

# ANNEXURE A

OF NATIONAL TREASURY INSTRUCTION  
NO. 1 OF 2024/2025



## NATIONAL TRAVEL GUIDELINE



**national treasury**

Department:  
National Treasury  
REPUBLIC OF SOUTH AFRICA



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## 1. POSITION STATEMENT

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Government Institutions must have an effective, efficient, practical, and fit for purpose travel management system that delivers cost effective travel arrangements in support of its mandate.

## 2. DISCLAIMER

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This Guideline should not be interpreted to detract from any statutory functions of accounting officers and accounting authorities.

## 3. ACRONYMS

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AA	Accounting Authority
ABS	Anti-Lock Braking System
AO	Accounting Officer
CEO	Chief Executive Officer
COIDA	Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993)
DOA	Delegation of Authority
DOD	Department of Defence
DPSA	Department of Public Service and Administration
MMS	Middle Management Service
NTG	National Travel Guideline
OCPO	Office of the Chief Procurement Officer
PDP	Professional Driving Permit
PFMA	Public Finance Management Act, 1999 (Act No.1 of 1999)
PSCBC	Public Service Co-ordinating Bargaining Council
S&T	Subsistence and Travel
SARS	South African Revenue Service

SAPS	South African Police Services
SIPP	Standard Interline Passenger Procedure (A series of one-letter codes used in the car rental industry to describe the category and features of individual vehicles.) (Schedule 1)
SMS	Senior Management Service
SOP	Standard Operating Procedure
TMC	Travel Management Company

## 4. DEFINITIONS

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In these guidelines, unless the context indicates otherwise, any word or expression to which a meaning has been assigned in the Public Finance Management Act, 1999 or Treasury Regulations, has the same meaning assigned to it in the Act or the Regulations.

**“accommodation”** means the rental of lodging facilities while away from one’s place of residence while on official business;

**“after-hours services”** means a travel request that is actioned after normal working hours, i.e. 17h00 to 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays;

**“air travel”** means travel by airline on official business;

**“authorising official”** means the official who has delegated authority in terms of the Institution’s approved delegations, to approve travel requests and expenses;

**“best price of the day”** means–

- (a) for airline bookings: the lowest fare offered at the time of booking, provided that this fare is offered in conjunction with suitable travel times. Travel Bookers to take cognisance of airline discount agreements negotiated by National Treasury. Copies of the agreements can be obtained from the National Treasury contact person referred to in the Instruction.
- (b) for accommodation bookings: the lowest rate available at suitable accommodation establishments within reasonable distance from place of duty. The travel booker will determine the most appropriate star rating, based on an assessment of the institution’s business requirements and total cost of travel (typically, accommodation rates plus transportation costs);

**“camping allowance”** means an allowance paid to an official who, during official business travel, opts for private accommodation instead of government-funded rented accommodation during the performance of the duties at places other than normal place of work in circumstances where domestic hotel accommodation was warranted.

**“car rental”** means the rental of a vehicle for a defined period of time by a traveller for official business purposes;

**“delegated official”** means an official authorised in writing by the Accounting Officer (AO) or Accounting Authority (AA) in terms of sections 44 and 56 of the PFMA, respectively, or any other enabling legislation to exercise a power or perform a duty set out in the relevant legislation, subject to such conditions as may be determined by the relevant AO/AA.

**“domestic travel”** means travel within the borders of the Republic of South Africa or within the borders of the foreign country where the official is based;<sup>1</sup>

**“emergency”** means an event where unforeseen and unavoidable circumstances (either personal and, or, business-related), including but not limited to, a death, illness, health risk, disaster management operations, or a business environmental risk, require a booking for travel or a diversion from the original planned trip;

**“Governance Committee”**<sup>2</sup> means external and internal members belonging to a body that provides oversight and assurance functions over the operations of an Institution. Such Governance Committees include:

- a) The Board and its sub-committees;
- b) Departmental Audit Committees;
- c) Departmental Risk Committees;
- d) Departmental Anti-corruption Committees;

**“incidental expenses”** means minor expenditures associated with business travel. These expenses comprise an immaterial part of the travel and entertainment costs that a person might incur. These expenditures are usually paid by the traveller since they are so small and are covered by the subsistence allowances under normal circumstances. Examples of these

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<sup>1</sup> The location, town, city, or country, as the case may be, where the Official in the normal course reports for work.

<sup>2</sup> Institutions may include other governance committees applicable to the Institution which include external members.

expenses are gratuity for table and room service, reading matter, private telephone calls, Liquid Refreshments which do not form part of the Meals and any similar minor expense;

**“international travel”** means travel outside the borders of the Republic of South Africa or outside the borders of the foreign country where the official is based;<sup>3</sup>

**“institution”** means a national or provincial department, constitutional institution (Schedule 1 of the PFMA), national or provincial public entity (Schedule 3A & 3C of the PFMA), government business enterprise (Schedule 3B & 3D of the PFMA), trading entity, and any other national or provincial government component;

**“institutional travel policy”** means the internal travel policy developed by each institution (considering the guidance provided in this National Travel Guide) and approved by the AO/AA or delegated official;;

**“liquid refreshments”** means any drink and includes, inter alia, coffee, tea, sodas, bottled water, and fruit juices, but excludes any alcohol or spirits, malt or related substances;

**“meals”** means breakfast, lunch and dinner and include any liquid refreshments;

**“official business”** means the authorised performance of the institution’s functions in terms of its mandate and strategic, operational and performance plans;

**“official”** means any person employed by, or seconded to an institution, or contracted to the institution to work as a member of the staff unless specified otherwise in this guideline;

**“place of duty”** means the place, other than the place of work, where the official performs official business or is otherwise on duty, e.g. an external meeting venue, conference venue or workshop;

**“place of work”** means the place of work identified in the official’s contract of employment;

**“reasonable actual expenses”** means essential and inevitable expenses which are inexpensive, moderate and agreeable;

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<sup>3</sup> The location, town, city, or country, as the case may be, where the Official in the normal course reports for work.

