

## Information for Travellers – Student/Guest Travel

### IMPORTANT Timeframes to Remember:

**DOMESTIC** travel – begin the completion of relevant forms and sourcing of approvals a minimum of 3 weeks prior to travel

**INTERNATIONAL** travel – begin the completion of relevant forms and sourcing of approvals a minimum of 6 weeks prior to travel

### **Step One – Plan your Travel**

Prepare an estimated budget. Quotes for airfares, accommodation and car hire **must be obtained from World Travel Professionals (Domestic and International Travel) or Escape Travel (International travel only)**.

Contact details for these agencies are on the attached. **Please Note:** no bookings are to be made at this time only quotes.

### **Step Two – Complete Travel Request Form**

This form can be found on the JCU homepage. Type *Travel Request Form* in the search bar (top right hand corner)

Note: High Importance - Please check the DFAT Warning for the country you are travelling to. In order to source approval of travel, travellers are requested to advise /comment on the travel request if there is a warning & print screen the DFAT /smart traveler alert and forward to [dtestravel@jcu.edu.au](mailto:dtestravel@jcu.edu.au) with the travel request.

Refer to [Smart Traveller](#) if you would like to register your travel plans.

Hints for filling out the travel request form:

- Trip Tracker Number – is only required and is mandatory for Field Trips
- Other Attendees – to be completed by the OIC (Officer in Charge) of Field Trips
- Travel Request Form --- Part 2 (2<sup>nd</sup> page) – is completed upon return when reimbursement is required
- Travel Diary (3<sup>rd</sup> page) – is only completed when business travel includes an element of Private Travel
- Other Attendees List – only used by Officer in Charge of field trips. Students or guests can be listed and do not have to complete their own travel request form as long as the travel dates are exactly the same as the OIC and they are not claiming any reimbursements upon return.
- Comments Section--- note if a cash advance or reimbursement before travel will be required for any of the budget expenses. Cash advances are only available in exceptional circumstances (travelling to areas with no credit card facilities). Please note that cash advances and reimbursements will take at least two weeks to process.
- If using your own private vehicle as a method of travel, the Private Motor Vehicle form needs to be completed. Type *Private Motor Vehicle Form* in the search bar of the JCU homepage (top right hand corner)

**IMPORTANT** – Sign the form electronically

**Step Three – Submit the Travel Request Form to [dtestravel@jcu.edu.au](mailto:dtestravel@jcu.edu.au)**

You will receive an email confirmation of your form within 48 hours. If you do not receive this email

please call our Travel Co-ordinators --- CMES Enquiries - Tammy #16385 Tess # 15748 or Narelle #21474  
All other college enquiries please contact Margaret #15039

Once processed, you will receive a Travel Request number.

**Forms that are not digitally signed will be returned.**

#### **Step Four – Booking Travel**

Confirm your travel bookings through World Travel Professionals for domestic travel (WTP or Escape Travel if international travel). For international bookings WTP or Escape MUST receive the travel request number allocated by our team. Bookings will not be confirmed without this number. **Please Note:** if accommodation, airfare or car hire bookings are not organised through JCU's Travel Management Companies (WTP and Escape Travel), the university may not cover the associated costs.

#### **Step Five-- Email travel itinerary to [dtestravel@jcu.edu.au](mailto:dtestravel@jcu.edu.au)**

WTP or Escape travel will email you an itinerary showing all bookings for airfares, accommodation and car hire. Email this itinerary to [dtestravel@jcu.edu.au](mailto:dtestravel@jcu.edu.au). Flight and car hire expenses will be paid by the university's central billing card. Accommodation will be paid by Travel Co-ordinators.

#### **Step Six – Prepare for Travel**

If you have requested a cash advance or need to be reimbursed for out of pocket expenses prior to travel, ensure you have followed this up by contacting [dtestravel@jcu.edu.au](mailto:dtestravel@jcu.edu.au) who can confirm payment dates.

#### **Step Seven – Undertake Travel**

Ensure all receipts for expenses are kept. Receipts must meet the Australian Taxation Office requirements and must **not** be EFTPOS receipts (receipt that is received when making payment by credit card).

If you are travelling to a remote international destination we recommend taking a receipt book, where the details of the purchase can be written down and signed by the supplier.

