travel Insurance Provider.
AoG	All of Government.
Best Fare of the Day	The most direct and economical airfare available at the time of booking through the University's approved TMC and systems, whilst also meeting the business requirements of the Massey Traveller.
Domestic Travel	All travel within New Zealand.
Dual Purpose Travel	Occurs when a trip includes both a University travel component and a private travel component.
Flexi Date Fare	Allows for flight changes on the day of travel for free, a fully refundable fare.
Flexi Time Fare	Allows for flight changes on the day of travel for free, a non-refundable fare.
Grants	A subset of University Travel for grants administered by the Research Trust of Victoria University Wellington. Grant Travel may be partially or wholly funded by the University and hence qualifies as University Travel. Grants received by the University from third parties are considered to be University funds and are required to be administered in accordance with University policies.
Ground Transport	Massey Fleet vehicles, rental cars, taxis, rail, buses and transfer shuttles.
Health, Safety and Wellbeing	Please refer University's Health, Safety and Wellbeing Policy .

High Risk Destinations	Countries or regions listed as either 'Reconsider your need to travel', 'Do not travel' or where no travel advice has been issued on the MFAT Safe Traveller website . Other countries or regions may be determined as high risk destinations by the University.
International Travel	All travel outside New Zealand.
Massey Traveller (s)	Any person who travels on approved University business or who travels as an approved representative of the University.
MFAT	Ministry of Foreign Affairs and Trade.
MUCEA	Massey University Collective Employment Agreement.
MUIEA	Massey University Individual Employment Agreement.
SLT	Senior Leadership Team.
Systems	Orbit World Travel Online Booking Tool.
TMC	Travel Management Company. All University related travel must be booked through the University's Designated Travel Management Company (Orbit World Travel).
University Travel	University travel is an approved journey involving a flight on a commercial aircraft, ground transport, accommodation or vehicle hire, as part of University business activities.
VC	Vice-Chancellor.

3. Scope/Coverage

This procedure applies to all Massey Travellers.

4. Procedures Statement

This document is designed to provide guidance to the Massey Traveller on how to facilitate University travel.

The content of this document is set out in the subsequent sections:

- Sustainable and Low Carbon Travel.
- Supplier Selection.
- Travel Approval.
- Travel Bookings.
- Travel Safety and Security.
- Travel Expenses.
- Dual Purpose Travel Approval.
- General Provisions.

5. Sustainable and Low Carbon Travel

- Travel should be planned in advance and wherever possible multiple trips between campuses within the same week should be avoided through ‘batching’ travel.
- Car-pooling Fleet cars for trips between Wellington and Palmerston North are preferred to single occupant trips.
- Where a low carbon alternative to air travel can be found it is preferred over air travel.

Supplier Selection

The University has contracted Orbit World Travel as its Travel Management Company (TMC), for managing the University’s business travel requirements.

The use of a single TMC strengthens the University’s Duty of Care requirements to our Travellers, whilst increasing the University’s buying power to achieve the best value possible from our large travel expenditure.

Massey University are a participatory agency to the All of Government (AoG) Agreement for Air Travel. Under this agreement, the University receives discounted airfares for travel from 9 suppliers covering 12 airlines, providing a range of carriers for both domestic and international air travel.

Domestic Airlines: Air NZ are Massey’s dedicated domestic carrier.

International Airlines:

- Air NZ
- Emirates
- Etihad
- Lufthansa Group (including Austrian Airways and Swiss Airlines)
- Qantas Airways
- Singapore Airlines
- United Airlines
- Virgin Australia
- LATAM

6. Travel Approval

6.1 Approval Responsibilities

6.1.1 Massey Traveller

It is the Massey Traveller’s responsibility when seeking University travel approval to:

- Comply with the Travel Policy.
- Inform their Manager if any part of their trip changes before commencement, or during their trip.
- Ensure budget is available to cover the expected travel costs prior to requesting travel approval.

- Have the correct documentation to enter planned destinations and perform the required business activities, prior to departure.

6.1.2 Manager

It is the responsibility of the Massey Traveller's Manager when approving University travel to ensure:

- Travel is approved in the shortest timeframe possible.
- The purpose of travel is legitimate and for official University business activities.
- The benefit to be gained by the trip justifies the expense.
- The relevant documentation has been completed and considered, if applicable; and
- The Massey Traveller's day-to-day work responsibilities are covered during their absence.