“**shuttle service**” means the service offered by a shuttle service company to transport a traveller from one point to another;

“**subsistence allowance**” means any allowance paid by the institution to the official for expenses incurred or to be incurred in respect of personal subsistence and incidental expenses;

“**traveller**”<sup>4</sup> means a person travelling at the behest of the Institution on official business;

“**travel advance**” means a sum of money paid to an official prior to an official business trip. An advance would typically cover reimbursable expenses such as meals, transportation, lodging, and incidental items;

“**travel allowance**” is any allowance paid or advance granted by the Institution to the official for the use of his or her private motor vehicle for the Institution’s business purposes;

“**travel authorisation form**” means the official form (manual or electronic) used by the Institution reflecting the detail and order number or unique authority number of the official business trip that the relevant authorising official approves;

“**travel booker**” means the person coordinating travel reservations on behalf of the traveller directly, or through the TMC consultant;

“**travel expenses**” means expenses incurred by a traveller while he/she is on an Official Business trip. Examples of travel expenses may include expenses for accommodation, transportation and meals;

“**Travel Management Company**” means the service provider contracted to provide travel management services, which is inclusive of the procurement of travel-related services; and

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<sup>4</sup> Institutions may include other categories of Travellers, e.g. executives, other policy beneficiaries in line with applicable employment conditions (e.g. Institution bereavement, wellness and recruitment policies); Research collaboration support such as researchers and postgraduate students utilising shared research platforms; Non-executive members; appointed members of a Committee; appointed members of a Commission of Enquiry; persons appointed as advisors on grounds of policy considerations in terms of section 12A of the Public Service Act of 1994; interview candidates, invited guests, care attendants to a Traveller with a disability and other government employees where an employer-employee relationship exists as defined in the Labour Relations Act or similar, e.g. International Labour law (in the case of employees based in foreign countries) and other applicable legislation.

“**travel voucher**” means a document issued by the TMC to confirm the reservation or payment, or both, of specific travel arrangements.

## **5. LEGAL FRAMEWORK**

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- 5.1. Sections 38(1)(a)(iii), 51(1)(a)(iii) of the PFMA requires AOs and AAs to ensure that their institutions have and maintain an appropriate procurement and provisioning system which is fair, equitable, transparent, competitive, and cost-effective.
- 5.2. Section 38(1)(b) of the PFMA requires the AOs of institutions to be responsible for the effective, efficient, economical, and transparent use of their respective institutions’ resources.
- 5.3. The AOs of departments and constitutional institutions are reminded that section 38(1)(c)(ii) of the PFMA requires the AOs to take effective and appropriate steps to prevent unauthorised expenditure, irregular expenditure and fruitless and wasteful expenditure.
- 5.4. The AAs are reminded that section 51(1)(b)(ii) of the PFMA requires the AAs to take effective and appropriate steps to prevent irregular expenditure and fruitless and wasteful expenditure.
- 5.5. Sections 45(c) and 57(c) of the PFMA, require employees to take effective and appropriate steps to prevent unauthorised expenditure (in the case of employees of departments), irregular expenditure and fruitless and wasteful expenditure (in the case of employees of all institutions) within their respective areas of responsibility.

## **6. PURPOSE OF THE NATIONAL TRAVEL GUIDELINE**

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- 6.1. The NTG provides guidelines for consistent decision-making by institutions that facilitate travel, accommodation and related expenditure by travellers.
- 6.2. The purpose of the NTG is to provide guidelines on norms and standards for institutions and travellers travelling on official business both domestically and internationally.
- 6.3. The NTG contains principles relevant to certain circumstances and it does not provide any procedures or processes, therefore institutions are required to develop their own institutional travel policies and procedures, considering the principles contained in

the NTG as may be necessary, having regard to the mandate and operational requirements of the institution.

## 7. SCOPE OF APPLICATION

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7.1. The NTG applies to -:

- a) all institutions;
- b) travellers traveling on official business;
- c) staff of Ministries and the support staff<sup>5</sup> of Traditional Leaders<sup>6</sup> appointed by the relevant provincial department.

7.2. The NTG does not apply to—

- a) members,<sup>7</sup> as defined in the Guide for Members of the Executive;<sup>8</sup>
- b) traditional leaders as defined in the Traditional Leadership Handbook;
- c) the Chief Justice of South Africa, the Deputy Chief Justice, and the other judges of the Constitutional Court;
- d) the President, Deputy President, and other judges of the Supreme Court of Appeal;
- e) the Judge President, Deputy Judge President, and other judges of each of the High Courts;
- f) regional and district magistrates of the Magistrates' Courts;
- g) the judges of other courts established by an Act of Parliament; and
- h) members of a Presidential Commission.

7.3. The NTG applies to both international travel and domestic travel arrangements. Where distinction is required, the NTG clearly indicates this.

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<sup>5</sup> Personal secretaries (assistants), personal support staff, private office support staff, researchers, professional staff (technical advisers, economists, legal advisers, and drivers).

<sup>6</sup> “**Traditional Leader**” means any king or queen, principal traditional leader, senior traditional leader, headman or headwoman who has been recognised in terms of the Traditional Leadership and Governance Framework Act, 2003 (Act No. 41 of 2003) or any relevant provincial law.

<sup>7</sup> “**Member/s**” means a Minister, Deputy Minister, Premier, Member of the Executive Council (MEC) and a Presiding Officer/Deputy Presiding Officer in Parliament or in a Provincial Legislature, except in cases where specific categories of the above members are mentioned as national or provincial members.

<sup>8</sup> [Guide for the Members of the Executive](#).

## 8. SOURCES OF AUTHORITY

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8.1. The NTG drew information from the following Acts, relevant related regulations and or guidelines:

- a) Administrative Adjudication of Road Traffic Offences Act, No 46 of 1998;
- b) Basic Conditions of Employment Act, No. 75 of 1997;
- c) Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993;
- d) Constitution of the Republic of South Africa, 1996;
- e) Cost Containment Instructions issued by National Treasury;
- f) Defence Act, No. 42 of 2002;
- g) Financial Manual as published by the Department of Public Service and Administration;
- h) Guide for Employers in respect of Allowances issued by the South African Revenue Services;
- i) Income Tax Act, No. 58 of 1962;
- j) Labour Relations Act, No. 66 of 1995;
- k) Military Pensions Act, No. 84 of 1976;
- l) Military Veterans Act, No. 18 of 2011;
- m) Guide for Members of the Executive;
- n) Occupational Health and Safety Act, No. 85 of 1993;
- o) PSCBC Resolution 3 of 1999 - Remunerative Allowances and Benefits;
- p) Public Finance Management Act, Act No. 1 of 1999;
- q) Public Service Act, No. 103 of 1994;
- r) Road Accident Fund Act, No. 56 of 1996;
- s) Road Traffic Act, No. 93 of 1996;
- t) South African Civil Aviation Act, No. 13 of 2009;
- u) South African Police Service Act, No. 68 of 1995;
- v) Safety at Sports and Recreational Events Act, No. 2 of 2010;
- w) Tariffs for the use of Motor Transport as determined by the Department of Transport;
- x) Traditional Leadership and Governance Framework Act, No. 41 of 2003; and
- y) Any regulations, guidelines, instruments, directives, or standards issued in terms of any of the above legislation, as it relates to travel.

