



Australian
National
University

The Australian National University

Travel Handbook

The Australian National University

Canberra ACT 2600 Australia

www.anu.edu.au

TEQSA Provider ID: PRV12002 (Australian University)

CRICOS Provider Code: 00120C

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1. Travel essentials

1.1. Travel at the University

The University recognises that domestic and international engagement is an essential component of education, research and other university related activities.

The University enables staff to undertake travel where there is a demonstrated purpose for engaging in and creating value for University business and/or professional development. All travel must be undertaken in a manner that is safe, economical and responsible.

This travel handbook must be read in conjunction with the [University travel policy](#).

This handbook is a guide to take you through all of the elements that you may need to consider for your travel. The sections of the handbook map to the below process flow:



1.2. Use of the University travel management company

When booking travel for any type of University business it is mandatory to use the University travel management company(s) (herein after called the *University travel provider*).

Exceptions to this mandate are listed below and under point 7 in the ANU [Travel Policy](#).

In exceptional circumstances, delegate approval can be sought to book travel through a non-preferred booking channel, such as:

- a. where the traveller has received written advice from the preferred provider(s) that the travel bookings cannot be facilitated; or
- b. where the activities need to be organised by, or as part of a third-party arrangement (e.g. conference package, collaboration partner or invitation); or
- c. where the site and/or accommodation is University owned (e.g. Kioloa Coastal Campus, University House);

- d. International visitors should source a quote locally as sometimes a lower airfare is available only in the departure country. If the quote is better than what the University Travel Provider can access, it is recommended to book locally and have the visitor submit an invoice for reimbursement.

The University travel provider offers the following services:

- Domestic quotes and bookings – flights, accommodation, transport
- International quotes and bookings - flights, accommodation, transport
- Online booking technology
- Invoice account
- Itinerary amendments
- Cancellations, refund processing, ticket credits
- Travel associated and including the organisation of off-site meetings and events
- Group travel, study tours, student travel
- Charter transport (aircraft, buses)

2. Travel planning and approvals

2.1. Planning and travel delegate approvals

Approval to travel

Staff should discuss travel plans with their supervisor and obtain endorsement to proceed with submitting a travel request. The discussion should have regard to the following:

- the primary purpose of the travel is for university-related business activities and/or professional development
- the travel is being undertaken in a [carbon smart](#) manner (see Section 3.4)
- the traveller is aware of their responsibilities in relation to travelling on University business (see travel policy point 21 and Section 3 of this document)
- the impact of staff absence on operational or resourcing requirements of the work area and suggestions to mitigate any impact
- budget is available for the travel and is proportional to the purpose of the travel, and the appropriate GL Code and authorised delegate are identified
- any risks to safety while travelling
- where travel is funded by a research grant, any restrictions and/or limitations imposed by the funding organisation

- any personal leave or private travel to be taken during the business-related travel and any related tax implications (refer section 2.2 of this document)
- all travellers are fit for travel and aware of their requirements as per the [Travel Policy](#) and this travel handbook.

Travel bookings must be made **more than seven (7) days prior to the date of travel**, in accordance with **Travel Policy point 21e**.

Exceptions may apply in the following circumstances:

- Requests from third parties or external organisations
- Critical or last-minute requirements essential to university operations
- Extenuating or unforeseen circumstances

All exceptions must be justified and documented appropriately.

The supervisor is responsible for ensuring that all aspects have been discussed and agreed upon prior to approving a travel request.

All travel requests, irrespective of funding source or booking method, must be submitted for review and approval via the Travel Approval System.

Delegate responsibilities regarding travel approvals

All travel requests must be approved using the Travel Approval System.

In accordance with the University's Delegations of Authority Policy all official business travel must be approved prior to booking travel by the appropriate delegate depending on the destination and type of travel.

A delegate is unable to approve their own trip as this is considered a conflict of interest.

As per Delegation 199, responsibility for domestic travel approvals are as follows:

- Domestic travel: D5 or above

As per Delegation 198, responsibility for international travel approvals are as follows:

- All international travel to DFAT Level 1 – 3 destinations – D3 or above
- All international travel to DFAT Level 4 destinations – D3 and Chief People Officer (for all staff) or Registrar (for all students)

It is the Delegate's responsibility to ensure:

- All aspects of the travel, including fare class, travel-related expenses, expenditure approvals, personal travel etc. are in accordance with the travel policy and the travel handbook and any other relevant policies and procedures.
- Funds are available and the correct GLC identified in the approval form

Travel destination advice

All travellers should familiarise themselves with the travel advice and services available at the Department of Foreign Affairs and Trade (DFAT) [website](#) and [International SOS](#).

DFAT provides four levels of travel advice (see Table 1) that are used to determine whether a proposed travel destination is considered high risk.

The traveller, supervisor and the delegate should check the DFAT travel advisory notices and must consider whether the travel should proceed if the proposed travel is to a high-risk destination.

Delegates and responsible areas should monitor DFAT travel advisory changes and the location of staff and students currently travelling or planning to travel so that the University can:

- Locate and assist staff in an emergency or disaster, and
- Notify staff affected when a DFAT travel advisory is upgraded to Level 4.

Staff and students who are foreign nationals must also consider safety/travel advice warnings issued by their own government before deciding to apply to travel overseas.

Table 1. DFAT risk levels and destination advice

Risk Level	DFAT Advice	University Requirements
1	Exercise normal safety precautions	Delegates must ensure that staff and students take due note of DFAT warning and appropriate risk management strategies are in place.
2	Exercise a high degree of caution	Delegates must ensure that staff and students take due note of DFAT warning and appropriate risk management strategies are in place.

3	Reconsider your need to travel	Delegates must assess risk and ensure appropriate risk management strategies are in place before approving.
4	Do not travel	Only in exceptional circumstances will staff and students be permitted to travel to, or remain in, these countries. Appropriate risk management strategies must be in place.

2.2. Financial planning and financial delegate approvals

Business expense guidelines

All expenses must be for a legitimate University purpose, meaning they are reasonable and appropriate in the circumstances and publicly defensible. University travellers are expected to exercise prudent judgement to ensure all expenses are necessary, reasonable, appropriate and allowable.

Travel approvers have the responsibility to verify that any travel expenditure is in line with these principles and follows the normal financial delegation limits.