6.2 Domestic Travel Approval Process

A pre-trip approval application is **not** required for domestic travel. The Massey Traveller is only **required to obtain simple written approval (usually via email) from their Manager prior to booking** domestic travel, in accordance with this procedure.

When seeking approval, the Massey Traveller should include:

- Details of travel location.
- Reason for travel.
- Travel dates.
- **Estimated** cost of trip.
- Details of any private days.
- Details of any intended leave to be taken.

The Massey Traveller must ensure the necessary budget is available to cover the estimated travel expenses before seeking Manager's approval.

Evidence of domestic travel approval must be retained by the TMC for audit and record management purposes.

6.3 International Travel Approval Process

A pre-travel approval application is required for international travel. The Massey Traveller is required to submit an International Travel Request including a travel quotation from the TMC.

Basis for approval:

- Travel is to be directly attributable to achieving the agreed Key Performance Indicators of the service/reporting line.
- The purpose of the travel must provide benefits to the University through knowledge, networking or developing new skills.
- The University traveller is presenting a paper at an event which provides benefit to the University.

6.4 Payment Methods - Prior to Travel

The TMC manages travel bookings for the University including flights, accommodation, car hire, some ground transport (e.g. rail passes) and other travel services such as visas.

The payment method to the TMC is listed below:

- Massey Travel Account (applicable to domestic bookings made in the Online Booking Tool).
- Purchase Order along with GL code.

6.5 High Risk Destinations

It is the Massey Traveller's responsibility to read the travel advice provided on the MFAT Safe Travel website and monitor any variations to the travel advice:

- Before applying for approval to travel.
- Between approval and commencement of the journey; and
- Whilst travelling.

High risk destinations are countries or regions listed as either 'Reconsider your need to travel', 'Do not travel', or where no travel advice has been issued on MFAT Safe Traveller website.

The Massey Traveller must have approval for Level 3 destinations (indicated in the table below), prior to departure from the VC. Travel to Level 4 destinations will not be approved.

The Massey Traveller must submit an International Travel Risk Request at least 10 business days before departure, ensuring appropriate risk assessment documentation is provided (**contact Risk Management**). The Massey Traveller must separately notify the TMC for the additional Insurance pre-condition when travelling to any Level 3 destinations.

MFAT travel advice level	Explanation	Massey Risk Destination approval required
Level 1 – Exercise normal safety precautions	The Massey Traveller should exercise common sense and look out for suspicious behaviour, as they would in New Zealand.	None – (previously no significant security risk).
Level 2 – Exercise increased caution	The Massey Traveller should pay close attention to personal security at all times and monitor the media about possible new safety or security risks.	None – (previously some risk).
Level 3 – Avoid non-essential travel	There is a high level of risk in the country/region. This may be due to a very high threat of terrorist attack or a volatile and unpredictable security situation.	Approved by the VC – High risk.
Level 4 – Do not travel	The security situation is extremely dangerous. This may be due to a very high threat of terrorist attack, widespread armed conflict and or dangerous levels of violent crime.	A Massey Traveller must not travel to these destinations.

7. Travel Bookings

The Massey Traveller must book their travel through the TMC (Orbit World Travel).

