


DWP Business Travel Guidance

Rail, Eurostar, Ferry & Coach Hire

Key Policy Points

- Business journeys must only be booked when meeting in person is essential.
- Rail bookings should be made via the online self booking tool.
- All rail bookings over £50 must be made through the contracted supplier.
- Restricted tickets must be purchased where it is the cheapest option.
- Executive rail packages (1st Class rail offerings) must Not be booked .
- All ferry bookings must be made through the service provider.
- Standard class travel must always be booked
- Recommended that travel bookings are made at least 14 days in advance.
- All booking issues must be taken up with the travel provider
- Complaints should be made via the online booking tool feedback portal .
- Staff should read the travel guidance and policy statements prior to booking travel

Authorisation Is your responsibility!

Before booking any travel arrangements you must do the following:

- Discuss your travelling needs and the most economical and suitable means of travel, taking into account sustainability factors, value for money and convenience. In the case of air travel, sustainability factors must be specifically considered.
- Read the rules on overnight expenses in the [DWP Expenses Guide](#).
- Ensure that you check your RM cost centre listing to check that what you have been charged by the supplier matches what has been booked.

DWP Business Travel works closely with other DWP business units to share information and best practice. We regularly work with the Risk and Assurance Division (RAD) to ensure that working practices within business travel are robust and that policy is being adhered to and not being breached.

Advanced management information (MI) enables the Business Travel team to identify any member of staff booking outside policy, with all breaches notified to the relevant business unit's Finance Director for their action, on a monthly basis.

Business Travel Policy – Rail (including Eurostar)

Introduction

Before booking any travel arrangements you must discuss the travelling needs with your line manager and assess:

- Whether the following could be used:
 - [Telephone Conferencing?](#)
 - [Video Conferencing Information?](#)
 - [Audio Conferencing?](#)
 - [Web Conferencing?](#)
- The business need to travel.
- The most economical and suitable means of travel, taking into account value for money, work:life balance and sustainability factors.

All travel bookings must be made using the contracted DWP service provider unless the ticket is less than £20 and up to the value of £50 as detailed [here](#).

Key Points

- Business journeys must only be booked when meeting in person is essential.
- All bookings over £50 should be made via the online self-booking tool.
- Where rail bookings under £50 are made locally and reclaimed using iexpenses, the travel is compliant with this policy.
- Standard Class must be used unless the First Class travel exception is met
- Restricted tickets must be purchased, as a matter of course, where it is the cheapest option
- Exceptionally, open return tickets may be purchased where there is genuine doubt about the return time of travel.
- A record of authorisation to travel must be retained for 12 months from date of travel.
- Recommended that travel bookings are made at least 14 days in advance

Rail Ticket Booking Method

All rail travel must be booked using the tRIPS Self-Booking Tool (SBT). To obtain the lowest cost option when booking rail travel, staff must refer to the [Booking Guidance](#). All travel must be either booked or reviewed personally by the traveller and where possible, journeys should be made off-peak.

If in exceptional cases, you miss your booked train, you can re-book using the same tool. If this is not possible, you should contact the DWP's service provider by email. Alternatively, you can purchase your own ticket and claim back via iExpenses.

A full explanation of the circumstances must be provided in RM for line manager authorisation and a copy of the claim should be retained for audit purposes for a period of 3 years from the date of claim.

Special circumstances

Purchasing rail tickets can be made in certain circumstances where HMRC consider that the travel is not directly related to your role and hence incurs a tax and national insurance liability. The department will pay this tax and national insurance liability on your behalf. In order to ensure the correct tax treatment, the process below should be followed.

- Attending interviews or assessment centres as a candidate – HMRC state these attract a tax and national insurance liability. When booking rail tickets use the “Interview / Assessment Centre” reason for travel.
- Attending interviews or assessment centres as an interviewer or assessor – HMRC state these are normal business travel. When booking rail tickets use the “detached duty” reason for travel.
- Attending a medical assessment or counselling session – HMRC state these attract a tax and national insurance liability. When booking rail tickets use the “Interview / Assessment Centre” reason for travel.
- Attendance at Civil Service Appeal Boards – HMRC state these attract a tax and national insurance liability. When booking rail tickets use the “Interview / Assessment Centre” reason for travel.
- Attendance at Grievance or Appeal meetings as an employee or supporting an employee – HMRC state these attract a tax and national insurance liability. When booking rail tickets use the “Interview / Assessment Centre” reason for travel.
- Attendance at Grievance or Appeal meetings as a manager, note taker or witness – HMRC state these are normal business travel. When booking rail tickets use the “detached duty” reason for travel.