## 9. GENERAL PRINCIPLES

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- 9.1. Institutions may allow the travel Booker or an appointed TMC to make travel arrangements on behalf of the institution in line with the institutional travel policy.
- 9.2. It is advised that travel Bookers and travellers impartially consider the rates and fares available. Travel bookings must not be based on personal preferences for a particular travel service provider, access to lounges or the accumulation of reward and loyalty points.
- 9.3. It is advised that travel Bookers or the appointed TMC compare the best price of the day of various airline fares, accommodation establishment rates and car rental rates before confirming a booking, to ensure competitiveness and cost effectiveness.
- 9.4. All role players involved in travel, travel arrangements, authorisations and approvals must exercise good and ethical judgement when incurring, authorising, and approving travel expenses.
- 9.5. Travellers must obtain approval from the authorising official for any official business travel arrangements using the institution's travel authorisation form and the institution's policies, processes and procedures.
- 9.6. The authorising official may satisfy him/herself of the following, prior to approving travel requests:
- a) The necessity to travel, limited to official business trips in support of the institution's mandate;
  - b) the number of travellers;
  - c) the benefit to the institution;
  - d) other alternatives to travelling (e.g. MS Teams, Zoom, or other video and teleconferencing facilities); and
  - e) compliance with the Institutional Travel Policy and procedures.
- 9.7. When considering travel requests, the relevant accounting officer or accounting authority may consider alternatives to travel, including the possibility of attending meetings through virtual platforms, where possible.
- 9.8. When meetings are initiated by an institution and where travel is unavoidable, the relevant accounting officer or accounting authority may arrange these meetings in such a way that a hybrid option is available as an alternative.

- 9.9. Compliance with the institutional travel policy is the responsibility of all officials, travellers, travel bookers, appointed TMCs and any other person involved with travel-related matters.
- 9.10. It is advised that each traveller maintain, for official business purposes, the validity of necessary personal travel documents such as a passport, visa, international driver's license, etc. The traveller may claim any justifiable costs, of doing so, from the institution where the relevant authorising official provides prior approval.
- 9.11. In all cases where proof of travel expenses is required, e.g. receipts, such proof must accompany the claim for reimbursement. In the absence of proof of expenditure, the traveller may submit an affidavit, administered by a person authorised to do so by law, detailing the cost incurred and the reason/s for the absence of the receipt or proof of payment. The reasons provided must be justifiable and approved by the authorising official.
- 9.12. Travellers must safeguard the State's information and assets while travelling on official business and must avoid compromising on security.
- 9.13. It is recommended that institutions limit international travel to critical official business trips and limit the number of the delegation to travellers directly involved in the subject matter of the meeting or event.
- 9.14. Requests for international travel must, as a minimum, include the following:
- a) A formal invitation or motivation or both for the visit and its benefit for the institution's mandate;
  - b) an indication of whether the trip is fully or partly sponsored;
  - c) the financial implications of the visit; and
  - d) any support staff, or other officials, including the roles of each Official (if applicable).
- 9.15. The institution and the traveller must familiarise themselves with the necessary protocols prescribed by the Department of International Relations and Cooperation<sup>9</sup> for International Travel.
- 9.16. Before a traveller departs on an international trip, he/she may seek advice on the following, for their own benefit:

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<sup>9</sup> <http://www.dirco.gov.za/protocol/index.html>

- a) What is the most appropriate method of payment for accommodation and services, e.g. cash, virtual cards, cash cards, daily allowance advance or foreign debit cards;
  - b) what is the most practical currency;
  - c) the need to visit a travel clinic where vaccination is required;
  - d) the political and security situation in the country;
  - e) applicable business etiquette;
  - f) weather conditions; and
  - g) South African Embassy's office address and contact details in the country to be visited.
- 9.17. To ensure business continuity and protect the interests of the institution, the institutional travel policy or any other business continuity policy may make provision for travellers that are not allowed to travel together on official business trips.

## 10. APPROVAL AND AUTHORISATION

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- 10.1. The approval and authorisation processes for travel vary between institutions. It is therefore necessary that the institutional travel policy or the institution's Delegation of Authority (DOA) makes provision for approvals by appropriate Authorising Officials.
- 10.2. It is recommended that the approval and authorisation processes promote prompt decisions on whether a trip is approved or not, as many airfares and accommodation rates are 'immediately payable' or may expire within hours, if not confirmed, and may result in additional cost for the institution.
- 10.3. The institutional travel policy must make provision for international trips to be approved by the Minister, AO/AA or a delegated senior official within the institution.
- 10.4. If the traveller is the Head of the institution (Director General, Head of Department, CEO), provision must be made in the institutional travel policy or DOA policy for a delegated official to approve such trips.
- 10.5. Travellers are not allowed to approve their own travel requests and travel expenditure.
- 10.6. All travel approvals must be in writing and signed by the authorising official prior to departure. In cases where obtaining verbal authorisation from the authorising official, the institutional travel policy must make provision for the time period within which the traveller must have the verbal authorization ratified, e.g. within 72 hours from

obtaining the verbal authorisation or where not practical, within 24 hours upon return to the place of work.

- 10.7. The AO/AA or delegated official may, in terms of the applicable legislation allowing an institution to delegate, and the institution's approved delegations, delegate the approval of the following:
- a) domestic and international trips with its related expenses;
  - b) domestic and international chartering of aircraft (passenger/cargo);
  - c) upgrade of fare class for domestic and international air travel;
  - d) upgrade of accommodation to a higher star grading for domestic and international accommodation;
  - e) changes to existing domestic and international travel arrangements;
  - f) domestic and international after-hours reservations or emergency travel arrangements;
  - g) reimbursement of travel expenses, subsistence allowances and travel advances;
  - h) International trips undertaken by the Head of the Institution (Director-General/Head of Department/CEO).