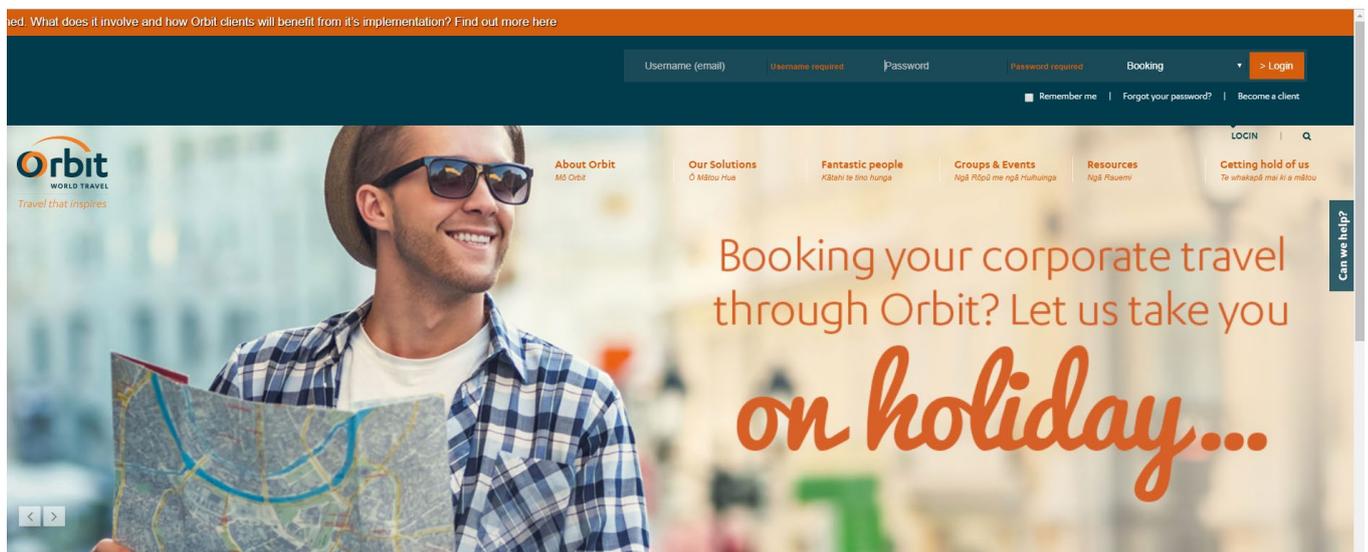
Orbit World Travel

Trudi Entwisle (Operations Manager)

Email: massey@orbit.co.nz

Phone: 06 350 5522 or extn 5522

Contact Orbit World Travel for login to the Online Booking Tool.



Domestic

For domestic travel, the preferred booking method is through the Orbit World Travel Online Booking Tool. Alternatively, bookings can be processed by emailing masseydomestic@orbit.co.nz or phoning direct phone (06) 350-5522. Please note, services outside of the Orbit World Travel Online Booking Tool incur additional charges.

International

International travel bookings can be procured directly through the TMC offices located on the Turitea and Albany campuses.

University travel should be booked as early as possible to obtain the most cost-effective rates.

The exception to booking through the TMC is:

- If the University travel is wholly funded by an external source which mandates the use of their own travel agent. However, in most cases, the Massey Traveller should be able to book through the TMC and invoice the external source for the cost.

7.1 Air Travel

Through the TMC the Massey Traveller should select the most direct and economical airfare available at the time of booking (Best Fare of the Day) whilst also meeting the business requirements of the Massey Traveller.

If Best Fare of The Day is not selected, the Massey Traveller may be requested to provide the rationale for non-selection, and this, along with the cost differential will be reported to the University.

Utilisation of the 'Best Fare of the Day' must override all personal airline preferences and/or accrual of frequent flyer points.

For domestic air travel non flexible fares should be used where possible, unless a high probability that a change to the flight will be necessary; a booking for a flexi time or flexi date can be booked.

- To achieve the most economical airfare, the lead in time for booking domestic travel is 21 days prior to departure.
- To achieve the most economical airfare, the lead in time for booking international travel is 90 days prior to departure.

For international air travel non flexible fares should be used where possible.

Unused airfare credits (credits on hold) must be used for subsequent bookings, where possible and will be managed through the TMC.

7.2 Cancellations, Refunds, Lost or Stolen Tickets

- When a confirmed trip is cancelled or if tickets are lost or stolen, the Massey Traveller must immediately advise the TMC.
- Airline tickets are not transferable to another person.
- If you are unable to travel due to illness, Air NZ will provide a refund upon receipt of a Doctors Certificate. Please email details to the TMC Operations Manager to process.

7.3 Excess Baggage Charges

- If excess baggage is a likely requirement of a business trip, the Traveller must advise the TMC, as it is less expensive to pre-book excess baggage. Failure to do so may result in the application for reimbursement being declined.

7.4 Lost Baggage

- In all instances, if baggage is lost or damaged whilst on University approved travel, the Traveller must make an immediate insurance claim against the local airline or carrier at the airport of destination. The ultimate responsibility for retrieving and compensating lost baggage lies with the airline. The University will not reimburse Travellers for personal items lost whilst travelling on business.

- Follow these procedures if bags are lost enroute:
 - Obtain a lost luggage report form from an airline representative in the local baggage claim area.
 - Itemise the contents of the bags, including receipts, wherever possible.
 - Include a copy of the airline ticket and baggage claim stubs.
 - Keep a copy of the report, airline ticket and claim stubs.