Long Term Detached Duty or Dual Based

If you are on long term detached duty or dual based then you can book rail travel via the booking tool. Special instructions on the process to follow can be found [here](#).

First Class Travel

All rail journeys must be booked as standard class as a matter of course. First class travel is permitted in exceptional circumstances only. Staff that have a disability or medical condition and cannot travel within the standard seating area, need to contact the travel provider Redfern with their condition and they will contact the relevant train company to ask for the most appropriate seating arrangement to meet the staff members rail travel requirement. All information provided to Redfern will be treated as private and confidential.

Executive Rail packages, which include an upgrade from standard to first class rail travel, are not permitted.

Please see [here](#) for a selection of FAQs relating to First Class travel.

Book in Advance

Advance booking for rail offers significant savings to DWP (up to 80%) therefore staff must try to book at least **14 days in advance**.

There may, of course, be circumstances that prevent business critical travel being booked in advance and this policy does not prevent travel in those instances.

Where possible, all journeys should be made off-peak.

Book Restricted not Flexible tickets

Staff must specify their start and return journey times. Flexible Anytime tickets may only be booked in exceptional circumstances and only when prior approval from the line manager has been received and recorded.

When flexibility is required on the return leg of the journey, this should be specified at point of booking, therefore enabling the self-booking tool to offer a mixture of restricted and flexible tickets, meeting your requirement, but providing improved value for money.

Exceptional circumstances are:

- where a journey is under 50 miles (one way) and there are no other tickets available.
- it is the only ticket available,
- there are no cheaper tickets available
- the return journey time cannot be anticipated.

Flexible 'Anytime' tickets should not be booked for both the outward and return legs of their journey.

Advance Purchase Tickets

Staff who have purchased Advance Purchase tickets and need to amend their ticket due to a change in circumstance, can do so by contacting the service provider. This must be done before the date of travel and will incur a charge plus any difference in fare.

Executive or Business Packages

Standard class package tickets can be booked where it can be demonstrated that this is cheaper taking into account the full costs of travel. When discussing the travel with their line manager it is expected that a screen print is taken to show the cost of single tickets for audit purposes. The screen print should be retained for three years along with receipts.

Package tickets which include an upgrade to first class, even a free complimentary upgrade, are prohibited. Where the package ticket includes meal vouchers, these reduce the amount of subsistence that can be claimed.

For example, the cheapest closed return ticket from Leeds to London costs £226. In addition, car parking at Leeds station will cost £15.00 and using an Oyster card on the London Underground for a return journey at a cost of £4.80. The total travel expenses claimed would amount to £245.80.

If a Standard Return Business Package costs £246 and includes the return journey on the same trains, car parking at the station and travel in Zone 1 and 2 you could book the Standard Return Business Package as the costs are comparable for the same travel requirements.

Assuming the package includes 2x £3 meal vouchers and your total absence is 14.5 hours (05:30 to 20:00) you will be eligible to claim for a maximum of three meals. Two of your subsistence claims must be reduced to take account of the vouchers giving a maximum that can be claimed of £2 (meal 1 - breakfast), £5 (meal 2 - lunch) and £2 (meal 3 – evening meal). The two vouchers cannot be used for the same meal.

Season Travel Tickets (Weekly/Monthly/Annual)

Standard Class season tickets can be purchased only if the Budget Holder (or Line manager if they are better placed) approves a business case that shows that it is cheaper than purchasing restricted tickets on the same route, for the same number of journeys. The business case must be retained for audit purposes for 3 years following the last date of travel.

The season ticket must be purchased at the train station by the member of staff travelling as each ticket is attributed to one person via a photo ID. The amount expended must be claimed via iExpenses with a full explanation of the circumstances. The ticket must be noted "For business use only". The ticket must not be used for any private journeys. Not only would this create a tax liability it would be an inappropriate use of public funds.