#### **Step Eight – Acquit/Reconcile Travel**

Within 14 days of your return, scan all receipts and complete the reimbursement spreadsheet (this will be sent to you prior to travelling) and email to [dtestravel@jcu.edu.au](mailto:dtestravel@jcu.edu.au) for processing.

**Please Note:** Expenses relating to private travel or that are not incidental to your trip will not be reimbursed



## World Travel Professionals

Office Hours: Monday to Friday, 0800 to 1800 hours Phone: 1300 652 461

Email: [jcu@worldtravel.com.au](mailto:jcu@worldtravel.com.au)

24 Hour Emergency: +61732202277

## Escape Travel Townsville

Office Hours: Monday to Friday, 0830 to 1700 hours Phone: 1300 230 176

Email: [jcu@escapetravel.com.au](mailto:jcu@escapetravel.com.au)

24 Hour Emergency: +61 7 4722 5050

For further information please refer to the below link to access JCU Policies and Procedures:

[https://www-internal.jcu.edu.au/fabs/expenditure/travel/jcuprd\\_037550](https://www-internal.jcu.edu.au/fabs/expenditure/travel/jcuprd_037550)

FMPM420-Policy-Corporate Credit Cards  
FMPM421- Procedure-Corporate Credit Cards

FMPM740-Policy-Travel  
FMPM741- Procedure-Travel  
FMPM742- Authorised Limits-Travel

FMPM710 - Policy-Purchasing  
FMPM711- Procurement Manual

FMPM930-Policy-Document Retention  
JCU Intranet-Spendvision and Corporate Credit Card

## Student/Guest Flowchart 2015

(1)

Student to complete electronic travel requisition form (not Spendvision).

*T/A available to provide advice on travel policies & procedures; how to complete travel requisition; and what supporting documentation is required*

(2)

Student to fully complete travel requisition ensuring all relevant documentation attached

- Purpose of travel, including dates and full budget
- Itinerary/ Quote **(TMC ONLY)**
- Travel Diary (Day trips/ Private travel)
- Conference Registration/ Accommodation requirements
- Private Motor Vehicle form (Rego, Licence & Insurance)

(3)

Obtain supervisor or college manager's approval (if using their student account) or Account holder's approval.

(4)

Travel requisition to be checked by T/A and verified. Check account and approval etc, allocate Travel req number. **SUBMIT TO DOC FOR APPROVAL**

*Student is to advise TrA of any accommodation, conference registration, etc is to be paid and also advise the method of payme*

(5)

**DOC Approves**

Then **DVC** approves (for International or Guest Business class travel)

(5A)

**DOC Declines - Travel cannot proceed. No expenses can be charged to JCU**

(6)

Travel can now take place; TrA to notify student travel has been approved.

T/A or Student may confirm flights (need travel req number for International travel booked through TMC).

Payments to be made by TrA for the following:

- Accommodation – T/A CC /Traveller /AP
- Conference registration – T/A /Traveller
- Travel advances - AP
- Reimbursement for any pre-payments to student bank account - AP

(7B)

If under budget and expenses to claim, T/A to complete paperwork and reimbursement in FinanceOne. Paperwork is sent to AP for payment

*Receipts to be checked over in detail to make sure student is only reimbursed for allowable and reasonable expenses. No receipts for reimbursement on private travel dates.*

(7C)

If **budget exceeded or travel dates largely changed**, T/A to obtain full re-approval for use of extra funds from account holder and for change of dates. Process paperwork and FinanceOne, then forward to AP for payment into student bank account – Travel now complete.