## **11. TRAVEL MANAGEMENT COMPANIES**

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- 11.1. The institution may appoint one or more TMCs. This must be done in accordance with the applicable SCM prescripts, Instructions and Circulars issued by National Treasury to effectively and efficiently manage the institution's travel services.
- 11.2. The working relationship between the TMC and the institution must be managed by a Service Level Agreement, which amongst others, shall require the TMC to:
- a) obtain the best possible travel arrangements with the most competitive option when making travel bookings. In doing so, the TMC must be mindful of cost and value for money and provide competitive rates and best prices; and
  - b) constantly provide feedback on bookings including any pertinent information regarding the official business trip to the traveller, and resolutions of any concerns raised by travellers on the services rendered by the TMC.
- 11.3. The institution should manage the TMC to deliver cost-effective and operationally efficient support in achieving the institution's mandate.

- 11.4. All rates offered by TMCs to institutions for domestic air and land arrangements must be net and non-commissionable.<sup>10</sup> This will include rates offered by domestic airlines with which National Treasury has concluded agreements that offer up-front discounted rates. Copies of the agreements can be obtained from the National Treasury contact person.
- 11.5. It is advised that a transparent relationship between the institution and the TMC be maintained and any commissions earned through an institution's volumes be reimbursed to that institution. Where it is found or suspected that commissions are earned by the TMC for a specific institution's travel bookings, the institution may demand that all these commissions be declared and reimbursed to the institution or set-off against the TMC fees to the credit of the institution.
- 11.6. Institutions will only pay the transaction fees and/or management fees as agreed in the Service Level Agreement between the parties and the actual cost of the airline ticket, accommodation, car hire or shuttle service.
- 11.7. In the absence of the contracted services of a TMC, institutions should administer the procurement of travel-related services through the applicable procurement processes.
- 11.8. The TMC may only issue travel vouchers for accommodation and ground transportation and air tickets after the receipt of the travel authorisation or purchase order.
- 11.9. The institutional travel policy must make provision for a procedure for after-hour reservations (e.g. in the event of an after-hours reservation, the TMC should execute the request based on a verbal approval or approval via short message service or email from the authorising official. The institution should present the travel authorisation form or purchase order to the TMC within 72 hours after the request was executed by the TMC or where not practical, within 24 hours upon return to the place of work, to avoid irregular or fruitless and wasteful expenditure).

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<sup>10</sup> The net and non-commissionable rate means a rate that does not include any third party reward, i.e. a rate must not be marked up to include any commissions, rebates, overrides or any volume driven incentives.

- 11.10. Where the TMC has followed up with the institution and the institution fails to authorise the after-hour service or purchase order, the TMC may proceed to invoice the transaction.
- 11.11. *Travel Lodge Card*
- 11.11.1. Institutions may lodge their travel credit card ('lodge card') with the TMC as a mechanism to improve the regulated 30-day payment cycle for travel expenses and not to burden the TMC's cash flow.
- 11.11.2. The institutions may use the lodge card to pay for air travel costs. For land arrangements, such as ground transportation and accommodation, the institutions use the bill-back method, or the option of virtual cards may be considered.
- 11.11.3. It is advised that the TMCs not pay themselves their management/service fee through the lodge card. The Institution pays the TMC directly on receipt of their invoice.

## TRAVEL BOOKINGS AND EXPENSE GUIDELINES

### 12. AIR TRAVEL

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#### 12.1. General Principles

- 12.1.1. Air travel should only be undertaken after virtual communication tools, such as MS Teams, Zoom or other video and teleconferencing facilities, have been considered. Institutions, through their authorising officials, travel bookers and, or TMCs, must make every attempt to reduce travel costs by comparing the cost advantage of using alternative communication tools.
- 12.1.2. The authorising official should be satisfied that there is a demonstrated business need and should consider the following when selecting a fare for air travel:
- a) Fare class: all air travel is to be booked using the best price of the day and in the class of travel recommended in this Guideline.
  - b) Fare type: institutional travel policies should address the use of restricted fare types as follows:
    - i. where there is a high degree of certainty of arrival or departure times, travellers, travel bookers and TMC should consider restricted fare types;

- ii. where there is a possibility that a scheduled meeting will not proceed, or there is uncertainty around the time that a scheduled meeting may conclude, travellers, travel bookers and TMC should consider whether the additional cost of flexible fares outweighs the cost of possible changes or cancellation fees.
- c) Value for money: travellers, travel bookers and TMC must compare fare classes and types across airlines servicing the particular route required.
- d) Advance booking: to benefit from the available best price of the day, domestic travel should be booked at least seven days in advance, where possible. The most cost effective options are available when making travel bookings/reservations more than 14 days prior to departure. International travel should be booked at least three weeks in advance, where possible.

## 12.2. **Class of Travel**

### 12.2.1. **Air Travel (including travel to neighbouring and regional countries) that is five hours or less**

- 12.2.1.1 It is recommended that the institutional travel policy pronounce on the allowable air travel class taking into consideration 12.2.1.2 to 12.2.1.4 below.
- 12.2.1.2 It is recommended that Economy class (restricted or flexible) should be the standard for air travel of five hours or less. Any exceptions to this rule to be approved by the AO/AA or delegated official.
- 12.2.1.3 It is recommended that Business class is permitted in exceptional cases for trips less than five hours (from origin airport to destination airport) but requires prior approval of the AO/AA or delegated official.
- 12.2.1.4 Notwithstanding paragraphs 12.2.1.2 and 12.2.1.3, the AO/AA or delegated officials of institutions may approve the purchase of business class tickets–
  - a) for travellers with disabilities;<sup>11</sup>
  - b) for travellers with special needs<sup>12</sup> based on medical grounds;

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<sup>11</sup> Disability for purposes of this document is defined as a person who are physically impaired and/or requires assistance to move or are depended upon a wheelchair.

<sup>12</sup> Special needs mean a distinctly different need of a Traveller that requires the AO/AA or Delegated Official to make a judgment call to provide for such a need. A medical certificate noting the medical need and the applicable period of time must be provided.