Any travel being charged to a cost centre, project or unit not directly controlled by the travel approver, must have written approval of the financial delegate of the paying cost centre, project or unit manager.

When estimating the cost of a trip, the cost of travel allowances, ground transport and travel service booking fees must be included.

Payment of travel bookings

Payment for flights, accommodation and other travel booked through the University travel provider are managed via a central process based on the University cost code provided by the traveller.

In exceptional circumstances, where it is not possible to make a booking using the University travel provider, any payments for flights, accommodation or other travel should be made either through request of an invoice that is then submitted for payment through the invoice workflow, or by use of an approved University purchase card. Travel bookings should not be paid for using private funds or personal credit cards.

Car rental generally requires a credit card (ANU Purchase card or personal card permitted) for payment unless utilising a University vendor that provides an account facility.

EXPENSE TYPE	PAYMENT PREFERENCE (In Order)
Airfares	1. University Travel Provider invoice
Accommodation	1. University Travel Provider invoice 2. ANU Purchase card
Vehicle Rental	1. University Travel Provider invoice 2. ANU Purchase card 3. Personal card

Travel allowance

A daily travel allowance will be provided to travellers to cover meals and incidental expenses. The allowance is calculated at 50% of the minimum salary category listed in the [Australian Tax Office \(ATO\) Reasonable Travel Allowances](#) determination. All University travellers will receive the same travel allowance rate, regardless of their position or salary.

The current 2024-25 domestic travel allowance is \$80.46 per day (inclusive breakfast, lunch, dinner, and incidentals)

The incidental component of the travel allowance is provided to assist with covering out-of-pocket expenses; typically cash items where receipts are not readily available such as coin-operated facilities, toilets, cash-based transport/parking, foreign exchange fees and tipping (where appropriate).

The University will not cover expenses of a personal nature e.g. mini-bar items, newspapers, haircuts, movies and other entertainment.

It is recommended that a discussion be undertaken with the supervisor and/or financial delegate to ascertain an agreed amount and appropriate payment method outside of the allowance guideline.

Payment for travel allowances

The travel allowance is payable from the time of arrival on the first leg of a trip until the time of departure for the final return leg. Allowances are not paid for any private days or days of personal or annual leave.

The daily travel allowance threshold is the same no matter the means of payment. Standard methods of payment for meals and incidentals are:

- **ANU Purchase Card**
Travellers with University purchase card can manage these expenses via their card and acquitted in Concur.
In some cases, a per-diem can be requested despite holding an ANU Purchase card, typically for use in a cash-economy location i.e remote locations, developing countries etc.
- **Per diem request**
Travellers without a University purchase card can apply for a per diem, which will be deposited into the traveller's bank account prior to travel. Per diems should be discussed and agreed upon prior to submitting the travel approval request and are subject to approval by the financial delegate.
- **Expense reimbursement**
Travellers without a University purchase card can use personal funds and submit an expense reimbursement claim with appropriate receipts.

The use of a purchase card or a request for reimbursement must not be made to cover the cost for meals or incidentals while in receipt of a per diem. This is a fraudulent duplication of payment.

Ground transport fares and parking fees

The University will cover reasonable costs associated with public transport, taxi fares and parking fees incurred while travelling. These expense types can be managed via a University purchase card or by reimbursement. Receipts must be retained to enable full and appropriate acquittal of all transport expenses.

Personal travel during university travel

Personal travel (also referred to as private travel) that occurs during, before or after University business travel is only permitted when it is incidental to the business need and meets all of the below requirements:

- Must be added to a bona fide trip on University business.
- **The traveller must fly into and out of the business location (no exceptions).** Any side trips for personal travel must be noted in the travel approval request and be paid for by the traveller.
- Is only permitted where the private travel time component is 40% or less of the total travel time.

Example: Five business days permits two personal/private days.

- The traveller must personally pay all direct or incremental travel costs attributable to private days. The University will not cover any costs incurred on private days including, but not limited to, flights, accommodation, meals, car hire, other transport and incidentals.
- A traveller undertaking private travel must ensure that they are appropriately insured for all aspects of their private travel (refer section 2.3 of this document).

Any private travel days must meet all the following requirements:

1. Entered into the travel approval request form and reviewed and approved by the supervisor and the delegate.
2. Private travel days that fall on a usual workday must be entered into the HR system as annual leave and reviewed and approved by the supervisor.
3. Recorded in the travel diary to ensure FBT requirements are reported correctly by the University. Please refer section 6.1 for detailed information.

Note. In the event you wish to combine personal and university travel outside of the 40% threshold, the University will pay for the associated travel expenditure for the business days only, however long-haul flights will be the responsibility of the traveller.

Example. A three-week holiday in Los Angeles and a five-day conference in Dallas.

Traveller would need to self-fund the flights from Australia to the USA, complete a Travel Approval form departing Los Angeles to Dallas and return to Los Angeles. The internal USA flights and associated expenses for the five business days will be covered by the University for the dates of the business travel listed in the approval request form.

Please note. In the above scenario, the traveller will be required to self-insure the entire trip.

Definition of Business Day

Business days whilst travelling are defined as a day on which official University business is undertaken for a period exceeding three hours of the day, not including meals or rest breaks. Examples of official University business activities include, but are not limited to:

- Attending a business-related conference, workshop, forum or similar.
- Undertaking approved research, fieldwork, teaching or study.
- Attending business meetings.

Business days also include:

- A day on which a University traveller travels to a business location.
- A recovery day - the day following the traveller's arrival in a business location, provided the traveller was required to complete an economy class flight of seven or more continuous hours to arrive at that business location.
- A business weekend – the Saturday/Sunday in the business location where the traveller undertakes official University business on the preceding Friday and the following Monday.
- A public holiday recognised in the business location, where the preceding day and the following day are business days. A public holiday recognised at the traveller's home campus (e.g. Canberra) but not recognised in the business location does not meet the definition of a business day.

Definition of Private Day

Private days whilst on travelling are defined as any day that is not a business day, including:

- Days of booked annual leave, other personal leave, long service leave, days of time-off-in-lieu or flexi-days.
- Personal weekends – categorised when either the preceding Friday or following Monday are not used to conduct University business.
- Workdays gifted to university staff (e.g. university shut-down periods in Australia) if not worked in the business location.
- The non-workdays of part-time, casual and sessional staff.