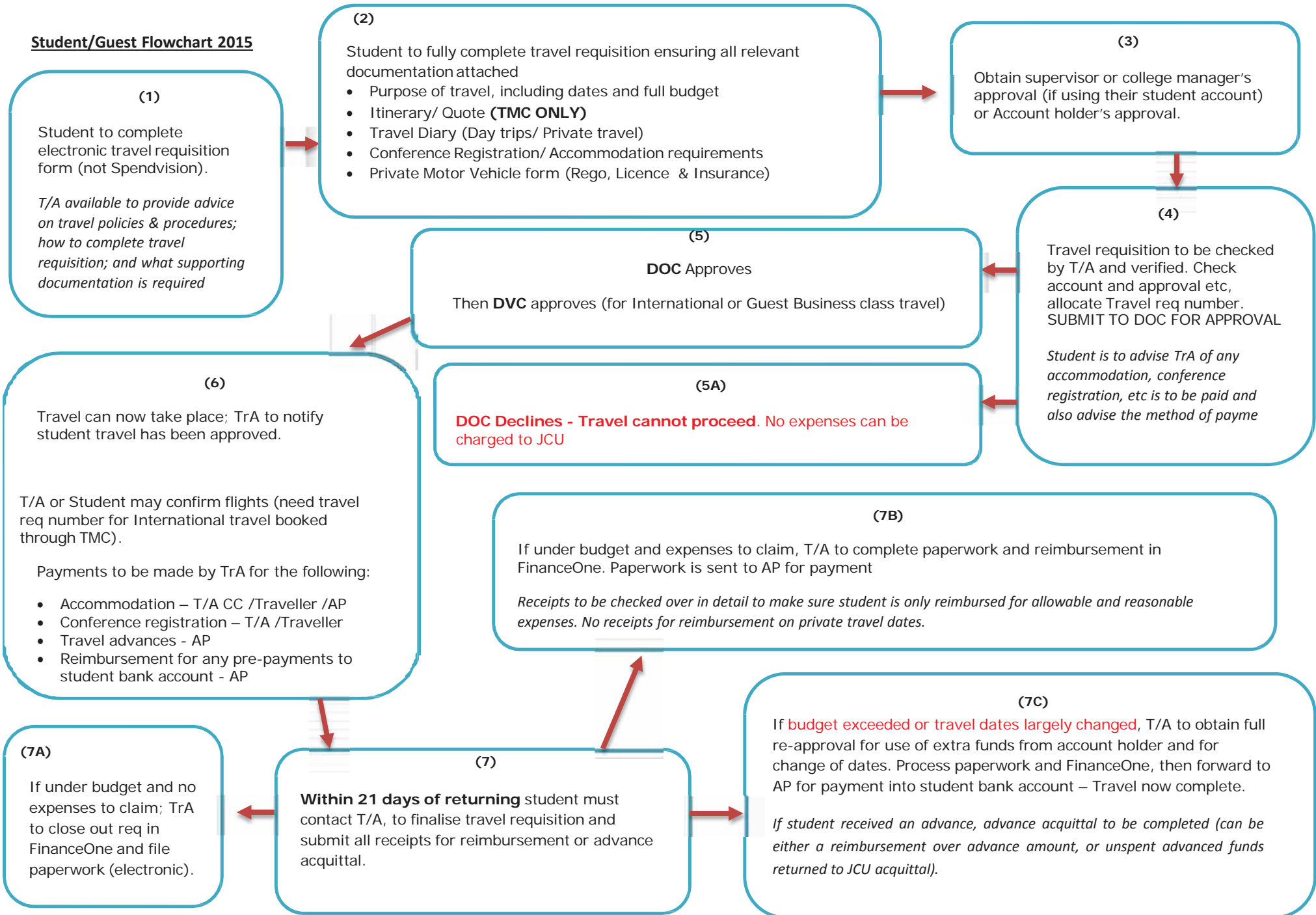
*If student received an advance, advance acquittal to be completed (can be either a reimbursement over advance amount, or unspent advanced funds returned to JCU acquittal).*

(7A)

If under budget and no expenses to claim; TrA to close out req in FinanceOne and file paperwork (electronic).

(7)

**Within 21 days of returning** student must contact T/A, to finalise travel requisition and submit all receipts for reimbursement or advance acquittal.



# James Cook University - Student Travel

## Am I eligible?

You may be eligible to receive benefits under our Group Travel policy should you meet the following criteria:

1. You must be a **Current Enrolled Student** of James Cook University (JCU); and
2. You must be on **Authorised Travel** of JCU (ie. approved).

## What trips are covered?

Cover only applies whilst on a "Journey" as defined below:

- must exceed fifty (50) km from your normal place of residence; and
- must be an authorised activity of JCU; and
- travel dates must not exceed nine (9) months or 270 days

If you are travelling on a **Scholarship, Grant or other authorised travel**, you are covered:

- ✓ for return travel to the approved destination; and
- ✓ while at the approved location.

## When do I need my own insurance?

You are responsible for your own travel insurance when:

- ✓ your journey exceeds nine (9) months in total; or
- ✓ you are going on a private trip (for pleasure); or
- ✓ your trip is not a JCU authorised activity.