- c) in cases where economy class flights are not available<sup>13</sup> travel bookers and, or TMC should not be allowed to book business class unless approved by the AO/AA or delegated official, where it has been confirmed that the airline class was full, and no other applicable flights are available;
- d) where the business class ticket is the same price or cheaper than the economy class ticket to the same destination.<sup>14</sup>

## 12.2.2. **International Air Travel exceeding five hours**

- 12.2.2.1 It is recommended that the institutional travel policy pronounce on the allowable air travel class taking into consideration 12.2.2.2 to 12.2.2.7 below.
- 12.2.2.2 The institutional travel policy must make provision for the approval of international travel by the AO/AA or a duly delegated official of the institution.
- 12.2.2.3 It is recommended that the standard of air travel for international flights exceeding five hours shall be economy class, however, the AO/AA or delegated official is authorised to approve a higher class based on the merits of each request.
- 12.2.2.4 It is recommended that Business class is permitted for trips that exceed five hours (from origin airport to destination airport) but requires prior approval of the AO/AA or delegated official.
- 12.2.2.5 It is recommended that Business class tickets only be purchased for the following persons, unless the person elects to fly economy class:
  - a) Directors-General or persons holding equivalent ranks in departments;
  - b)
  - c) Deputy Directors-General or persons holding equivalent ranks in a department;<sup>15</sup>
  - d) Persons appointed on grounds of policy considerations in terms of section 12A of the Public Service Act, 1994 (i.e. advisors to executive authorities);
  - e) AOs/CEOs of constitutional institutions;
  - f) Officials at the level of management that report directly to the AO/CEO of a constitutional institution;

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<sup>13</sup> A complete and accurate trail of such cases must be kept by the AO/AA or Delegated Official for audit purposes

<sup>14</sup> A complete and accurate trail of such cases must be kept by the AO/AA or Delegated Official for audit purposes.

<sup>15</sup> This does not apply to persons holding other ranks/positions but who are remunerated at salary levels 14 or 15.

- g) Members of the AA (Board) of public entities (schedule 3 of the PFMA);
- h) The CEO or other person in charge of a public entity;
- i) Members of the CEO's executive committee that report directly to the CEO or to any other person in charge of the public entity; and
- j) Non-executive members serving on any Governance Committee of an Institution;<sup>16</sup>

12.2.2.6 Notwithstanding paragraphs 12.2.2.3, 12.2.2.4 and 12.2.2.5 above, the AO/AA or delegated official may approve the purchase of business class tickets—

- a) for travellers with disabilities;<sup>17</sup>
- b) for travellers with special needs<sup>18</sup> based on medical grounds;
- c) in cases where economy class flights are not available<sup>19</sup> travel bookers and, or TMC are not allowed to book business class unless approved by the AO/AA/MM or delegated official, where it has been confirmed that the airline class was full and no other applicable flights are available;
- d) where the business class ticket is the same price or cheaper than the economy class ticket to the same destination;<sup>20</sup> or
- e) for a traveller accompanying a person entitled to travel at a higher class if the traveller is required to maintain contact with that person for business purposes, e.g. travelling together to make a presentation shortly after arrival.

12.2.2.7 For international trips the comparison of more expensive direct flights from the major airports versus cheaper indirect flights should be made. When choosing a flight, consideration to be given to the travellers' ability to function optimally when arriving at their destination, especially when travelling across time zones.

### 12.3. **Changes to air tickets**

12.3.1. If exceptional circumstances necessitate a change to a booking, it must be authorised by the authorising official, irrespective of whether it has a cost implication or not.

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<sup>16</sup> These Governance Committees include audit committees and risk management committees

<sup>17</sup> Disability for purposes of this document is defined as a person who are physically impaired and/or requires assistance to move or are depended upon a wheelchair.

<sup>18</sup> The term 'Special needs' means a distinctly different need of a Traveller that requires the AO/AA/MM or Delegated Official to make a judgment call to provide for such a need. A medical certificate noting the medical need and the applicable period of time must be provided.

<sup>19</sup> A complete and accurate trail of such cases must be kept by the AO/AA/MM or Delegated Official for audit purposes.

<sup>20</sup> A complete and accurate trail of such cases must be kept by the AO/AA/MM or Delegated Official for audit purposes.

Authorising officials to keep these changes to a minimum to mitigate the incurrence of fruitless and wasteful expenditure.

12.3.2. The cost associated with changes may be subject to the rules of the particular airline and may include penalty fees.

12.3.3. The institutional travel policy should provide for incidences where cost is incurred by a traveller because of changes requested for his or her convenience or lack of discipline. It is recommended that the cost should be for the Traveller's personal account. If the traveller does not immediately settle the additional expense, the institution should cover the initial cost, and if the traveller is found liable, recover the amount from the traveller.

12.3.4. The institution should carry the cost for changes because of changed business requirements or any circumstances outside the traveller's control, and if such expense is not justifiable, it is fruitless and wasteful expenditure.

#### 12.4. **Cancellations and Refunds**

12.4.1. The traveller should inform either the TMC or the travel booker immediately if he or she realises that they will not be able to take a specific flight which has already been booked.

12.4.2. If the traveller will not fly to the same destination within the next six months, the air ticket should be cancelled immediately and a refund must be obtained. The refund of tickets is subject to the class of travel and airline rules.

12.4.3. If the traveller will be travelling to the same destination within the next six months, the air ticket should immediately be amended to the new date if the exact date is known at the time. The re-use of the ticket is subject to the class of travel and airline rules.

12.4.4. The traveller, travel booker and TMC should keep record of unused air tickets and refer to such record prior to booking a new ticket. If the air ticket is not used within six months, the institution should request the TMC to cancel the air ticket prior to the expiry date.

12.4.5. If the traveller fails to inform the travel booker or TMC before the air ticket expires and a cancellation fee is incurred, the institution will cover the cancellation cost, and if the traveller is found liable, recover the amount from the traveller.

12.4.6. Where non-refundable air tickets are cancelled, the TMC must disclose the amount of taxes recoverable and the TMC must recover the taxes and credit the institution accordingly. Airline rules apply.

## 12.5. **Baggage Allowance**

- 12.5.1. The travellers may acquaint themselves with the baggage policy of the airline that he or she will be travelling on. The airline's baggage policy will provide information on the prescribed baggage allowance and the cost for baggage in instances where the airline charges separately for baggage.
- 12.5.2. Based on the class of travel, the airline prescribes the specific number of pieces of luggage that it allows, as well as the weight and size per piece.
- 12.5.3. The traveller will incur a fee if his or her baggage exceeds the weight, specified dimensions or the number of items allowed. Such cost is for the traveller's personal account.
- 12.5.4. The institution may reimburse excess baggage for exceeding the baggage allowance if it is due to a valid business reason.

## 12.6. **Airport Lounge Facilities**

Business class travellers and travellers with selected loyalty card status have access to the lounge facilities of the respective airlines. Lounge facilities are available at a cost to economy class travellers at certain airports. These costs are for the traveller's own personal account.

# 13. **ACCOMMODATION**

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## 13.1. **General Principles**

- 13.1.1. The institution should provide accommodation for officials who are required to perform official business duties away from their normal place of work. The provision of accommodation must take into consideration 13.1.2 and 13.1.3 below.
- 13.1.2. It is recommended that the institutional travel policy makes provision for circumstances where domestic overnight accommodation will be allowed for travellers, such as instances where—
  - (a) the distance travelled exceeds 300 kilometers on a return journey (150km each way) from the place of work to the destination;
  - (b) the meeting/ conference/workshop is held over a number of days; or
  - (c) the event finishes after hours.