Definition of a Travel Day

Travel days are defined as the following:

- Travel between your home/workplace and the business location

Travel days will incorporate any airport transit time necessary based on airline scheduling.

Travel days do not include elected stopovers, as these days are classified as private days unless business is being conducted in the stopover location.

Fringe benefits tax (FBT)

The [Fringe Benefits Tax \(FBT\) Act 1986](#) provides that where the University (or a third party under an arrangement with the University) pays for or reimburses extended travel for an

employee, FBT is payable where the primary purpose of the trip was not to conduct business.

Any private travel must be noted in the online travel approval request and potential FBT implications of any private travel will be calculated and provided to the employee through the completion of the travel approval request. The employee is liable for any FBT costs associated with any private travel.

Students are not considered employees and, therefore, are exempt from FBT. However, if a student is being paid by the University (i.e. is on the University payroll as a casual, part-time or fixed-term employee) and is travelling on university business, then the individual is considered an employee and will be liable for the FBT costs associated with the private travel.

If you have any questions regarding FBT or would like further information, please reach out to the [University Tax Unit](#).

Cancelled Itineraries - Airline credits

Cancelling an itinerary due to business requirements:

In the event you need to cancel an itinerary, there may be an option to refund the ticket amount or place the amount into a credit with the airline. This will be dependent upon the type of airfare purchased. The University travel provider will be able to facilitate the use of credits on tickets. Below is some helpful information on the utilisation of airline credits:

- The credit is attached to the traveller and held under the original airline booking number.
- Most airlines allow 12 months to utilise the credit. If the credit has not been used by the individual within 9 months of receipt of the credit, the credit will be re-allocated by the University.
- In most cases to use the credit the new fare must be higher than the amount of the credit.
Some airlines will permit the use of the credit for another traveller by paying a name change fee.

Cancelling an itinerary due to unforeseen events:

There is a 'Cancellation & Curtailment' benefit under the University Insurance Policy if travel is cancelled due to unforeseen events including:

- Serious medical incident (personal)
- Serious medical event (close relative)
- Airline cancellation/major disruption

The first course of action for travellers is to seek recovery from the airline. Travellers can only submit an insurance claim after they have exhausted all options with the airline. Medical certificates will be required by the airline/insurer in the event of medical events.

Tipping

It is recognised that tipping culture differs between countries. Travellers should acquaint themselves with the customary tipping percentages for the countries they are visiting and tip at the average percentage. Cash tipping whilst travelling overseas forms part of the travel allowance (per diems - incidentals).

2.3. Risk management

Hazard and risk assessments

Identifying and controlling known hazards and risks is an essential component of the travel planning process. Prior to any travel, all travellers should carefully consider the hazards and risks associated with the destination/s, methods of transport to/from/whilst at the business location, as well as the activities to be undertaken at the location.

‘Risk’ is assessed by the following key criteria:

- Destination (as per DFAT levels or Government/Emergency Services advice/notices).
- Method of transport for both commercial and non-commercial services.
- Activities undertaken at the destination.

Not all travel requires a WHS Hazard and Risk Assessment template to be completed.

A WHS Hazard and Risk Assessment template (available at this [link](#)) is required to be completed when:

- Travelling to a known high-risk setting. Such places typically include hospitals, residential aged care facilities, correctional facilities and residential accommodation facilities that support people who require frequent, close personal care and who are vulnerable to severe disease.

- Travelling domestically to a high-risk location as defined by the local jurisdiction. Locations may include areas that are currently experiencing natural disasters, civil unrest or are considered high risk by the local community for other reasons.
- Travelling to undertake fieldwork, involving confined spaces, diving, boating, live electrical work or other high risks works where the [WHS Regulations 2011 \(Cth\)](#) requires a risk assessment.
- The University has defined the travel as high-risk i.e. travel to vulnerable communities or remote areas, travel to high-risk destinations etc.
- International travel to a DFAT level 3 or 4 destination.

Supervisors and/or travel delegate approvers can also request a WHS Hazard and Risk Assessment to be completed for any travel if there is concern regarding the severity or likelihood of risk and/or a need for the awareness or effectiveness of controls.

Travel with and accessing University devices, systems and data

Travellers are responsible for [information security](#) while travelling overseas, by taking appropriate precautions to protect electronic and hardcopy information to prevent the risks of any cyber-crimes. To best protect and secure corporate and personal information while travelling, travellers must take reasonable and appropriate steps, especially in relation to international travel. Prior to departure travellers must:

- Carefully consider the information being taken whilst travelling and remove all non-essential sensitive university-related data from all devices, including laptops, tablets, iPads, smart phones and USB drives.
- Consider how the traveller will connect while overseas and either contact the [IT service desk](#) to ensure that mobile data roaming is enabled on your mobile device/s or determine whether a local SIM card can be purchased while overseas.
- Ensure they are using Microsoft Authenticator to log into any devices.
- Confirm that all accompanying devices are well-protected by checking that:
 - the Operating System (Windows, Mac OS, Android) has the most recent version and updates have been installed;
 - anti-virus software is installed and up-to-date;
 - a strong password, PIN or biometric unlock is applied to each device;
 - do not check your devices in as checked baggage or leave devices unsecured in your accommodation;
 - do not plug in devices to public USB/C outlets in airports, cafes, hotels etc.
 - do not use publicly available or untrusted Wi-Fi networks;
 - do not use public computers to access personal or university data;

- disable any 'auto-join' functionality for Wi-Fi or Bluetooth devices;
- disable Near Field Communication (NFC) on Android and/or Airdrop on Apple devices; and
- back up data before travelling as it may not be possible to recover data from a compromised device.

Travellers also need to complete the register overseas travel with ANU device form at least more than 14 days prior to travel departure.

For further assistance contact the [IT Service Desk](#) or further information on cyber security while travelling may be found on the Australian Government's Smart Traveller [website](#).

Foreign Interference Guidelines

ANU has established processes that support foreign collaboration (including research, informal cooperation, advancement and partnerships) but also identify potential at-risk foreign collaborations.

In cases where risks are identified within a proposed relationship, travellers should contact the [Foreign Interference Advisory Committee](#) (FIAC). FIAC provides due diligence and oversight for the University, making determinations on certain foreign collaborations.