Booking Rail Travel for Non-DWP Staff

When authorised by the cost centre and/or project manager, staff may make standard class/economy bookings for non-DWP staff (such as consultants or non-department staff who have a DWP staff number) when they are travelling on DWP business. This must be done through the DWP service provider by setting them up as a traveller in the usual way, but using the booker's staff number and the appropriate cost centre.

Rail Cards

The cost of a Rail Card will be met by the Department only where the line manager has approved a business case that shows that use of the Card will save the Department more than its cost. Evidence of this must be kept for audit purposes for a period of 3 years from the date of use.

Personal tax is due because HMRC treat the Rail Card as a facility which allows an individual to obtain discount on the cost of travel, creating an individual tax liability.

Travelling within London

When travelling by public transport for business in London, staff are encouraged to purchase an [Oyster Card](#) or pay using a contactless card as these offer the lowest cost fares. Before purchasing an Oyster card, a business case showing the cost saving to the Department must be approved by your line manager and an audit trail must be retained.

In the case of an individual user the Oyster card (and subsequent top ups) must be purchased by the individual travelling. The cost may be claimed back via i-expenses. A receipt will not be required to support your expenses claim in instances where contactless payment is made or an Oyster card used. But evidence of Oyster card top-ups and the business events you travelled to will be required to ensure that the amount claimed was for business purposes and does not create a tax liability for you.

In the case of multiple users on the same cost centre, the Oyster card may be purchased by GPC. Under no circumstances can a GPC be used as a pre-set automated facility to top up the Oyster card. The cost centre manager must be able to provide an audit trail for all the expenditure.

Oyster cards paid for/topped up by the Department must not be used for any private journeys. Not only would this create a tax liability it would be an inappropriate use of public funds.

Alternatively, staff can consider purchasing a London travel card as part of their journey by selecting "London zone x" on the booking tool as the destination or departure point.

Travel by Rail

Do you need to Travel?

The main principle of the Business Travel policy/guidance is to only travel if it is absolutely necessary, so before booking any travel you must firstly ensure that:

- You do need to travel. Have you considered:
[Telephone Conferencing?](#)
[Video Conferencing Information?](#)
[Audio Conferencing?](#)
[Web Conferencing?](#)
- You have been provided with prior [authorisation](#) to travel
- You have selected the most [sustainable mode of transport](#) available to you.
- You aim to book at least 14 days in advance

Before making travel arrangements, please ensure you are considering how you can travel in a more [environmentally friendly](#) way.

Booking in advance will ensure that you achieve value for money for the DWP but will also ensure that you have:

- A definite seat on your chosen mode of transport
- A definite arrival and departure time

Booking late may mean that your ticket will cost you more.

How to Book

All rail travel must be booked using the tRIPS Self-Booking Tool (SBT). In order to access the booking tool you will need to read the guidance (following the links below) which will describe how to register and book using the booking tool.

- tRIPS Registration and Booking Guidance can be found [here](#).
- Register or Log-In to the tRIPS SBT [here](#)^{web}.

Staff should not book any Executive Rail Packages shown on tRIPS the online booking tool. These are 1st class rail service upgrades, which are not permitted under business travel policy.

Having Difficulties Logging into tRIPS

Current staff having difficulties logging into tRIPS and not receiving a return email, need to use their previous/old email address e.g. John.smith@jobcentreplus or john.smith@thepensionservice, as opposed to their current DWP email address. Please note, unless you are a new starter it is unlikely that you will not be registered on tRIPS. If you do not receive your password please contact the Redfern Technical support team on 01274 726424 or email techsupport@redfern-travel.com. Remember only new staff should need to register for tRIPS. Staff with a numerical digit in their email address and are experiencing difficulties receiving email confirmations will need to update their tRIPS account.

Note: to register for travel staff must have a valid DWP staff number and DWP email address to be eligible to use tRIPS.

N.B. Remember to access the SBT using Mozilla Firefox

To use tRIPS through Mozilla Firefox copy the following address <https://www.trips.uk.com>^{web} and paste into the address bar, then select Go.

Please read the [Rail User Guide](#)^{pdf} before making a booking.

Unable to use the online tool to Register/Book?