- 13.1.3. When choosing domestic or international accommodation, the travel Booker, and, or TMCs is advised to choose the lowest rate available at suitable accommodation establishments within reasonable distance from place of duty. The travel Booker may select the most appropriate star rating, based on what is recommended in this Guideline, business requirements and total cost of travel (typically, accommodation rates plus transportation costs).
- 13.1.4. It is recommended that the institutional travel policy pronounce on the allowable accommodation rates for the institution. Any exceptions to this rule must be approved by the AO/AA or delegated official.
- 13.1.5. It is recommended that the institutional travel policy considers the appropriate approval procedure to approve domestic accommodation costs that exceed the allowable rates under the following circumstances:
- a) During peak holiday periods;<sup>21</sup>
  - b) When the demand is high and the accommodation establishments are sold out;
  - c) The accommodation that is still available is priced higher than the allowable rates. In this case, the travel Booker must book the most reasonable option and retain a record of why the allowable rate was exceeded;
  - d) When officials are required to stay over in the accommodation establishment where the official business is conducted to avoid additional travelling cost; and
  - e) If there is an operational requirement.<sup>22</sup>
- 13.1.6. The area to which a traveller is travelling may be taken into account when accommodation is booked, to ensure that it is adequate and reasonably priced. Where suitable accommodation is not available, accommodation of a comparable standard may be arranged.
- 13.1.7. Special dietary requirements may be considered when the most relevant accommodation option is booked. If the accommodation establishment does not offer special dietary requirements, then a room excluding meals must be booked (bed-and-breakfast or room only). The traveller may claim the actual expenditure for the

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<sup>21</sup> Peak holiday period means a period during South African school holidays and public holidays as provided for in the South African calendar.

<sup>22</sup> Example: VIP Protectors to stay in the same hotel as their VIP; Visiting Heads of State / Heads of Government; during major events such as WEF, SADC etc. where the hiring of an operational room in the hotel where the VIP's are accommodated is necessary. Furthermore, is it sometimes an operational requirement for an entire delegation to stay in the same place of accommodation to reduce additional travelling cost.

meals (not exceeding the maximum daily amount and must be accompanied by receipts as supporting evidence).

- 13.1.8. Travellers are personally responsible for settling all extras on the accommodation bill, such as telephone, mini-bar items, and liquor, prior to checking out.
- 13.1.9. Travellers are responsible for checking Accommodation bills for accuracy and signing them off prior to checking out.
- 13.1.10. If the traveller fails to check out and not settle the additional charges and not sign the bill, the Institution will settle the account, and if the traveller is found liable, recover the amount from the traveller.
- 13.1.11. Only the services approved and described on the travel voucher that correspond with the Travel Authorisation Form is for the account of the institution and the TMC only invoices this to the institution. The institution instructs the TMC to invoice all other unauthorised expenses separately to the institution and deal with these in terms of paragraph 13.1.10.
- 13.1.12. In cases where the accommodation establishment does not offer meal facilities, the travel booker and, or TMC must book the room only or bed-and-breakfast options. The traveller may claim the actual expenditure for the meals (not exceeding the maximum daily amount and must be accompanied by receipts as supporting evidence).
- 13.1.13. Some accommodation establishments do not offer meal facilities and will provide meal vouchers in lieu of the meal which can be redeemed at facilities with which the establishment has made arrangements. The traveller may not request or demand cash from an accommodation establishment in lieu of the meal cost included in the institution's travel accommodation voucher. Such an action is misconduct and must be dealt with in terms of the institution's disciplinary procedures. In exceptional cases, where the accommodation establishment offers cash because there is no alternative, it may be accepted.
- 13.1.14. Accommodation may only be provided for the duration of the conference or event taking place, as well as one day before and, or after such event only if circumstances necessitate this. Should a traveller request to stay longer at a particular venue/hotel, the costs should be for the personal account of the traveller (for example if a workshop is on a Monday and the traveller prefers to travel on the Friday before, then the costs for Friday and Saturday nights shall be borne by the traveller).

13.2. **Class of accommodation**

13.2.1. **Domestic accommodation**

13.2.1.1 Institutions may enter into agreements, through the normal prescribed procurement process, with accommodation facilities to secure lower rates.

13.2.1.2 It is recommended that the institutional travel policy make provision for the acceptable star rating for travelers traveling on official business. It is recommended that the standard class for domestic accommodation be a three-star establishment or equivalent accommodation establishment, unless approved otherwise by the AO/AA or delegated official.

13.2.1.3 It is recommended that the institutional travel policy makes provision for persons that may stay in a four-star establishment or equivalent accommodation establishment unless the person elects to stay in a lower-graded establishment, such as:

- a) AO/Director-General or persons holding equivalent ranks in departments;
- b) Deputy Director-General or persons holding equivalent ranks in departments;
- c) Persons appointed on grounds of policy considerations in terms of Section 12A of the Public Service Act, 1994 (i.e. advisors to executive authorities);
- d) AO/CEO of constitutional institutions.
- e) Officials at the level of management that report directly to the AO of a constitutional institution;
- f) Members of the AA (Board) of public entities (schedule 2 and 3 of the PFMA);
- g) The CEO or other person in charge of a public entity;
- h) Members of the CEO's executive committee that report directly to the CEO or to any other person in charge of a public entity; or
- i) Non-executive members serving on any Governance Committee of Institutions.<sup>23</sup>

13.2.1.4 Notwithstanding paragraphs 13.2.1.2 and 13.2.1.3 above, it is recommended that the institutional travel policy makes provision for circumstances where a higher

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<sup>23</sup> These Governance Committees include audit, risk and remuneration committees.

star graded establishment may be booked (irrespective of the organisational level or position), such as the following circumstances:<sup>24</sup>

- a) Where the rate of the higher star-graded establishment is equal or lower than the lower star-graded establishment and within the limits of the allowable rates permitted;
- b) The higher star-graded establishment is the only available option due to location and availability;
- c) The institution has negotiated lower rates with the higher star-graded establishment and the rates are within the limits of the allowable rates permitted.

13.2.1.5 The principle of cost-effectiveness to prevail as far as possible. The lowest rate available at suitable accommodation establishments within reasonable distance from place of duty. The travel booker may determine the most appropriate star rating, based on an assessment of government business requirements and the total cost of travel (typically, accommodation rates plus transportation costs).