Insurance

The University's insurance applies for all **approved** University business travel and must comply with [University insurance policy conditions](#). All travel must be approved by the appropriate delegate in the Travel Approval System in order to qualify for cover under the University's Business Travel Insurance Policy.

All approved university travel to destinations with DFAT travel advice levels 1 - 3 (smartraveller.gov.au) will be covered by the standard insurance arrangements contained in the University travel insurance policy.

There are currently no standard insurance cover arrangements in place for travel to destinations with DFAT travel advice level 4. Travellers will need to engage directly with the [University Insurance](#) Office to seek insurance cover if travelling to a DFAT level 4 destination. Any additional insurance costs are the responsibility of the relevant local area. Travellers must not travel without insurance.

For University staff travelling on official University travel:

- While the University's Travel Insurance Policy does provide cover for foreign nationals travelling to their home country, there are certain policy sections that will not apply e.g. local medical expenses (local Medicare equivalent).
- In the event you have private travel in your itinerary exceeding seven days, you will be required to self-fund your own insurance for the complete duration of your trip.
- For extended periods (up to 12 months on a single journey) of official University travel e.g. Outside Studies Program, individuals should contact the [University Insurance](#) office to confirm what cover is in place.

For University students travelling on official University travel:

- University students are insured under the University travel policy whilst on authorised and approved study/research programs (Incl. timetabled domestic fieldwork) in the location of university activity.
Things to note:
depending on the nature of the destination and/or activity to be undertaken, the University travel policy may not be sufficient for each traveller. Please read carefully all travel policy documents and information kit.
Travel/activities outside of the approved location will not be covered.
For specific questions pertaining to cover, please contact University Insurance office.
- Students travelling as part of independent study abroad or other programs that are not facilitated by University Global Programs, will need to contact [University Insurance](#) office to make an enquiry.
- For students participating on an Exchange program (PRIMO, Global Programs) or Elective placements and/or eligible credit-bearing short courses, cover is provided for the duration of these activities in the city/location of the activity (including weekends). The policy will cover up to 3 days pre/post activity commencement in the city/location of the placement/activity. For travel exceeding these parameters, students will need to self-insure.

For Visitors/guests of the University:

- The insurance policy will cover the business duration of the travel including travel to/from their home to the University place of business
- Personal/private days in the business locations (up to seven days) are included in the insurance cover. Personal/private days exceeding seven days and/or outside of the business location would require the visitor/guest to self-insure their full itinerary.

Where the travel undertaken is less than 100 kilometres from home or the usual workplace, Travel Insurance will not apply. In such instances staff are covered by Workers Compensation Insurance. HDR Students and other travellers approved in accordance with the Travel Policy, will be covered by Group Personal Accident Insurance (non-Medicare) for any bodily injury that may occur during the trip.

For any enquiries regarding insurance please contact the University insurance office at insurance.office@anu.edu.au

Fitness to travel

All travellers must take reasonable steps to ensure that they are fit to travel, including notifying their supervisor if there are any factors (including pre-existing injuries or health concerns) that may affect their ability to safely undertake the travel or associated activities. Where this is the case, written clearance from a relevant medical practitioner confirming fitness to travel should be provided to the supervisor at the time of the travel approval request.

Pre-existing medical conditions – provided the medical certificate/documentation (fitness to travel) has been submitted, unforeseen circumstances related to a pre-existing medical condition will be covered by the insurance policy.

Routine care/medications related to a pre-existing medical condition whilst on approved university travel are not covered by the insurance policy.

Dental cover – the insurance policy will only cover unforeseen circumstances relating to dental health. Routine dental care whilst on approved university travel will not be covered.

There are general provisions and conditions applicable to the [university travel insurance policy](#) for persons aged 75 years and older. The traveller, supervisor and delegate need to be aware of these conditions when approving travel. For any enquiries regarding insurance please contact the University insurance office at insurance.office@anu.edu.au

Travellers with specific needs

The University, in compliance with the [Disability Discrimination Act 1992](#), will make reasonable adjustments for travellers with specific needs, which will be determined on a situational basis. These adjustments may include costs for:

- accessible accommodation,
- accessible transport,
- equipment hire,
- attendant/translation costs, and
- costs for assistance animals.

Reasonable adjustments for travel need to be agreed prior to travel between the University traveller and supervisor, and negotiations may involve University Disability Support. All reasonable adjustment costs are the responsibility of the local area.

For any enquiries regarding insurance please contact the University insurance office at insurance.office@anu.edu.au

Fieldwork

All fieldwork requires a Hazard and Risk Assessment to be completed prior to any travel being approved. Fieldwork, as defined by the [working safely away from campus](#) procedure, is any work authorised by the University to be undertaken at an off-campus location and is external to a building or structure. Fieldwork includes practical teaching and research activities carried out in the natural environment or community, away from the normal support networks of the University.

2.4. Sustainability

The University is committed to a reduction of travel emissions and the University Sustainability Team provide [information](#) on how to reduce travel emissions to meet our goals and government reporting requirements. Travel is currently one of the largest sources of greenhouse gas emissions from the University.

The [Carbon Smart Travel guide](#) outlines three key strategies to help travellers reduce their carbon footprint:

- Considering the need to travel and what are the alternatives.

- Making transport choices that reduce the carbon footprint.
- Reducing your carbon footprint while travelling.

The guide includes action checklists, planning and sustainable travel tips including:

- Checking if virtual attendance/meeting would be an option for one (or more) of your engagements and presentations in a year.
- Reducing the number of people travelling to a meeting/event by creating opportunities to share knowledge about the event/meeting outcomes
- Considering low carbon travel land options including rail, coach or vehicles
- When flying is the only viable option, choosing lower emissions itineraries/routes. The most direct routes will likely have lower emissions overall.
- Choosing lodgings that are at or near the venue where the business activities are being held.
- Turning off lights and air conditioning/heating when not in the accommodation.
- Using low carbon travel methods at your destination, i.e. public transportation, green alternatives (electric vehicles).
- Supplying own toiletries and not using the single serve items provided.
- Opting out of daily replacement of towels and sheets.

3. Traveller requirements

3.1. Travel documentation

All travellers must comply with any passport and visa requirements of destination countries prior to the date of travel. Travellers should familiarise themselves with relevant information available at www.smartraveller.gov.au and [International SOS](#).