Please check the [Registration Guidance](#)^{pdf} first, if you are still unable to use the online booking tool you can send an email to the [Business Travel Team](#) where details of the alternative arrangements for registration and booking will be explained.

Staff should continue to use their old email address as their username when login into tRIPS. Staff will still get any notifications or emails sent to their old email address from these systems.

Any staff unable to access the tool due to visual impairment should call Redfern on 01274 726424 to make their booking.

If you are a new member of staff and you are unable to register on the Redfern self-booking tool please send an e-mail to the [Business Travel Team](#). Your email should contain your name, staff number, postal address and cost centre. The Business Travel Team will then send an email confirmation when a profile has been built for you. If you need to book a ticket prior to this you will need to arrange for a colleague to book on your behalf.

Long Term Detached Duty or Dual Based

If you are on long term detached duty or dual based then you can book rail travel via the booking tool. Special instructions on the process to follow can be found [here](#).

Special assistance when travelling by rail

The service provider will look to meet the requirements for anyone with special (disability) needs/requirements, when booking rail tickets. To enable them to do this you must send an email to Redfern at rail@redfern-travel.com stating the reference number of your booking and the type of assistance that is required at the station.

Special circumstances

Purchasing rail tickets can be made in certain circumstances where HMRC consider that the travel is not directly related to your role and hence incurs a tax and national insurance liability. The department will pay this tax and national insurance liability on your behalf. In order to ensure the correct tax treatment, the process below should be followed.

- Attending interviews or assessment centres as a candidate – HMRC state these attract a tax and national insurance liability. When booking rail tickets use the “Interview / Assessment Centre” reason for travel.
- Attending interviews or assessment centres as an interviewer or assessor – HMRC state these are normal business travel. When booking rail tickets use the “detached duty” reason for travel.
- Attending a medical assessment or counselling session – HMRC state these attract a tax and national insurance liability. When booking rail tickets use the “Interview / Assessment Centre” reason for travel.
- Attendance at Civil Service Appeal Boards – HMRC state these attract a tax and national insurance liability. When booking rail tickets use the “Interview / Assessment Centre” reason for travel.
- Attendance at Grievance or Appeal meetings as an employee or supporting an employee – HMRC state these attract a tax and national insurance liability. When booking rail tickets use the “Interview / Assessment Centre” reason for travel.
- Attendance at Grievance or Appeal meetings as a manager, note taker or witness – HMRC state these are normal business travel. When booking rail tickets use the “detached duty” reason for travel.

Offline purchasing of rail tickets

In order to keep travel costs to a minimum it is strongly recommended that staff purchase low value train tickets where the value is up to £20, direct from rail companies.

Booking low value tickets via the contract actually costs DWP more in booking fees than the discounts available. In order to help generate savings, if you are able, please either book locally at the station or use one of the Train Operating Companies online websites (E.G. eastcoasttrains.co.uk, virgintrains.co.uk etc) and claim the amount back via iExpenses.

As well as the £20 ticket detailed above you can also buy tickets of up to £50 in value locally and claim back via iExpenses.

If necessary an [advance of expenses](#) can be arranged to cover tickets purchased in this way.

Please note that tickets ordered this way are subject to the Business Travel Policy rules.

Ticket Types

First Class rail travel is only permitted in exceptional circumstances. Please refer to the policy for exceptions to this rule.

Please see [here](#) for a selection of FAQs relating to the ban on First Class travel.

Restricted/Advance Purchase tickets must be booked for your journey. As well as being the cheapest option this will also ensure you have a definite train booked and a seat for your journey(s). 'Anytime' tickets should only be purchased where they are the cheapest available ticket.

An Open return ticket may be purchased where there is genuine doubt about the finish time for meetings or where the time of return travel cannot be predicted. This is expected to be rare as meeting chairs are expected to manage the meeting to the expected timeframe.

N.B Tickets can only be booked a maximum of 13 weeks in advance

Railcards If you are 16-25, over 60 or are registered disabled, consider purchasing a Rail Card. This will save the Department 33%.

You may be entitled to purchase a personal rail card (e.g. 16-25 Railcard, Disabled Persons Railcard, Senior Railcard) depending on your eligibility.