13.2.1.6 In exceptional cases the AO/AA or delegated official may approve a deviation from paragraphs 13.2.1.2, 13.2.1.3 and 13.2.1.4 above with justifiable reasons and accurately recorded for audit purposes.

### 13.2.2. **International accommodation**

12.2.2.1 International travel requires the approval of a duly delegated official of the institution as referred to in paragraph 12.2.2.2.

12.2.2.2 The approval submission to comply with the requirements of paragraph 9.14, with specific reference to the financial implications and be approved by the a duly delegated official.

### 13.3. **No-shows and cancellations**

13.3.1. The institutional travel policy must make provision for procedures related to no-shows and cancellations.

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<sup>24</sup> A Complete and accurate trail of such cases must be kept by the Institution for audit purposes.

- 13.3.2. It is the responsibility of the traveller to notify either the TMC or the travel booker of any cancellations of reserved accommodation as soon as he or she becomes aware of the fact. Each establishment has different conditions/rules in terms of cancellations. Last-minute cancellations may result in the payment of a cancellation fee. The traveller to familiarise himself/herself with the cancellation policy of the specific establishment.
- 13.3.3. The traveller must, where it is within his or her ability, to inform the TMC or the accommodation establishment if he or she expects to be arriving later than the expected arrival time, to ensure that the reservation is not cancelled, or a cancellation fee is incurred.
- 13.3.4. If the traveller does not check in at all, or fails to cancel the booking on time, where it is within his or her ability to do so, and without notification to the TMC or the accommodation establishment, a no-show fee may be charged. In such cases, the institution must settle the account, and if the traveller is found liable, recover the amount from the traveller.

#### 13.4. **Additional Expenses**

- 13.4.1. The institutional travel policy must make provision for procedures related to additional expenses that may be incurred by travellers.
- 13.4.2. All additional expenses such as private phone calls, newspapers, alcoholic beverages, toiletries, movies, gratuity for porters or waiters, room service charges, etc. is for the traveller's own personal account. The traveller to settle these expenses at the time of departure.
- 13.4.3. If the traveller fails to settle the additional charges at the time of check-out, the institution may settle the account, and if the traveller is found liable, recover the amount from the Traveller.
- 13.4.4. *Laundry/ironing/dry cleaning for domestic travel while staying in a star-graded establishment.*
- a) Reasonable actual expenditure for laundry, ironing or dry cleaning may be reimbursed to a traveller, when staying in an accommodation establishment for longer than a period determined by the institution (e.g. 5 days). Travellers to submit receipts with the claims and Institutions may not accept affidavits in lieu of receipts.
  - b) Should a traveller move to more than one accommodation establishment during the same official business trip, reasonable actual expenditure for laundry,

ironing or dry cleaning may be claimed at each establishment. Travellers to submit receipts with the claims and institutions may not accept affidavits in lieu of receipts.

13.4.5. *Laundry/ironing dry cleaning for International Travel*

- a) Reasonable actual expenditure for laundry, ironing or dry cleaning may be reimbursed to a traveller when staying in an international accommodation establishment, after a period of time to be determined by the institution (e.g. after 3 days at the establishment). Travellers to submit receipts with the claims and institutions may not accept affidavits in lieu of receipts.

13.5. **Private Accommodation**

- 13.5.1. Travellers may choose to make use of private accommodation (staying with family or friends) when they have approval to spend at least one night away from home for official business purposes, subject to paragraph 13.1.2 above.

## 14. **GROUND TRANSPORTATION**

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14.1. **General Principles**

- 14.1.1. The institutional travel policy must make provision for circumstances and procedures for all the types of ground transportation as outlined in this section.
- 14.1.2. Any journey between an official's residence and normal place of work constitutes a private journey. Where the institution requires an official to attend to official business matters at the normal place of work on a weekend or public holiday and such day is not a normal working day, the trip is an official business trip. If required to return to the place of work after hours such a trip is an official business trip.
- 14.1.3. Any journey where the official departs from his or her residence directly to a place of duty and, or, returns from such a venue directly to his or her residence, is considered an official business trip. In such cases, the claim is to be based on the actual kilometres travelled.
- 14.1.4. In cases where the official business trip includes both air and road travel, travel bookers and, or TMCs may select the mode and combination thereof that is the most cost-effective and practical, taking into account the total cost of the official business trip and time consumed.

- 14.1.5. Where more than one traveller/official is attending the same event or meeting, it is recommended that they coordinate the renting of cars or shuttle services to reduce the cost. This provision also applies to SMS officials using their own vehicle or MMS that has structured for a vehicle allowance.
- 14.1.6. It is recommended that only officials (permanent and contracted) are allowed to drive rental vehicles and institutional fleet vehicles. In exceptional circumstances, institutions may authorise other travellers to drive rental vehicles or institutional vehicles for official business purposes, subject to the completion of all relevant indemnities and approval in terms of the institution's DOA Policy.
- 14.1.7. Institutions must manage accident and damage claims against the State in terms of applicable legal frameworks and the law.
- 14.1.8. Any fines, penalties, and administration fees payable as a result of the contravention of any traffic rules and regulations will be for the traveller's own personal account, whilst using an institutional or rental vehicle.
- 14.1.9. The traveller must take every precaution to safeguard a rental or institutional vehicle against damage, theft or irregular use while driving it and when it is parked.
- 14.1.10. A PDP is required to drive a minibus or bus with for more than 12 passengers including the driver. Institutions must ensure that the travel booker and, or, the TMC request that a copy of the PDP of the designated driver is submitted when booking a minibus or bus to transport travellers for official business.
- 14.2. **Use of institutional vehicles**
- 14.2.1. It is recommended that the institutional travel policy provides for procedures when officials (permanent and contracted) use institutional fleet vehicles.
- 14.2.2. The cost of renting a vehicle for official business trips (excluding officials that have structured for travel allowances) to be compared to the cost of utilizing a fleet vehicle.
- 14.2.3. In exceptional circumstances institutions may authorise other travellers to drive institutional vehicles for official business purposes, subject to the completion of all relevant indemnities and approval in terms of the institution's DOA Policy.
- 14.2.4. In cases where institutions provide for the use of institutional vehicles for official business purposes by officials at the level of Deputy Director-General or equivalent in public entities, institutions should address the usage and rules related thereto in the institutional travel policy. The institution should consider the tax implications of such usage.