Upon your return to New Zealand, please contact the TMC to obtain your insurance claim form. Note there will be an excess of \$100.

7.5 Group Travel

- A minimum of 10 travellers are required for group bookings and must be booked through the TMC.

7.6 Class of Travel

Domestic air travel must be booked at Economy class for all University travel.

International air travel must be booked at Economy class except for the following:

- Economy class travel will be the standard class of travel. In exceptional circumstances upgraded travel may be permitted, subject to written prior approval from the Vice-Chancellor or relevant SLT member.
- The benefits to the University of travelling premium economy or business class must clearly outweigh the costs involved.
- If the flight is more than 8 continuous hours undertaking duties, Travellers may book to travel at Premium Economy class or Business class with the prior approval from the Vice-Chancellor or relevant SLT member.
- Authorised international air travel confirmation is to be forwarded to the TMC for booking purposes.

7.7 Upgrading Class of Travel

If a Massey Traveller wishes to upgrade air travel to a higher class than what was approved, they must do so with their own personal funds or loyalty/frequent flyer points. This can be arranged through the TMC.

7.8 Accommodation

For domestic accommodation all bookings should be booked through the TMC to access the University negotiated accommodation discounts (Refer Appendix 1).

Where possible accommodation should be booked at the same time as airfares to reduce the booking fees paid by the University.

Domestic accommodation is capped at a rate of \$200 per night with the exception of Auckland which is capped at \$220.

Accommodation for a conference package is to be booked through the TMC. If the TMC cannot offer more competitive pricing than the conference package offered, Massey Travellers may book accommodation through the conference organiser in conjunction with the TMC.

The TMC is able to book non-commercial accommodation providers such as Airbnb. The Massey Traveller is required to agree to the terms and conditions of the non-commercial accommodation provider when the booking is made. The agreement is between the Massey Traveller and the non-commercial accommodation provider, not the University. When booking through non-commercial accommodation providers such as Airbnb, the Massey Traveller should be aware of the risk that the accommodation may not be adequate on arrival and alternate lodgings may be required.

When undertaking field work and research trips that involve non-commercial accommodation such as camping, the details of this activity should be considered [Student Fieldwork](#).

For domestic travel, if the Massey Traveller elects to arrange private accommodation (such as staying with friends, colleagues or family), allowances are available. Further information regarding living and incidental allowances are available in MUCEA and MUIEA, Part 6 Allowances (Clause 6.1).

7.9 Ground Transport

The University encourages the use of Massey Vehicle Fleet when travel originates from one of the three campuses. Where travel is between the Palmerston North and Wellington campuses car-sharing is encouraged.

Massey have preferential rates with the following rental car providers: Thrifty and Hertz through the All of Government Agreement, and this mode of transport is to be booked through the TMC. The smallest car for the number of occupants is encouraged to reduce Greenhouse Gases (GHG) emissions and cost.

The Massey Traveller should consider using public transport (buses or trains) where time permits to reduce GHG emissions.

The Massey Traveller renting a vehicle when driving is more cost-effective than other forms of transport, when travelling with other Travellers or transporting large materials. The Massey Traveller must observe all traffic laws and will be personally liable for any breaches of those laws (including parking and speeding offences).

When public transport is not feasible, taxi services may be used for short duration trips. The use of taxis on University business is permitted when no University vehicle or rental vehicle is available.

The University has Preferred Vehicle Agreements for return travel from Auckland and Palmerston North Airports to Auckland and Palmerston North campuses. Contact details can be provided by the TMC.

Alternative forms of transport, such as Uber, may be used. The Massey Traveller must agree to the terms and conditions of the transport provider. The agreement is between the Massey Traveller and the transport provider, not the University. The Massey Traveller should be aware of the risk of alternative forms of transport possibly not being adequate and needing to find other means of transport.

8. Travel Safety and Security

8.1 Emergency Assistance

In the event of an emergency it is important to first contact the local emergency response agencies.

A Massey Traveller is provided assistance whilst travelling through the Massey insurance provider, Allianz Global Assistance. If assistance is required:

- **Medical emergency 24/7 contact**

Call **Allianz Global Assistance. Outside New Zealand Phone Collect: (64) 9 486 9025 or 0800 000 638 within New Zealand (Quote Policy Number 766600046)**. Reverse charges are available.