Rail cards, for qualifying people, cost £28 per annum and can save up to a third on all rail tickets. If you qualify, click [here](#) web to apply.

Please note: Rail Cards must be bought from the station/ordered online and claimed back via i-expenses.

To claim the cost of a Rail Card via i-expenses you must:

- Obtain your line manager's authorisation, outlining how it will save the Department money
- Pay the personal tax element of the card (either 20% or 40%)

The cost of the Rail Card must be claimed via i-Expenses using the [Additional Attendance Template](#) giving full circumstances, as the rail card has a personal tax liability (the amount of tax will be based on your personal tax rate). You will be paid the full amount through normal expense procedures then the amount will be taxed via your salary in the next pay run.

Season Travel Tickets (Weekly/Monthly/Annual)

Standard Class season tickets can be purchased if you have a business case that shows that it is cheaper than purchasing restricted tickets on the same route for the same number of journeys. The policy document contains further guidance.

Oyster Cards

If you regularly travel to London and use public transport consider purchasing an [Oyster Card](#) web. The policy document contains further guidance.

Split Ticketing

This is when you purchase tickets for separate parts of the journey, enabling passengers to benefit from special offers and cheaper fares between station stops along your journey.

This will lead to a passenger purchasing one to four tickets for the same journey, where you would normally purchase one, but benefit from the individual ticket savings that are on offer.

For example; if you wanted to travel from Station A to Station C, you would expect to buy a ticket direct from A to C for £60.

With a split ticket, depending on your route, you may find it cheaper to buy a ticket from A to B for £15 and B to C for £15.

You still complete the same journey from A to C; stay on the same train without getting off and save £30.

Collecting Your Tickets or Office Based Rail Ticket Printers

Fast-Tickets (collection from a machine at the station) is the default delivery method if a local office ticket printer is not available.

Staff should contact their local rail station if they are unsure whether there is an operational ticket printer available, prior to selecting their ticket collection method.

[Rail ticket printers](#)

Fast tickets offer a:

- Saving over postage,
- Reduce the loss of tickets
- Are available for collection 30 minutes after booking
- Easier to arrange amendments and cancellations

Remember: When picking up Fast-Tickets you'll need both your Fast-Ticket Reference number (an 8 alpha-numeric code supplied on your booking confirmation) and a credit or debit card. Your card will not be charged, it is just required for security identification purposes.

Tickets issued by 1st class post, will be sent to the designated mail address you have specified on your ticket booking. If your tickets are lost in the post, you will not be able to claim a refund and would have to book a new rail ticket.

Special Delivery, Only to be used in exceptional circumstances as this is an expensive postal option, with prices at £5.

Collection from the rail station, this is only to be used where there are no fast ticket machines available at your local rail station and the mail system will not meet your travel requirements. This service costs £1.25p.

Amendments/Exchanges - don't waste your ticket

It is DWP policy to purchase restricted/advanced tickets for all business journeys, which cannot be refunded but can be amended. Therefore even if you don't need to travel anymore or a meeting is rescheduled, that advance ticket doesn't need to go to waste.

Advance tickets can be exchanged and you can part pay for a new ticket using the original ticket as long as it is for the same person travelling the same journey. The process to follow for amending rail tickets can be found on the tRIPS® [Quick Guide - Rail Refunds & Ticket Amendments](#)

Tickets can be amended anytime prior to the reserved train departing. You'll incur an administration charge (plus the additional cost of the new ticket if applicable), but it's still far cheaper to have to do this once in a while than always book 'Anytime' tickets.

Please note: Due to these charges, you should only apply for an amendment/refund if your ticket(s) are valued over £10.

CANCELLATIONS / REFUNDS

If you have already received tickets or have already collected them from a fast ticket machine; they must be returned back to Redfern Travel at the address below for them to process a refund on your behalf:

**Redfern Travel Ltd,
Shire House
Humboldt Street
Bradford
BD1 5HQ**

Please also complete the [Refund / Cancellation of Tickets](#) form and ensure it is sent back to Redfern with your tickets.

If you have not already collected your Fast Ticket, there is no need to do so. Redfern will 'sweep' the TOD (Ticket on Departure) network and, if your tickets are refundable, will organise a refund.