Passports

It is the responsibility of the traveller to ensure they have a valid passport with a minimum of six months' validity for travel. For Australian passport holders, the [Australian Passport Office](#) issues passports and can also provide passport advice.

Where passports are being issued specifically for the purpose of the business travel, the traveller may request for the cost to be covered by the University. The University will not cover the cost of passports that have been issued previously for personal use.

For non-Australian passport holders, we recommend you contact your consulate for passport advice/support.

Visas

It is the responsibility of the traveller to ensure they have the appropriate visas to enter the countries in their itinerary. Each country has their own visa requirement for different nationalities entering their country. The [DFAT website](#) and [International SOS](#) provides information for those travelling on an Australian passport. For non-Australian passport advice, please contact your consulate or utilise the services of CIBT Visas (contact info below).

Delegate approval may be obtained to cover costs associated with obtaining or renewing visas and specific permits for approved University business travel.

The University has an arrangement with CIBT Visas, a specialist agency, for the issuance of visas. The contact details of CIBT Visas are:

URL: www.cibtvisas.com.au/anu

Account # 301766

Phone: 1300 882 977

Email: info@cibtvisas.com.au

Country specific documentation requirements

Some countries have additional or alternative documentation requirements for entry. Below is an example of the requirements for entry to the United States of America. Additional documentation requirements for entry to other countries can be found at [International SOS](#) or CIBT Visas.

United States of America

All Australian citizens travelling to the USA are required to complete an [Electronic System for Travel Authorization](#) (ESTA) application. ESTA approval authorises a traveller to board a carrier for travel to the United States under the Visa Waiver program.

Citizens of other countries holding non-Australian passports may require a visa to enter the USA. Individual travellers are responsible for all eligibility requirements of the application process.

Vaccinations

All travellers must comply with any vaccination requirements of relevant State/Territory, country and travel provider (i.e. airline, transport company) prior to the date of travel.

Travellers should familiarise themselves with relevant information available at www.smartraveller.gov.au and [International SOS](#).

Travellers should also discuss any personal medical requirements for travel with their treating physician.

Local provider assistance:

Travel Doctor – Ph 02 6222 2300

Suite 14, Lena Karmel Lodge
1 Childers Lane
Canberra

ANU Medical Services Medical Centre – Ph 02 6125 2211

Building 156 Health and Wellbeing Centre,
Joplin Lane
Acton

3.2. Non-university travellers

Visitors and guests of the University

It is recognised that the University may fund the travel for visitors/non-University staff to our campuses. The travel approval should be completed and submitted to the appropriate delegate for approval.

Once approved, travel for all visitor/non-University staff must be booked using the University travel provider. Travel bookers should follow the prescribed process, as detailed in this handbook, for all domestic and international bookings.

Exception: In the event the visitor is travelling from overseas, it is suggested they source a local quote, as sometimes airfares are more cost effective when sourced in the departure country.

Travel with non-University accompanying travellers

Staff must ensure any accompanying traveller does not interfere with their capacity to meet the University business requirements and responsibilities that form the basis of the travel.

All expenses associated with accompanying travellers including, but not limited to, flights, insurance, cancellations, testing, quarantine or personal effects is the responsibility of the individual and must not be charged to the University.

Overall travel spend must not be increased to support non-university accompanying travellers. This includes the booking of larger vehicles or upgrading room categories to accommodate them.

Travel with dependants

The University recognises that dependants may need to accompany individuals whilst on official business travel.

Where an accompanying traveller is a minor and travels with a staff member leading student group travel, an additional adult guardian must be present to care for the minor for the duration of the group travel program.

All expenses associated with dependants including, but not limited to, flights, insurance, cancellations, testing, quarantine or personal effects are the responsibility of the individual.

Travellers should consider applying to the University [Carers' Career Development Assistance Fund](#) for financial support. This fund has been established for staff with caring responsibilities who require support to participate in activities that contribute to their careers, including significant national or international conferences, symposia, workshops and professional development. Insurance cover for an approved dependant will be provided for the duration of the business travel.

3.3. Airline lounge membership and frequent flyer points

Airline lounge memberships

The University will not pay for lounge memberships or loyalty rewards programs (including frequent flyer reward programs) for travellers. Any costs associated with joining or renewing such programs need to be paid for by the individual directly with the airline.

The University has corporate lounge membership schemes for the Qantas Club and Virgin Australia Lounge.

Qantas Club

- Apply for a Qantas Frequent Flyer membership (a joining fee may apply).

- Call 13 11 31 and provide your personal details (including Frequent Flyer number) and quote University's corporate scheme number 0000137581.
- An invoice will be emailed which must be paid for personally.
- Membership details will be emailed after the payment has been confirmed.
- The University corporate scheme number can also be used for membership renewals.

Virgin Australia Lounge

- Apply to become a Velocity member. Membership is free.
- Email travelservices@anu.edu.au with the following details:
 - Velocity membership number
 - Full name
 - Agreement to the Virgin Lounge [terms and conditions](#)
- Once the membership has been processed you will receive an email from Virgin with an invoice for payment.
- Payment must be paid for personally.
- Your membership will then be issued by Virgin.

Frequent flyer points

Where frequent flyer points are accumulated on University-funded travel, points should be redeemed for university travel purposes. Upon completing the travel request form and subsequent approval, you will need to follow the airline frequent flyer redemption process to make your booking.

The University will not reimburse the value of frequent flyer points redeemed for any University travel.

Frequent flyer-upgrades must be managed separately by the traveller through the redemption process outlined by the traveller's Frequent Flyer program upon completion of booking via the University travel provider.

4. Booking travel

Approval to travel must be fully completed and approved by the appropriate delegates via the travel approval system, prior to any travel being booked.

Information regarding travel approval completion and support can be found on the [travel website](#).

All University individual or group travel must be booked through the approved University's travel provider(s) via the [online booking](#) tool, or directly with the travel provider(s) consultants.

Exceptions to this mandate can be located in section 7 of the University travel policy.

Online bookings

The online booking tool can be used for all simple travel-related bookings including flights, accommodation and car hire.

All ANU staff and students will have a travel profile in the University's travel provider platform to enable online bookings. Travellers have the ability to personalise their travel profile with airline, hotel and car rental membership details. These membership details will then auto-register with the applicable vendor at time of booking.

