

VOLUNTEER EXPENSES POLICY

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Approving body	Board of Trustees
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VERSION HISTORY

Version	Date	Lead Author	Summary of change
3.2	June 2025		Review
3.3	Jun 2026		Increase in accommodation and subsistence rates in line with staff expenses policy. Increase in mileage rates for first 10,000 miles. Inclusion of policy around branches or groups purchasing a digital device for volunteer use. Also rebranded

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1. Purpose

- 1.1. This policy is intended to provide information and guidance for all volunteers within the MND Association; on how to claim expenses for volunteering activities.
- 1.2. It is important that volunteers claim their expenses. The Association wants to ensure that as many people as possible are able to volunteer and the Association is keen to ensure that no one is disadvantaged financially by volunteering.
- 1.3. Not reimbursing expenses may become a barrier to people giving their time to the Association. Therefore, it is essential that all volunteer expenses are claimed and reimbursed swiftly and regularly.

2. Scope

- 2.1. All volunteers are encouraged to submit expense claims. Where possible, costs should be covered using local branch or group funds.
- 2.2. Expenses claims should be processed within **two weeks**. If upfront payment is not possible, please speak with your branch or group in advance.

3. How to claim/approve expenses

- 3.1 Expenses incurred by an individual must be reclaimed via an expenses claim form.
- 3.2 When claiming expenses, volunteers must provide an explanation of why the expense has been incurred and be clear that it is appropriate expenditure on Association activity.
- 3.3 Except for mileage claims and phone calls, all expenses must be supported by a receipt, an invoice or other proof of expenditure. Credit card receipts are not appropriate on their own unless they contain details of items purchased. Providing receipts verifies that an expense has been incurred, not only to the approver but also for HMRC, should the Association be subject to an inspection.
- 3.4 We appreciate that some volunteers may not be able to pay for anticipated expenses in advance. In these instances we recommend that volunteers either ask the branch or group to pay the expense direct or it may be possible for the branch or group to provide the volunteer with funds from petty cash to cover the expense. Please talk to you branch treasurer, Community Support Coordinator (CSC) or named staff contact to discuss this option.

3.5 Lost or missing receipts

- 3.5.1 The Association accepts that it is not always possible to obtain receipts for purchases made when volunteering.
- 3.5.2 If volunteers are unable to produce receipts for a claim, they can provide a declaration of 'no receipt' for items totalling £10 or less (noted on the claim form) without question.
- 3.5.3 Authorisation of items valued at more than £10 but less than £100 may be paid at the staff contact or branch treasurer's discretion after explanation by the volunteer.
- 3.5.4 Above £100 a Volunteer Manager will be required to approve the reimbursement.
- 3.5.5 However, persistent failure to produce valid receipts may result in subsequent claims not being approved unless supported by valid receipts.

3.6 Submission and approval of expenses

- 3.6.1 We would ask that where possible all claims are submitted monthly. It may not be possible to reimburse any expenses which are claimed more than six months after they are incurred. All expenses must be approved and those approving will check that the expenses being claimed comply with the requirements of this policy before approving a reimbursement.

Volunteer role	Receives claim	Approves claim	Timescale for reimbursement
Branch volunteers, Support Volunteers (including Association Visitors) linked to a local branch, Campaign volunteers and other volunteers connected to a branch	Branch Treasurer	Community Support Co-Ordinator (CSC) or two branch authorised signatories	2 weeks
Group volunteers, Support Volunteers (including Association Visitors) linked to a local group,	Finance Team	Community Support Co-Ordinator (CSC) or two members of the groups planning group	2 weeks

Campaign volunteers and other volunteers connected to a group			
National Volunteering Roles (e.g. Policy and Campaigns advisory Group Members and campaigns volunteers, event organisers not linked to a branch or group)	Finance Team	Staff member supporting national volunteer role	2 weeks
Trustees	Governance Team	Chair of Board of Trustees and Chief Operating Officer	2 weeks

4. Policy Statement

4.1 Travel – private vehicle usage and mileage reimbursement

4.1.1 The rate per mile which may be claimed for the use of private vehicles is as follows (these rates may be amended by the Board of Trustees at any time):

	First 10,000 miles in the tax year	Each mile over 10,000 miles in the tax year	Additional allowance per mile for each passenger
Cars and vans	55p	25p	5p
Motorcycles	24p	24p	
Bicycle	20p	20p	

4.1.2 The cost of parking whilst volunteering with the Association will be reimbursed with receipts provided where possible.

4.1.3 Where practical the Association may reimburse toll charges incurred whilst travelling for the Association. Volunteers are asked to avoid toll charges where

it is practical to do so. Please ensure a receipt is presented as proof of the charge.