If you need to cancel a ticket that has been requested via Post, it is possible for Redfern to 'Void' the ticket as long as you let them know **before 4.00pm on the day you have booked the tickets**. This means that the tickets will not be printed and the fare will not be charged.

For more information, please refer to the tRIPS® [Quick Guide - Rail Refunds & Ticket Amendments](#)

Tickets are to be returned to Redfern within 28 days of the last day of validity to receive a refund. In addition, many tickets need to be cancelled prior to travel if a refund is to be processed.

Any unused or duplicate tickets, which are not returned to Redfern within one month, will be automatically charged to your cost centre.

A fee of £1.90 shall be charged by Redfern in addition to the fee levied by the train operating company for cancellation of an issued ticket (including fast-tickets).

Travel Disruptions - Do not forget to Claim Refunds and Compensation from Rail/Air operators

Where the journey is cancelled or delayed, you may be eligible to claim compensation from the rail / air operator. If this is available then please click [here](#) for guidance.

Travel Tips

Bundle your order - As DWP now pay fees on a per booking basis, you should look to bundle orders to take advantage of the huge savings available. Examples of when you could do this include:

- One person books for several colleagues (up to 8) travelling on the same train at the same times (whether you're buying singles or a return).
- Bundle up your travel requirements for the next week or month into 1 order. You do this by adding a journey to the basket and then selecting the rail icon to search for another journey.

Rail Vouchers - If you receive rail vouchers from the Train Operating Companies (TOC) as recompense for disruption/cancellation of your journey you can only use them to fund future business journeys. They must not be used to fund any personal journeys.

Please note: To use these rail vouchers you must buy the ticket directly at the station. If the ticket price is more than the voucher value, please claim the excess via [i-expenses](#).

If you have any unwanted rail vouchers, please send these to:

**Redfern Travel Ltd,
Shire House
Humboldt Street
Bradford
BD1 5HQ**

There is no form to complete to send with the vouchers but ask the supplier to acknowledge receipt

Cheapest available tickets - The Service Provider is contracted to systematically offer you the cheapest available fare. If you feel you have not been offered the cheapest available fare, please send your booking confirmation to Redfern at: rail@redfern-travel.com stating the complaint.

Special Events/Bookings

Royal Garden Parties, Investitures, Award Ceremonies or similar

If you are entitled to take family members to a Garden Party, Investiture, Awards Ceremony or similar, you must make their rail/air/hotel booking through the DWP service provider. When making the booking, you must add each family member as a guest traveller. When doing this you must provide their name and use the pseudo-staff number 99999999. The booking must also be made using your cost centre number.

As HMRC do not consider travel in these circumstances to be normal business travel they incur a tax and national insurance liability. When booking rail tickets, please ensure the "Royal Garden Parties" reason for travel is chosen.

Booking tickets for Consultants and Non-DWP Staff

When authorised by the cost centre and/or project manager, you may make bookings for Consultants or non-DWP staff travelling on DWP business, through the DWP service provider. To make the booking, you must add the traveller as a guest, using their name, the pseudo-staff number 99999999 and the relevant cost centre.

Weekend Bookings

Where there is a business reason (and subject to expenses policy provisions) for rail travel to be provided for periods that include weekends, bookings must be made through the service provider. All such requests will be recorded on an exception report and reported back to the Business Travel Team and the relevant business unit's finance area, for monitoring purposes.

Sleeper Trains

Staff travelling long overnight distances by rail can use the sleeper train service that allows travellers to stay in a single bedroom cabin on the train. This is typically only available with 1st class travel.

Bookings should be made by email to rail@redfern-travel.com. This should be completed well in advance of the journey in order to acquire the lowest fare.

Best Practice

- Purchase Restricted Tickets to reduce travel costs - Typically these have date and time restrictions.
- Travel Off peak to take advantage of savings of up to 70%, on peak ticket prices
- Don't waste your advance ticket - Even if you don't need to travel anymore or a meeting is rescheduled, that advance ticket doesn't need to go to waste. Click [here](#) to see how to amend tickets.
- Ensure you have a copy of the booking details to accompany you on your journey.
- When travel is required, limit the number of personnel attending from the same department.
- Arrange for your meetings to start at convenient times for travellers, e.g. Do not start a meeting at 9.00 a.m. when you have attendees travelling long - medium distances.
- Advise the Service Provider of any special offers you have seen.