The University strongly advises the Massey Traveller keep the Allianz phone number and the policy number with them at all times whilst travelling.

- **Travel emergency and changes after hours assistance**

Call **Orbit World Travel +64 6 350-5522 (calls from overseas) or 06 350-5522 (calls from within New Zealand)**. Orbit World Travel can be contacted 24 hours a day, 365 days of the year.

8.2 Keeping in Contact with the University

Whilst travelling, the Massey Traveller must provide their contact details to their Manager. It is strongly recommended that the Massey Traveller keep in regular contact with their Manager, particularly if changes occur to the original travel plan.

9. Travel Expenses

The Massey Traveller must spend University funds in a reasonable and transparent manner. The University will not fund any expenses on days deemed as private during the University travel.

The Massey Traveller must comply with the [Reimbursement of Expenses Policy](#) regarding the use of University funds for hospitality and entertainment.

9.1 Types of Costs Covered

The University will fund reasonable travel costs including:

- Air travel (e.g. commercial airlines, airport taxes and fees).
- Accommodation (e.g. hotels, hostels).
- Non-commercial accommodation (e.g. camping grounds, Airbnb).
- Ground transportation (e.g. hire car, taxi, bus, Uber, train, personal vehicle).
- Other modes of transport (e.g. ferry).
- Meals.
- Conference or function packages (packages may include accommodation, meals etc.).
- Incidentals (e.g. drinks such as water and coffee/tea, gratuities).
- Other personal items (e.g. internet and phone charges, visas and vaccinations) – depending on the nature of the travel and time spent away from home.

9.2 Meals and Alcohol

- The University will not routinely reimburse alcohol or liquor or pay for mini-bar expenditure. These are treated as a personal expense of the traveller. However, the minibar may be used as an alternative to, or as part of, other sustenance arrangements such as drinking water where there is none supplied freely in the room.
- For domestic travel, further information regarding living and incidental allowances is available in MUCEA and MUIEA, Part 6 Allowances (Clause 6.1).
- As a guide, the following amounts (for food and soft beverages) are deemed reasonable:
 - Breakfast/Brunch - NZ\$25 per person
 - Lunch - NZ\$25 per person
 - Dinner/evening meal - NZ\$70
- This includes staff travelling with other parties or peers.
 - The only exception is where a staff member hosts visitors while away on business and such hosting is expected to be part of the business conducted. (Refer to the Sensitive Expenditure and Gifts Policy).
- Full details for the event must be provided, including:
 - The nature and business purposes of the entertainment and or/hospitality.
 - Number and names of attendees, their positions and the business they represent; and
 - Names of the Massey University Staff attending the event.
 - Copies of all receipts.
- If the cost is likely to be more than NZ\$80 per attendee, it should be included in the estimate provided at the time of travel authorisation.
- Staff are expected to exercise moderation and prudent judgement, to ensure they only incur necessary and reasonable expenses and such expenses are capable of withstanding audit scrutiny.

9.3 Laundry

Domestic travel reimbursement or chargeback for laundry and dry-cleaning services will apply after 7 days. International travel reimbursement for laundry and dry-cleaning services is allowed.

9.4 Expenses (Domestic)

For details in relation to staff reimbursements refer to Reimbursement of Expenses Policy.

9.5 Expenses (International)

The University expects staff to use their University credit cards (where possible) for reasonable and actual expenses incurred.

When credit card usage is not possible, upon returning to New Zealand, staff on producing receipts, may seek reimbursement of all actual and reasonable overseas expenses up to the approved limit from their School Budget Centre.

Reconciliation of all travel expenses must be completed within 30 days of returning to New Zealand.

Wherever possible, staff must keep all receipts for all expenses incurred on overseas leave. Refer to the guidelines on Research, Teaching, Study and Professional and Organisational period/duties overseas and in New Zealand for guidance on reasonable actual costs.

9.6 Receipts

Credit card slips and other receipts that do not give details of purchases are not considered to be an adequate means of justifying expenses.

Where it is not possible to obtain receipts, especially for small amounts of expenditure, the staff member should state this when claiming reimbursement, provide a brief description where possible and certify that the amount claimed is legitimate and provide written approval from their Manager.

9.7 Tipping

Tipping in New Zealand will not be paid under any circumstance.