## Where can I get private travel insurance?

Insurance can be arranged online through **ACE In-a-Suitcase**, by visiting the following

link: <http://www.acetravelprotection.com.au/jcu>.

## Is it safe to travel?

It is very important that students make themselves aware of any potential risks or security threats in the country to which they are travelling.

To learn about these possible risks, please visit:

[www.smartraveller.gov.au](http://www.smartraveller.gov.au)

**Note:** If the security situation in the intended destination/s is:

- ✓ Level 3 – Reconsider your need to travel; or
- ✓ Level 4 – Do not travel.

You must notify your supervisor prior to booking any travel.

If your travel plans involve visiting: *Afghanistan, Chad, Chechnya, Ivory Coast, Democratic Republic of Congo, Iraq, Israel, Somalia or Sudan* – JCU's travel insurance policy specifically **excludes** losses which result from War (declared or not), invasion, civil war, act of foreign enemy, rebellion, revolution, insurrection or military or usurped power in any of these countries or your Country of Residence.

If the security situation increases to Level 4 *while in* the country, please contact **Customer Care Medical Assistance**.

## In the Event Of an Emergency

In the event of an emergency or sickness, instant telephone assistance or advice is available anywhere in the world. Please contact **Customer Care Medical Assistance** for advice.



ORGANISATION NAME	James Cook University
MEMBERSHIP TYPE	Comprehensive
MEMBERSHIP NUMBER	CC715JCU

For medical, travel or security assistance 24 hours a day please call

**+61 2 8907 5686**

[www.medicalassistance.com.au](http://www.medicalassistance.com.au)

**This service includes:**

- ✓ Repatriation (which will be organised by Customer Care-medical Assistance)
- ✓ Liaison with hospital or medical provider
- ✓ Liaison and case management with your hospital/medical provider
- ✓ Pre-travel advice
- ✓ Assistance in replacing a lost or stolen passport
- ✓ Legal assistance
- ✓ Assistance in tracing delayed or lost luggage
- ✓ Verification of medical insurance to medical providers
- ✓ Assistance in replacing essential medicines
- ✓ Guaranteed payment of medical service to providers
- ✓ Emergency medical advice 24 hours per day
- ✓ Assistance in arranging medical appointments and hospital admission
- ✓ Advice and information on the location of physicians, hospitals, and dentists worldwide
- ✓ Delivery of essential medicine where necessary (at insured's cost)
- ✓ Interpreter access and referral
- ✓ Repatriation of Mortal Remains
- ✓ If you require assistance anywhere in the world, contact the local telephone operator and ask for a reverse charge call to Customer Care Medical Assistance.

If you need to call for **Customer Care Medical Assistance** for assistance whilst travelling, please have the following information on hand:-

- A return telephone number
- Traveller's name, name of caller, and relationship to the customer (if not you)
- Date of birth, if known
- Current location;
- Type of case – medical/travel/security/counselling
- Type of incident – illness, injury, lost luggage etc.
- If medical – inpatient or outpatient
- If inpatient, facility details
- Treating Medical Officer's contact details
- Home address/Employer details
- Nationality/Passport details

- Circumstances of the events that have prompted the call (i.e. medical situation, travel related issue, security station, etc.)
- Contact details for other parties involved in the incident, if relevant.

## Customer Care and Red24

Customer Care works with Red24 and Travel Tracker. Travel Tracker is an online travel management system that gives JCU the ability to track and manage student travel with the benefit of Red24's security advice and rescue services to help you remain safe when travelling overseas for work.

Red24 provides the following services:

- ✓ **Alerts:** Travellers can register online on the Red24 site to receive travel alerts about new or evolving events that may affect their safety whilst travelling overseas.
- ✓ **Daily News:** Travellers and Risk Managers can register online on the Red24 site to receive a daily summary of all of the travel alerts released that day by region.
- ✓ **Country Reports:** Travellers and Risk Managers may go online to the Red24 site to obtain a report on up to 200 countries and over 185 cities with advice on potential risks of travelling to that country.
- ✓ **Assistance whilst travelling overseas:**
  - Immediate access to security experts for any security or safety concerns
  - Ground support and/or evacuation assistance in the event of civil unrest, political instability, natural disaster or a terrorist incident.

## Pre-Travel Registration

If you book your authorised travel through either of JCU's preferred providers (currently, World Travel Professionals and Escape Travel), you will automatically be registered with:

- Customer Care Medical Assistance;
- Red24; and
- Travel Tracker.