Business Travel Policy - Coach or Bus

Introduction

Before booking any travel arrangements you must discuss your travelling needs with your line manager and assess:

- Whether the following could be used:
[Telephone Conferencing?](#)
[Video Conferencing Information?](#)
[Audio Conferencing?](#)
[Web Conferencing?](#)
- The business need to travel.
- The most economical and suitable means of travel, taking into account value for money, work:life balance and sustainability factors.

Business journeys must only be made when face-to-face meetings are essential. You must receive authorisation to travel before making a travel booking. All travel bookings must be made using the contracted DWP service provider.

Key Points

- Business journeys must only be made when meeting in person is essential.
- Hire of coaches must be made via the contracted booking agent.

Bus and Coach Tickets

This policy does not cover the purchase of personal season tickets. You may purchase bus or coach tickets for business journeys only, tickets must be purchased directly by staff and claimed back via expenses.

You may be able to claim for purchase of tickets which cover a set period of time if:

- You regularly make business journeys.
- There is a cost saving to the Department that you can demonstrate in a business case. Approval must be obtained from your line manager and retained for a full audit trail.
- The purpose of the ticket is for business use only. The ticket must not be used for any private journeys otherwise there would be a tax liability.

Coach Hire with Driver

All coach hire with driver bookings should now be made by sending an email to groups@redfern-travel.com Redfern will manage your booking requirements.

There is no need to raise a purchase order as Redfern will manage payment and recharge expenditure to the user cost centre.

Staff should not raise none catalogue purchase orders with other coach service providers as Redfern will now meet this requirement for the DWP.

Business Travel Policy - Travel by Ferry

Introduction

- Whether the following could be used:
[Telephone Conferencing?](#)
[Video Conferencing Information?](#)
[Audio Conferencing?](#)
[Web Conferencing?](#)
- The business need to travel.
- The most economical and suitable means of travel, taking into account value for money, work:life balance and sustainability factors.

Business journeys must only be made when face-to-face meetings are essential. You must receive authorisation to travel before making a travel booking. All travel bookings must be made using the contracted DWP service provider.

Key Points

- Business journeys must only be booked when meeting in person is essential.
- All ferry bookings must be made through the service provider.
- Economy Class travel must always be booked
- Restricted tickets must be purchased where it is the cheapest option
- Recommended that travel bookings are made at least 14 days in advance

Accepting the most cost effective tickets

Staff must always accept the most cost effective ticket option offered by the service provider. Under no circumstances should a more expensive ticket be booked with a particular ferry company just to accrue points/rewards.

Economy Class Must Be Booked

Economy Class tickets must always be booked. No First Class, Business or Premium Class tickets may be booked for ferry travel.

Book Restricted not Flexible Tickets

Staff must specify their start and return journey times and must not book 'Flexible' or 'Premium' tickets for both the outward and return legs of their journey. These should only be booked in exceptional circumstances, when prior approval from the line manager has been received and recorded. When flexibility is required on the return leg of the journey, this should be specified at point of booking, therefore enabling the service provider to offer a mixture of restricted and flexible tickets, meeting your requirement, but providing improved value for money.

Exceptional circumstances are: it is the only ticket available, there are no cheaper tickets available or where the return journey time cannot be anticipated and is not known.

Book in advance

Advance booking for ferry tickets offers significant savings to DWP (up to 80%) and should, where possible, be made at least **14 days in advance**.

There may, of course, be circumstances that prevent business-critical travel being booked in advance and this policy does not prevent travel in those more rare instances.

Overseas Travel Insurance

Travel insurance must always be arranged prior to travelling overseas (outside of the UK). DWP has a negotiated policy in place that covers all DWP-staff for overseas travel, the process for arranging this can be found [here](#). NB: DWP does not hold a domestic travel insurance policy as the UK Government uses Crown Indemnity (i.e. it self-insures).

Booking ferry travel for consultants and non-DWP staff

When authorised by the budget manager, staff may make bookings for consultants or non-DWP staff travelling on DWP business, through the DWP service provider. Please read the booking guidance on how to make such bookings.