- 4.1.4 If volunteers are using their own vehicles, it should be insured for volunteer use, roadworthy, and the volunteer should hold a valid driving licence

4.2 Accommodation and subsistence

4.3 Accommodation

- 4.3.1 Agreement should be obtained prior to booking from the volunteer's named staff contact, the relevant branch treasurer and budget holder (where these differ, such as External Affairs/Fundraising teams for nationals roles/events).
- 4.3.2 Overnight en-suite accommodation in a hotel (including breakfast): up to a maximum of £180 per night (up to £240 in London) will be reimbursed. Accommodation costs over and above this amount will be permitted if there are reasonable additional costs incurred in meeting the accessibility needs of an individual.
- 4.3.3 Where practical and safe to do so, travel should be planned to allow same day return. Overnight stays should be used only when necessary and agreed by the person approving the expenses.
- 4.3.4 In addition, there may be circumstances when staying at an Association organised event, where the cost is likely to exceed the stated maximum amount. Please agree this in advance with the person approving the expenses.
- 4.3.5 In certain situations, volunteers may feel it is preferable and cost effective to receive overnight accommodation from a family member or friend. In these situations, and with prior agreement from the volunteer's staff contact or relevant branch or group, a gift is permissible up to a maximum value of £25 total.

4.4 Subsistence

- 4.4.1 When volunteering for a full day (over hours and at scheduled mealtimes) and refreshments and lunch are not provided, expenses may be claimed for meals.

- Breakfast/lunch: up to a maximum of £20 in total per day
- Evening meal: up to a maximum of £30 per person per day

Any amount in excess of the current rates will not be reimbursed.

4.5 Other forms of travel

- 4.5.1 For some volunteering activities travel on public transport may be considered (if safe and cost effective) and booked as far in advance as possible/practical to take advantage of the full range of discounts.
- 4.5.2 If a volunteer is required to travel long distances or overseas whilst volunteering, please contact your named staff contact and branch treasurer/finance officer to obtain agreement prior to booking.

- 4.5.3 Volunteers are asked to travel in standard/second class or by the most economical means. Any volunteer wishing to travel by business/first class may do so if they pay the balance between the most economical fare available and the actual expenditure or if the travelling via this arrangement is the most economical.
- 4.5.4 When travel is required in major cities, volunteers are asked to utilise contactless reimbursement or oyster card facilities where possible, as in most cities this will reduce the cost of travel to the Association. For travel in London registering your bank card with Transport for London will allow you to obtain a journey history online. Where a receipt is not available, please detail the journey on the expenses claim form.
- 4.5.5 The Association is unable to reimburse the purchase of any form of season ticket or railcard (such as young person, senior or disability railcard). Due to the nature of these cards, they can also be used for personal journeys so they are classed as a taxable benefit by HMRC.
- 4.5.6 Taxis should only be used when considered essential, and where public transport is not practical, accessible, safe, or in case of emergency.
- 4.6 Telephone and other costs**
- 4.6.1 There may be times when volunteers incur administration costs whilst undertaking their role; for example, when making phone calls, printing materials, or sending letters on behalf of the Association. The Association can reimburse the costs of phone calls, stationery and postage, when supported by receipts or an itemised bill, or pre agreed arrangements for mobile phone usage/contract. If an itemised bill is not available, volunteers may claim up to a value of £15 per month.
- 4.6.2 If a volunteering role is dependent upon the use of a mobile device or sim card this may (with agreement of named staff, contact or relevant branch or group) be provided or purchased.
- 4.6.3 Expenses may be incurred by volunteers for digital communication tools such as Zoom or tools which support the production of email newsletters. These costs may be reclaimed through branch or group funds with prior approval from the relevant approver in advance of taking out any subscription.
- 4.7 Digital devices for volunteers**
- 4.7.1 Generally, the MND Association expects that volunteers will use their own digital equipment and devices such as computers, smart phones or tablets to support their volunteering. The Association makes provision for systems and applications for volunteers to be accessible online.
- 4.7.2 It is acknowledged that there may be exceptional circumstances where individuals do not own a suitable device and would not own or use such a device beyond volunteering with the Association. In these circumstances an exceptions process exists so that the local branch or group committee may purchase a device for a volunteer to use up to the value of £300.

5. Key Requirements-

- 5.1 Expense approval guidelines. You must follow these steps:-
- Familiarise yourself with the expense policy before approving any claims.
 - Ensure all expenses comply with the policy (e.g. verify receipts).
 - Sense check that the expenses are reasonable and what you would expect based on the volunteer activity.
 - Double-check that all calculations are accurate.
 - Follow the required procedure for submitting the claim form.
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6. Review

- 6.1. The Volunteer expenses Policy will be reviewed every three years by the PCI Committee, with any changes recommended to Board.

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Last Updated: Jun 26