Travellers may be required to provide passport/visa information subject to airline and country booking requirements. This information can be stored in the travel profile or sent directly to the University's travel provider where it can be uploaded and sent to relevant authorities in an encrypted file.

When organising travel for non-ANU staff/students, travel arrangers can create a travel profile for the visitor/guest by providing the mandatory information below:

- Title
- First name, Last name per official/photo identification (domestic) and/or passport (International)
- Mobile phone number
- Contact email address

The traveller and/or travel arranger are responsible for ensuring:

- they have delegate approval to book the travel;
- their profile details are up to date;
- all information required to process the travel booking is correct.

Booking through a travel consultant

Whilst most travel can be booked via the online booking tool, the University travel provider has a team of consultants available to assist with and/or make travel bookings. It is suggested that expert advice is sought from a travel consultant for more complex itineraries such as round the world or multi-destination international bookings.

Booking through a non-preferred booking channel

Booking through a non-preferred booking channel can only be undertaken in exceptional circumstances as outlined in section 7 of the travel policy. In such cases, the traveller must complete all of the following steps:

1. Complete the online travel approval request form including itinerary details and obtain supervisor and delegate approval as per standard process prior to booking the travel. The use of a non-preferred travel provider must be outlined in the travel approval request.
2. Email their itinerary to International SOS, if the travel has an overseas component. Further details on the support available from International SOS can be found [here](#).

Group travel

A group booking is defined as ten (10) or more travellers travelling on the same itinerary. Group bookings may be eligible to access group airfares by most airlines which provide greater flexibility. All group travel must be booked with the preferred University travel provider(s).

Travel approval is possible for group travel where the travellers share the same delegated authority. Separate travel approvals are required where this is not the case.

There are additional complexities and risks associated with group travel. International SOS should be contacted by the group travel coordinator to ensure that they are across all of these aspects.

In the event that a Hazard and Risk Assessment form is required, one form can be completed for the entire group, if the itinerary is the same for all travellers.

For groups of 10 or more travellers, you must register the group with the Insurance Office.

Please note, some group travel may incur additional insurance premium/expense which will need to be included in the travel request and covered by the local area.

Conference travel

As noted in the travel policy, delegates attending conferences domestically or internationally may stay at the conference venue (subject to delegate approval for the associated costs). Alternative accommodation should be as close as possible to the venue, to minimise travel, cost and reduce risk and environmental impact.

Travellers must review conference details to determine what is included in the conference package and ensure costs are not duplicated in their travel budget e.g. meals and

accommodation included in an all-inclusive conference fee must be deducted commensurately from the meals and incidentals component of the travel budget and highlighted to the approving delegate.

In the event that the conference accommodation is supplied by an external third party, this can be booked outside of the University travel providers.

Elective placements for students and student Exchange programs

Student travel for placements and exchange programs should follow the standard workflow for both travel approval through the online form.

Additional requirements such as the University Elective Placements form must be completed and approved by the relevant Electives Coordinator before following the standard travel approval and booking processes.

4.1. Flights

The University policy for flights is to select the best logical fare and route. Definition: Itineraries should be the lowest available fare taking into consideration the total travel time from origin to destination and return, any layover/connection times, transit accommodation (if required), total ticket cost and ticket inclusions and sustainability practices.

The University travel provider(s) will offer three itinerary options (where available) which will include the University's commercial airline partners, and/or a minimum 4-star Skytrax certified airline based on the best logical fares and routes available. Travellers can request low-cost carrier options should they desire.

Itineraries should not be selected on bias of airline preference, loyalty points and/or status credits, or the ability to upgrade.

Fare type

In line with the best logical fare and route policy, flexi-fares should not be booked, except under the following circumstances:

- it is the lowest cost or only fare type available; or
- there is a specific University need that requires flexibility in travel movements.

In either case, a standard fare type plus the change fee should be considered and costed against the flexi-fare.

Baggage requirements should be considered at the time of booking as purchasing baggage post bookings can be a considerable expense.

Preferred seat options (international) requests can be costed and submitted in the travel approval form for review and approval by the financial delegate.

Fare/cabin class

The standard class of travel for all University travellers for both domestic and international flights is **economy class**.

In exceptional circumstances, travel in premium cabin classes may be approved by the appropriate delegate where:

- a. an approved workplace adjustment is in place in accordance with the [ANU Disability Policy](#)
- b. the traveller's employment contract specifically allows for that class of travel;
- c. the traveller has an existing medical condition and the requirement for a class of travel has been specified in writing by a medical practitioner or specialist;
- d. the travel is sponsored by an external third party where it is explicitly outlined (e.g. conference provider or an external funding arrangement).

Travel funded through external grant arrangements must comply with the terms and conditions of the grant. Where there is an inconsistency between the terms of an external grant and University policy, the more restrictive requirement shall apply.

Positions holding a Band 3 delegation or higher, including University council members, may seek delegate approval to travel Premium Economy for flights to Europe, the Americas and/or Middle East/Africa.

In all cases, due consideration should be given to the purpose of the travel and individual circumstances to justify the increased cost and the increased greenhouse gas emissions when travelling in premium cabin classes.

Flight upgrades

Where a carrier provides the option to upgrade travel class, staff may use their personal funds or frequent flyer points to upgrade. Staff must not use an ANU Purchase card or seek reimbursement from the University to pay for any flight upgrades.

Chartered flights

On occasion, a charter flight may be a more cost and time effective option for moving small groups of travellers. Travel arrangers must note that charter flights may expose the travellers and the University to elements of risk that need to be considered and addressed.

The below steps must be completed prior to a travel request being submitted for approval to a delegate, for booking travel with a charter flight:

1. Contact the University travel provider to organise a quotation with a reputable charter provider and note all requirements/conditions of the charter flight.
2. Complete a WHS Hazard and Risk Assessment and have this assessed/approved by the appropriate WHS delegate.
3. Contact the [University Insurance Office](#) to discuss insurance cover. Additional premiums may apply and these need to be included in the travel request and covered by the local area.

4.2. Land-based travel between Canberra and Sydney

For both expense and sustainability considerations, land-based transport (bus, train, car rental) must be booked instead of flights for point-to-point travel between Canberra-Sydney & Sydney-Canberra.

