



My Guide Expenses Policy

To be used alongside Guide Dogs standard volunteer expense policy, this document outlines the expenses all volunteers can claim in carrying out their role supporting the My Guide service.

To enable us to effectively manage the administration of expenses we require expenses to be claimed no later than 3 months of the activity and supported by a corresponding receipt.

Travel Expenses

My Guide service users are required to fund their own transport costs. For those volunteers who support the service user, these expenses will be reimbursed in line with the current volunteer expenses policy.

Travel to and from training locations or Guide Dogs office

as per Guide Dogs volunteer expense policy.

Travel to and from a service users house

(or another agreed meeting point within 3 miles of their home).

Any travel that is undertaken by a volunteer

As part of a My Guide partnership meeting, this is restricted to 15 miles each way from meeting point.

Parking

In relation to My Guide duties will be reimbursed when supported by a corresponding receipt.

Parking tickets, fines and other violations

These will not be recoverable as a My Guide expense. All volunteers and service users are responsible for their own conduct and any fines incurred are the responsibility of the individual.

Telephone and Postage

As per Guide Dogs Volunteer Expense policy.

Subsistence

Reimbursement up to £5 can be claimed for a drink as part of a My Guide volunteer's activities where this is part of an agreed activity plan and where a corresponding receipt is provided.

Food will only be covered in those situations that fall within the Volunteer Expenses Policy.

Admission Fees

Admission fees to events and activities will not be covered by Guide Dogs.

Equipment and System Access

There are several options in regards to mobile telephones. Mobile telephones will be provided for some roles in agreement with the supervisor/manager and/or the cost of calls in relation to My Guide duties will be paid by Guide Dogs.

1. Volunteer can use their own phone and claim back any additional costs incurred in the My Guide activities with itemised bill.
2. Guide dogs will provide a standard handset and pay for the usage in relation to Guide dogs duties.

Access to Systems

Where it is a requirement of the role, system access will be provided and this can be accessed either from the volunteer's own equipment or a Guide Dogs' office. In the case where a volunteer uses their own

equipment Guide Dogs will not pay where a flat rate internet contract is in place, however any additional broadband expenses that arise as a result of Guide Dogs duties can be claimed.

We will not ordinarily provide IT equipment to My Guide Lead volunteers but will make access to equipment available at a local office.