As soon as your itinerary is uploaded, you will automatically start receiving alerts for all countries listed on your itinerary.

If, for any reason, you do **not** book your travel through either World Travel Professionals or Escape Travel, it is recommended that you:

- You visit: <https://www.red24.com/affiliates/customercarecorporate/> to register for **Customer Care Medical Assistance**. Please enter Membership Number **CC715JCU**.
- You email your travel itinerary to [travel@jcu.edu.au](mailto:travel@jcu.edu.au) and your booking will be entered into Travel Tracker.

Further, if you are **travelling overseas** (regardless of the travel provider you have used), you should also register your travel plans with the Department of Foreign Affairs and Trade by visiting the following link: <http://smartraveller.gov.au>.

When you register with <http://smartraveller.gov.au>, you may also require the additional following information:

- Do you have overseas travel insurance? **YES**
- Insurance company: **Ace Insured Policy # 04PP007672**
- Phone number (for Ace Insured): **61 2 8907 5995**

## Pre-Travel Checklist

Please ensure you thoroughly read the following checklist, as failure to comply with these steps may prejudice an insurance claim:

- I have checked with a health professional or researched for information on recommended vaccinations or other precautions to take, such as overseas laws on travelling with medicines?
- I have visited the Smart Traveller website: [www.smartraveller.gov.au](http://www.smartraveller.gov.au).
- I have downloaded the Red24 application: <https://www.red24.com/affiliates/customercarecorporate> onto my personal electronic device, so that I understand the current threat level of the country to which I am travelling.
- If I have a *pre-existing medical condition* (physical defect, illness or disease for which I have sought and received treatment from a doctor or dentist), I am aware that I must have that doctor and/or dentist provide me with a letter stating that they believe I am **fit for travel**, and that they *could not anticipate any manifestation of symptoms arising whilst I am on my Journey*. I have provided JCU with this information in my travel application.
- I have received recommended vaccinations and medication from a Travel Doctor.
- I have considered my medical and fitness level, and I believe I am fit to travel.
- I have checked the validity of my passport prior to booking travel.
- I have checked mobile phone coverage is available at my destination and have enabled international roaming.
- I have checked with my airline on the baggage allowance (kg).
- I have photocopied all travel and insurance documents and have emailed them to myself and a next of kin.
- I have recorded the **Customer Care Medical Assistance** 24/7 phone number from the JCU's Insurance website to keep with my travel documents in the event of an emergency.
- I have advised [insurance@jcu.edu.au](mailto:insurance@jcu.edu.au) if I am travelling to any of the following countries: Afghanistan, Chad, Chechnya, Cote d'Ivoire (Ivory Coast), Democratic Republic of Congo, Iraq, Israel, Somalia or Sudan.

## Travel Policy Benefits (Summary Only)

The following is a summary only of the benefits available under JCU's travel insurance policy.

Claim Category	Benefit
<b>SECTION 1: Personal Accident and Illness</b>	Accidental Death entitlement \$80,000. \$20,000 per injury requiring surgery. \$250 x 104 weeks (up to 85% of salary) any one event, following injury resulting in inability to work/earn income.
<b>SECTION 2: Kidnap &amp; Ransom</b>	Expenses up to \$500,000 per event. Trauma counselling benefit available.
<b>SECTION 3: Hijack &amp; Detention</b>	Benefits when forcibly hijacked or detained for more than twelve (12) hours. Legal Costs up to a maximum of \$10,000.
<b>SECTION 4: Medical &amp; Additional Expenses</b>	Unlimited Medical Expenses (all reasonable costs incurred for hospital, diagnostic, remedial and other treatments as prescribed by a Doctor as it relates to an illness and/or injury). No cover for routine or general medical.
<b>SECTION 5: Emergency Assistance</b>	<b>Refer to Customer Care Medical Assistance</b>
<b>SECTION 6: Cancellation and Disruption</b>	Loss of Deposits. Cancellation and Curtailment. Overbooked Flights. Missed Transport Connections. <i>Sub limits apply</i>
<b>SECTION 7:</b>	Not Applicable.
<b>SECTION 8: Baggage &amp; Travel Documents</b>	Loss, theft or damage to certain items of baggage, personal property, electronic equipment, money or travel documents <i>Sub limits apply:</i> <i>Baggage \$100</i> <i>Electronic equipment \$250</i>
<b>SECTION 9: Personal Liability</b>	\$10,000,000 in the aggregate. Legal liability to pay damages to a third party following personal injury and/or property damage caused by an Accident (conditions apply).
<b>SECTION 10: Rental Vehicle Excess Waiver</b>	If a rented vehicle is stolen, damaged or involved in an accident whilst in your care; up to \$5,000 can be claimed on excess payments on the hire company's insurance policy. Hire vehicle costs following this event can be claimed up to a maximum of \$500 per day for five (5) days.
<b>SECTION 11:</b>	Not Applicable
<b>SECTION 12: Political and Natural Disaster Evacuation</b>	Evacuation to home or to the nearest place of safety up to \$200,000 if deemed necessary to avoid risk of Bodily Injury and/or Sickness.
<b>SECTION 13: Search and Rescue Expenses</b>	\$20,000 per person, for specified costs incurred by a recognised rescue provider or police authority should you be reported missing and a search and rescue operation is conducted.