Exceptions:

- Same day return travel
- Where meetings/business/activity begins before 12 noon

In the case of connections with international flights, a domestic flight can be used when:

- It is more cost effective (included in the international fare)
- Land transport does not connect

In all of these cases, the cost should be reviewed against the cost of land-based transport and a night's accommodation in Sydney.

4.3. Ground transport

Consideration should be given to using sustainable transport options (e.g. public transport) where it is a safe and economical means of travelling locally.

Where public transport is not available, or is considered unacceptable, staff may use taxis, rideshare or a hire car.

Private car and airport transfers may be booked in locations where there are security considerations with alternative ground transport options.

Taxis and other ride-sharing options

Travellers may use the following modes of ground transport provided they take all appropriate measures to ensure their safety and assist the University in exercising its duty of care:

- Online transportation network companies (such as Uber) in cities where they operate legally (using an ANU purchase card or personal card).
- Taxis (using an ANU purchase card or personal card).

Vehicle rental

The University has commercial Agreements with various car rental companies. These Agreements include reduced excess and unlimited kilometres (noting that some remote locations may impose restrictions).

Travellers should rent the most appropriate, cost-efficient and carbon smart vehicle that meets the University travel needs. Special purpose vehicles such as four-wheel drives, buses and utility vehicles may be rented where there is a specific operational requirement to do so and this requirement is outlined in the travel approval request.

When using a rental vehicle for University-related travel, travellers must ensure their license status satisfies any local legal requirements or conditions.

When hiring a vehicle, travellers should accept the basic insurance excess offered by the car rental company. Do not pay additional fees to the rental company to reduce the excess when hiring a vehicle (unless the vehicle excess exceeds \$5,000). (The University insurance policy provides up to \$5,000 cover for vehicle excess).

Private use of a hire car must be paid separately using personal funds. This may include the payment of some running costs where the hire car is used on a day for business and private purposes, or where the hire car is used exclusively for private use on a number of days.

If travellers use a car hire for private purposes only, they must enter into a separate contract with the car rental company for the period of private use.

Private motor vehicle use

The use of a private motor vehicle for approved University travel in excess of 100kms is strongly discouraged. Exceptions can be requested if:

1. the car is under a novated lease arrangement with the University
2. where car rental depots are not within easy access (i.e. regional locations)
3. where an agreement with the financial delegate has been made (i.e. fuel/EV charging receipts)
4. where car-pooling is a more cost effective and sustainable option
5. where 4WD/special vehicles are required and not available via a third party.

Where private motor vehicle use is approved, the University [procedure](#) must be followed.

Questions about insurance cover when using a private vehicle should be sent to the [University Insurance Office](#).

The University will not be responsible for, nor authorise, any third parties travelling with the approved traveller.

The University will not pay a motor vehicle allowance for travel to and from your normal place of work.

Parking

Travellers may be reimbursed for parking costs associated with University travel and are required to include the cost in the travel budget in the travel approval system.

Airport parking costs can be charged to a University purchase card or personal card, however airport parking should only be used when the cost for parking is less than the cost of a return land-based transportation service between the place of residence and the airport.

4.4. Accommodation

Accommodation should be modest, conveniently located, provide a safe and secure environment and be value for money.

Bookings must be managed via the University travel provider through the online booking tool or travel consultants. There may be exceptions where accommodation can be sourced externally.

These include:

- Accommodation is provided by a third party or host
- Accommodation is included as part of a conference package
- The travel provider is unable to secure accommodation in the required location and provides written confirmation of this

The University has negotiated an extensive range of strategic accommodation deals across the Australia/Pacific region in regional, suburban, and inner-city locations. A full listing can be accessed [here](#).

The commercial deals provide travellers with a wide variety of accommodation offering comfort, convenience and flexible booking conditions. In addition to the commercial agreements in place, the travel provider supports access to over 500,000+ global accommodation providers including apartments, regional motels, self-contained apartments and major hotel chains.

The ANU-preferred properties include regional motel-style, hotels and serviced apartment operators, all of which provide 24x7 assistance to guests including emergency/security plans. For these reasons, it is not recommended that travellers use 'off-grid' accommodation operators such as AirBnb, Stayz etc.

There may be exceptions where it is more logical to utilise an off-grid provider. These include:

- Remote/rural locations where there is no commercial accommodation available/offered
- Peak events/high demand
- Small groups travelling to the same destination for the same purpose where it is a more cost-effective and sustainable option to share

In any case, a discussion must take place with the supervisor/delegate prior to submitting the travel approval request form.

Domestic accommodation

Availability and rates will vary in each location based on demand, events and advance purchase booking time. A reasonable rate guidance aligned to strategically sourced rates, market research and industry benchmarking for capital cities and regional locations are as follows:

LOCATION	ANU RATE GUIDANCE
Adelaide Hobart Melbourne	\$160 - \$235
Brisbane Canberra Perth	\$175 - \$250
Sydney	\$200 - \$275
Broome Darwin	Low season \$110 - \$185 High season \$195 - \$270
Regional locations	\$125 - \$200

*Parliament sitting weeks and/or other location peak/surcharge events add \$150

International accommodation

Given fluctuations in currency exchange rates, major events and seasonal demand in global cities/locations, accommodation should be maximum **4-star** to meet the principles of the accommodation being modest, comfortable, conveniently located, provide a safe and secure environment and be value for money.

Exceptions:

- Conference/host venues
- Where a higher classification is more cost effective
- There are no alternatives conveniently located to the business/activity location.

Tips on choosing sustainable accommodation options can be located [here](#).

Extended/Long-Stay (10+ nights') accommodation

For accommodation requirements of 10 or more consecutive nights, enquiries should be directed to the University's travel provider. They have access to a wide range of suitable self-contained options, including cabins, serviced apartments, and fully equipped houses.

These options are often more cost-effective than standard nightly rates, thanks to the University's commercial arrangements.

The travel provider will present available options based on your specific requirements and can also facilitate payment on behalf of travellers who do not hold an ANU purchase card.

5. Assistance whilst travelling

5.1. Changes to bookings

The University travel provider can be contacted 24 hours, seven days a week to provide support for any amendments to travel bookings, and for travel assistance and advice.