In overseas locations where tipping is the usual practise such expenditure will be reimbursed where the amount is modest and reasonable.

10. Dual Purpose Travel Approval

If the Massey Traveller takes any private days during University travel, this is considered Dual Purpose Travel.

The private travel component must not be paid for using University funds. In addition, unless specifically provided for in any other University Policies, the University will not fund the travel costs of persons accompanying the Massey Traveller, unless that person is clearly contributing to the University's business.

Friends or Family members travel must have VC's prior written approval before any exception is made.

11. General Provisions (Refer to TMC)

11.1 Insurance – Domestic and International Rental Car Insurance

Rental vehicles and Fleet (cars and vans only) hired in New Zealand for approved University business are covered under the University's insurance policy. The rental company's insurance cover is to be declined.

The University's insurance only covers the excess on international rental insurance policies up to a value of NZD \$5,000. Excess waivers under this value should be declined when purchasing international vehicle insurance.

11.2 International Travel Insurance

Automatic travel insurance coverage applies to a Massey Traveller on approved University travel.

For more information regarding Massey travel insurance coverage, claims and exclusions, refer to the Staff Travel Insurance Policy Summary or the Student Travel Insurance Policy Summary or refer to the TMC.

Where travel includes equipment other than personal effects (e.g. specialist University equipment) or specific items the Massey Traveller must advise the TMC so that the additional cover can be organised.

11.3 Passports

When planning international University travel, the Massey Traveller must ensure they have a current passport with a sufficient validity period remaining. Some destinations require a minimum validity period beyond the planned date of exit. If unsure, the Massey Traveller should contact the consulate office of the country they plan to visit.

The Massey Traveller should be aware some countries place restrictions on Travellers who have travelled to certain countries. Massey's preferred TMC, Orbit World Travel, can advise on destinations that may require some additional requirements before booking.

The University will not cover the cost of obtaining a passport.

11.4 Travel Visas

When travelling to international locations a Massey Traveller may be required to apply for a visa to enter a specific country. The Traveller should seek advice and apply for a visa through the TMC.

Prior to trip departure, the Massey Traveller must ensure they have the correct visa documentation to enter other countries and perform the required business activities.

The University will cover the cost of obtaining visas for a Massey Traveller undertaking University travel that is solely for business purposes.

11.5 Medical Advice and Vaccinations

The University encourages the Massey Traveller to seek medical advice prior to travelling overseas.

The cost of vaccinations and other precautions recommended as a result of seeking such advice will be refunded by the University to the extent that the Massey Traveller is out-of-pocket.

11.6 Loyalty Programs and Points

- Participation in supplier loyalty programs is the Massey Traveller's choice, therefore the Massey Traveller is personally responsible for the payment of any membership fees.
- Utilisation of the 'Best Fare of the Day' must override all personal airline preferences and/or accrual of frequent flyer points.
- The Massey Traveller is able to accrue points resulting from University travel.
- Loyalty and frequent flyer programs must not be paid using University funds.

11.7 Airline Lounge Memberships

- Airline lounge memberships (e.g. Koru are at the personal cost of the Massey Traveller).
- The SLT member may use their discretion to authorise the cost of lounge membership to be covered by the University if the Massey Traveller travels frequently (i.e. at least 12 times annually).
- If authorised, the Airline Lounge Membership Application must be forwarded to the TMC for processing.
- Memberships may only be purchased or renewed for a 12 month period.
- Memberships are no longer than 12 months aligned to the University common expiry date of the 31st December.

Audience:

All University staff, contractors, students and anyone else whose travel is paid for by the University.

Relevant Legislation:

None.

Related Procedures/Documents:

[All-of-Government Air Travel Information for Massey University Staff](#)
[Guidelines on Research, Teaching, Study and Professional and Organisational Periods/Duties Overseas and in New Zealand](#)
[Health, Safety and Wellbeing Policy](#)
[Insurance Policy](#)
[Leave Policy and Regulations](#)
[Massey University Strategy](#)
[Massey University Policy on Staff Conduct](#)
[Massey University Code of Student Conduct](#)
[MFAT Safe Travel website](#)
[Procedures for Course Related Student Travel Overseas](#)
[Reimbursement of Expenses Policy](#)
[Sensitive Expenditure and Gifts Policy](#)
[Student Fieldwork](#)
[Travel Policy](#)
[Travel Procedures \(Domestic and International\)](#)

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