Frequent traveller Cards/Points/Rewards

Staff are allowed to accumulate frequent traveller cards / points / rewards on personal cards held whilst undertaking business travel. These points can then be used for personal purchases without giving rise to any tax liability.

The individual must not alter their behaviour in order to receive the points / rewards and must not incur any additional cost from their use.

For instance, an employee must not book a specific hotel chain because they hold a reward card entitling them to free upgrades when there is a suitable cheaper alternative.

Line Managers are no longer required to undertake any checks relating to the use of rewards / points / airmiles.

Booking Eurostar, overseas rail and ferry

The main principle of the Business Travel policy/guidance is to only travel if it is absolutely necessary, so before booking any travel you must firstly ensure that:

- You do need to travel. Have you considered:
[Telephone Conferencing?](#)
[Video Conferencing Information?](#)
[Audio Conferencing?](#)
[Web Conferencing?](#)
- You have been provided with [authorisation](#) to travel
- You have selected the most [sustainable mode of transport](#) available to you.
- You aim to book at least 14 days in advance

Before making travel arrangements, please ensure you are considering how you can travel in a more [environmentally friendly](#) way.

How to Book

All bookings for overseas rail, ferry and any other non-standard mode of transport (such as helicopter, hovercraft etc) must be made by completing [this booking form](#) ensure you include the [reason for travel](#). Completed forms must be emailed to Redfern at rail@redfern-travel.com.

Class of Travel and Ticket Types

All travel must be booked as Standard/Economy Class. No First Class, Premium or Premium plus tickets may be booked.

Restricted/Advance Purchase tickets must be booked for your journey. As well as being the cheapest option this will also ensure you have a definite train booked and a seat for your journey(s). Open tickets should only be purchased where there is genuine doubt about the time of travel. Further information is contained in the policy document.

N.B Tickets can only be booked a maximum of 13 weeks in advance

Collecting Your Tickets

Ferry and overseas rail tickets will be issued as e-tickets.

Amendments - don't waste your ticket

It is DWP policy to purchase restricted/advanced tickets for all business journeys, which cannot be refunded but can be amended. Therefore even if you don't need to travel anymore or a meeting is rescheduled, that advance ticket doesn't need to go to waste.

Most tickets can be amended anytime up to their 'departure date', so if you need to travel on the same route in the coming weeks, contact Redfern by email rail@redfern-travel.com and they will amend it for you. You'll incur an administration charge (plus the additional cost of the new ticket if applicable), but it's still far cheaper to have to do this once in a while than always book flexible tickets.

Cancellations and Refunds

The cancellation policy depends on the ticket purchased for travel and this will be stated on the booking confirmation.

If you do need to cancel your tickets contact Redfern by email, before the departure date and they will arrange the cancellation for you.

Please include the traveller's name and cost centre to be refunded on all correspondence.

A fee of £1.90 shall be charged by Redfern in addition to the fee levied by the company for cancellation of an issued ticket (including e-ticket).

Travel Booking Tips

Bundle your order – As DWP now pay fees on a per 'basket' basis, you should look to bundle orders to take advantage of the huge savings available. Examples of when you could do this include:

- One person books for several colleagues (up to 8) travelling on the same journey at the
- times (whether you're buying singles or a return);
- Bundle up your travel requirements for the next week or month into 1 order.

Cheapest available tickets - The Service Provider is contracted to systematically offer

you the cheapest available fare. If you feel you have not been offered the cheapest available fare, please send your booking confirmation to Redfern at rail@redfern-travel.com stating the complaint.

Best Practice

- Purchase Restricted Tickets to reduce travel costs– Typically these have date and time restrictions.
- Travel Off peak to take advantage of savings of up to 70%, on peak ticket prices
- Don't waste your advance ticket - Even if you don't need to travel anymore or a meeting is rescheduled, call the supplier and amend your ticket.
- Cancel all unused tickets prior to departure date.
- When travel is required, limit the number of personnel attending from the same department.
- Arrange for your meetings to start at convenient times for travellers, e.g. do not start a meeting at 9.00 a.m. when you have attendees travelling long – medium distances.
- Ensure you have a copy of the booking details to accompany you on your journey.
- Advise the Service Provider of any special offers you have seen.