**Please note:** The above is a general summary of the cover only, does not form part of the Policy, and cannot be relied on as a full description of the cover provided. All of the above covers are subject to certain terms, conditions and exclusions (including limits and excesses)

## What isn't covered?

These are some of the things that are not covered under JCU's travel insurance policy:

- Every day commuting (to and from home)
- Domestic or International trips that exceed the nine (9) month journey period
- When travelling within the 50km radius of JCU/residence
- Any illegal/criminal acts or knowingly endangering self
- When permanently expatriated to an overseas location with the intention to work/live abroad
- Pre-existing or congenital conditions
- Medications or treatments for pre-existing conditions
- Routine, cosmetic or elective medical interventions
- Treatments/services claimable under Medicare
- Treatments/services claimable under WorkCover
- Injury/illness caused by self-harm
- If the claimant is over 80yrs of age (unless specifically declared and agreed prior to commencement of trip)
- When engaged in professional sporting activities
- When piloting an aircraft or aerial device
- Wear, tear, deterioration and scratching or breaking of fragile or brittle articles because of your negligence
- If you leave your electronic equipment and/or valuable items unattended
- Any electronic equipment that's not accompanied by you as personal cabin baggage (e.g. kept in stowed luggage)
- Cancellation, curtailment or diversion of scheduled transport services, if there has been warning before travel was booked that such events were likely to occur
- Financial default of companies such as airlines and other transport providers, hotels, car rental agencies, booking agents
- If you change your plans or you're disinclined to travel
- Inability of tour operator or wholesaler to complete arrangements for any tour due to lack of numbers
- Carrier-caused delays recoverable from carrier
- Continuing travel against medical advice
- Forfeited travel deposits when returning home following a close relative's death or serious illness, when the death or illness could have been *anticipated* or *expected* to occur at the time of booking your travel arrangements

## What do I need when submitting a Claim?

- If the claim is an emergency, contact **Customer Care Medical Assistance** on the number provided. If it is not an emergency, complete the claim form provided to you by [insurance@jcu.edu.au](mailto:insurance@jcu.edu.au).
- Obtain the relevant supporting documentation (e.g. Police report, invoices, medical reports, proof of ownership etc.).
- Where your medical costs are likely to exceed \$2,500 AUD, you must notify the insurer of your claim before proceeding further (exceptions for serious illness/injury causing incapacitation).
- In the event that your additional Travel or Accommodation Expenses may exceed \$5,000 AUD, you must notify the insurer of your claim prior to proceeding with the booking.
- In the event that baggage is lost and/or damaged by an airline or carrier, it should be immediately reported and a claim lodged against the carrier for recovery / compensation in the first instance. In most cases they will be liable for some or all of the damage.
- Following loss or theft of a mobile phone, you must report the loss to your service provider to have the device blocked using the IMEI number, and such confirmation from the service provider must be provided when submitting a claim.

It is very important to lodge your claim **within thirty (30) days of the incident / illness / loss** to ensure you have the opportunity to obtain any additional supporting documents requested by the insurance company, to quickly resolve the claim.

**Remember to check applicable excesses prior to lodging a claim.**

## What if I have more questions?

Please contact JCU's Risk and Insurance Advisor:

Email: [insurance@jcu.edu.au](mailto:insurance@jcu.edu.au)

Tel: +61 7 4781 4882