Please note: after hours service fees may apply. Please refer to the schedule of service fees located [here](#).

Voluntary changes to bookings, such as requested changes to dates, flights and accommodation may incur additional costs for services provided including airline and travel provider service fees. Such costs need to be met by the local area. In cases where the additional costs exceed the domestic (\$250) and international (\$500) change thresholds, additional approval from the delegate must be sought.

The University travel provider also offers support for involuntary travel cancellations and delays, such as flight cancellations during inclement weather. It is recommended that you ensure your airline membership details are up to date with mobile phone details so you can receive direct alerts where offered by the airline.

The travel provider also ensures that all travel amendments are reflected in the information that is sent to International SOS for medical and security advice and support.

For travel exceeding six consecutive days in length, any changes in bookings must be reflected in the travel diary upon return as part of the post travel process (please see Section 6.1).

5.2. International SOS risk management

The University has partnered with [International SOS](#) to offer medical and security advice, referrals, welfare support and routine and emergency assistance when travelling domestically (greater than 160km outside of Canberra) and internationally.

For domestic emergencies, travellers should always contact 000 in the first instance.

International SOS will assist travellers no matter how big or small the request might be, and it is strongly encouraged that travellers call for help any time, day or night. Whether it's for a lost wallet, medical advice, mental wellbeing support services or assistance, a referral to a doctor, or full-scale evacuation, International SOS can assist.

In the event of a crisis, emergency or disaster, International SOS will work with the University to coordinate an appropriate response.

University Membership number: 12AGDA915147

24x7 Sydney Assistance Centre number: +61 2 9372 2468

Other Assistance Centre locations can be found [here](#).

Downloading the [International SOS Assistance App](#) allows for easy access to the local Assistance Centre, in an emergency and for everyday advice.

5.3. Insurance claims

For non-urgent insurance enquiries whilst away, travellers should contact insurance.office@anu.edu.au

Claims can also be made mid-journey. Travellers can lodge a claim directly to Chubb Insurance through the [Claims Centre](#) or complete the [Travel Claim Form](#) and email it to A&Hclaims.au@chubb.com along with all relevant receipts and documents, such as:

- Original tickets/vouchers
- Doctor's/hospital Certificate
- Letter from Travel Agent verifying total cost of journey
- Letter from the airline
- Police report
- Bank statements, transaction receipts
- Photos of lost items

6. Post travel

6.1. Travel diary

A [travel diary](#) is a record maintained by an employee that provides details of their travel movements, including the dates, places, times and duration of activities when travelling for work.

Travel diaries are managed in the travel provider system.

A travel diary is a mandatory requirement for all travel where you are away for six or more consecutive days.

Travel diaries must be completed within 14 days of return from travel.

Further information regarding travel diary purpose, including examples, can be found on the ATO website [here](#).

6.2. Travel expenses

Purchase card acquittals

Where an ANU purchase card is used to manage travel related expenses, acquittal of those expenses must be completed within 10 business days of month end, in accordance with the [University Purchase Card procedures](#).

Per diems

There is no requirement to acquit per diem expenditure.

If the number of days travelled is different from what was approved in the original travel approval request, please contact financial.shared.services@anu.edu.au so that the per diem payment can be corrected.

- Where the number of days travelled exceeds the original approval, an additional payment will be made to rectify the shortfall.
- Where the number of days travelled is reduced from what was originally approved, the traveller will be requested to repay any overpayment.

Travel reimbursements

Any expenses to be reimbursed must fall within the expenses approved by the delegate as part of the pre-trip travel approval.

Reimbursement requests for ANU travellers can be lodged via the [self-service reimbursement portal](#) and must be made within 30 days of trip completion.

Reimbursement requests for visitors and guests of the University can be requested using the [Guest Reimbursement Request Form](#) and lodged directly to: invoice.workflow@anu.edu.au

The University will not reimburse the value of frequent flyer points redeemed for University business travel.

Foreign currency

Expense Reimbursement Claims must be submitted in Australian Dollars with an explanation and translation of the foreign receipts and their conversions. The traveller should not be out of pocket for any losses due to currency conversions.

Common Insurance claims

Travel disruptions – In the event of travel disruptions, the first point of contact for compensation should be the travel supplier (e.g., airline, train provider, accommodation, etc.). If no compensation is offered by the supplier, please contact the [Insurance Office](#) to discuss the options available under the University's travel insurance policy.

Lost baggage – In the case of lost baggage, the travel supplier (e.g., airline, train provider) should be your first point of contact to seek compensation or recover expenses. If no compensation is provided or offered within a reasonable timeframe, please contact the [Insurance Office](#) for further advice and assistance.

Personal effects – For personal electronic items (e.g., camera, phone, laptop), the University's travel insurance policy includes an excess of \$350 per claim. For example, if the total value of the lost or damaged item(s) is \$1,000, you may be eligible to claim up to \$650. [Insurance Office](#)

6.3. Travel feedback

To ensure contractual obligations are delivered and met across all service providers (accommodation, agency, transport, support services), we encourage and welcome your feedback. This includes pricing queries of services, traveller comfort and satisfaction. Please provide your feedback by email to: travelservices@anu.edu.au

7. Other useful information

7.1. General support – University travel services

The University travel team oversee the travel program for the University. This includes:

- Contract management – Agency, airlines, accommodation, vehicle rental
- Sourcing + negotiating – commercial agreements
- Policy + handbook management
- Travel website management
- Travel Services inbox management
- Administration
- Feedback management
- Can't find what you are looking for? [FAQs](#)
- Have feedback to share?

- Need something escalated?
- Other travel questions?

Please contact the travel services team via email at travelservices@anu.edu.au

7.2. Leisure benefits and discounts for personal travel

There are a number of leisure benefits available to all University staff and students. These include airline, accommodation and vehicle rental discounts. A full listing of discounts and benefits including booking links/details can be located [here](#).

7.3. Other key contact information

ANU in-house contacts:

[Insurance Office](#) (claims, policy cover)

[Tax Unit](#) (Fringe benefits tax, private travel)

[Financial Shared Services](#) (per diems, allowances, invoices)

Health, Risk & Safety Management:

[ISOS](#)

Medical Centres

Travel Providers:

ATPI (bookings, groups and events, approval form queries)

Reho Study Tours (Study tours, group travel)