- 14.2.5. The utilisation of institutional vehicles by institutions to transport officials between their residence and place of work should be read together with the Financial Manual<sup>25</sup> issued by the DPSA and PSCBC Resolution 3 of 1999.
- 14.2.6. Where operational circumstances require institutions to provide institutional vehicles to transport officials between their residence and place of work, institutions to comply with all applicable legislation and obtain approval from SARS for the scheme.
- 14.2.7. Where institutional vehicles are used, institutions may not pay expense claims related to kilometres claimed, except in unforeseen circumstances, such as breakdowns and refueling.

### 14.3. **Use of public transportation**

- 14.3.1. Travellers may make use of public transport (i.e. Gautrain, taxis, municipal bus services, Uber, etc.) if it is safe, practical and more cost effective than the cost of car rental or shuttle services.
- 14.3.2. If the traveller decides to make use of public transport (e.g. Gautrain, taxis, municipal bus services, Uber, etc.), the institution has the responsibility to exercise a “duty of care”<sup>26</sup> in managing and mitigating the risks to officials, operations, business continuity, reputation, and safety.
- 14.3.3. The traveller may be reimbursed when making use of public transport for official business with prior authorisation of the official business trip.
- 14.3.4. The traveller must submit a receipt as proof of payment. In the absence of a receipt, the traveller must comply with paragraph 9.10 above.

### 14.4. **Use of private vehicles**

- 14.4.1. Institutional travel policies should make provision for the prior approval of the use of private vehicles for official business (excluding officials that have structured for travel allowance).

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<sup>25</sup> Financial Manual for the Purposes of the Calculation of Allowances and Benefits.

<sup>26</sup> ‘Duty of care’ refers to the legal and moral responsibility that employers have to ensure the health, safety and wellbeing of their employees in the workplace and while travelling for business.

- 14.4.2. When an official is required to make use of his or her private vehicle for official business purposes, the official must obtain travel authorisation prior to commencing with the journey, if the use of the private vehicle will save time and reduce costs. Such authorisation may be granted for a specific period of time based on a work plan or as agreed to with the delegated authority.
- 14.4.3. In cases where an official travels to an official business event in his or her private vehicle without prior approval, the institution may not reimburse the official.
- 14.4.4. Under no circumstances may institutions pay fuel advances for the use of privately-owned vehicles.
- 14.5. **The use of private vehicles by senior managers/middle managers who have structured an amount as a vehicle allowance on their salaries and, or, who receive such an allowance through a subsidised vehicle allowance scheme**
- 14.5.1. For departments and constitutional institutions, the terms, and conditions for using private vehicles to carry out official duties by SMS members (regardless of whether they structured for a vehicle allowance or not) and Middle Management Service members who opted for a monthly vehicle allowance (SMS/MMS employee) are set out in the Public Service Handbook for SMS<sup>27</sup> and Transport Circular 9 of 2005 for Middle Management.
- 14.5.2. When private vehicles are used by senior managers/middle managers or any other person receiving a vehicle allowance to enable him or her to purchase, lease, rent or otherwise procure a vehicle for official business purposes, the institution applies the following:
- 14.5.2.1. Requirements regarding the vehicle and its use:
- (i) the senior manager/middle manager is obliged to maintain a reliable vehicle to be used for official journeys;
  - (ii) the senior manager/middle manager to have his or her vehicle (or a substitute vehicle) available for official journeys;
  - (iii) as far as possible, the senior manager/middle manager is obliged to provide free transport to Officials travelling to the same destination on an

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<sup>27</sup> <http://www.dpsa.gov.za/dpsa2g/documents/sms/publications/smsHB2003.pdf>

official return journey; and

- (iv) if the senior manager/middle manager uses his or her private vehicle to carry out official duties, the Institution will, on receiving an approved claim, reimburse the senior manager/middle manager for the official kilometres travelled, according to the Tariffs for the Use of Motor Transport,<sup>28</sup> as determined by the Department of Transport or as published by SARS whichever rate is applicable to the Institution.

14.5.2.2. If the senior manager/middle manager undertakes an official business trip, and his or her vehicle is undergoing repairs or service, the senior manager/middle manager may obtain and utilise another private vehicle. On receiving an approved claim, the senior manager/middle manager will be reimbursed for the official kilometres travelled, as if he or she used his or her own private vehicle, according to the Tariffs for the Use of Motor Transport, as determined by the Department of Transport or as published by SARS which ever rate is applicable to the Institution.

14.5.2.3. The senior manager/middle manager should, with prior approval, use his or her private vehicle for all official business, except in cases where:

- (i) A specific duty is to be performed which requires the use of a specific type of vehicle;
- (ii) an official journey was undertaken to a place to which he or she did not travel with his or her private vehicle, e.g. travelled by air to another destination;
- (iii) the official was required to leave from his or her residence or place of work to a place from where he or she will depart on an official journey and back; e.g. air transport;
- (iv) it will be unreasonable to expect from a senior manager/middle manager to use his or her private vehicle for the official journey to a place that is not accessible with the specific type of private vehicle, e.g. road conditions; and, or,
- (v) other means of transport would be more cost-effective and, or, practical.

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<sup>28</sup> <https://www.transport.gov.za> (Quick Links)

## 14.6. Car Rental

### 14.6.1. General Principles

- 14.6.1.1 The institutional travel policy must make provision for procedures related to the rental of vehicles.
- 14.6.1.2 AOs/AAs are responsible for the cost-effective management of Car Rental expenses.
- 14.6.1.3 The travel booker and, or TMC consultant must book a rental vehicle for the period that it is actually required for official business.
- 14.6.1.4 The traveller must return the rental vehicle within the specified rental period or notify the travel booker and, or TMC to make additional arrangements with the Car Rental Company. If the traveller fails to inform the travel booker and, or the TMC, where it was in his or her ability to do so, and additional charges are incurred, the institution must settle the account, and if the traveller is found liable recover the amount from the traveller.
- 14.6.1.5 If the traveller needs to extend the rental period for official business purposes, the traveller must obtain approval from the authorising official and the TMC will issue a travel voucher for the extended period.
- 14.6.1.6 When renting a vehicle, the institution must give cost consideration to the vehicle group, the number of rental days, the kilometres driven, and the time and place for the collection and return of the vehicle.
- 14.6.1.7 Only the designated driver<sup>29</sup> is allowed to drive the rental vehicle at any time.
- 14.6.1.8 Any extra charges for special requests such as special models, colour, personal indemnity insurance, etc. (excluding those mentioned in paragraph 17.5 below) are the sole responsibility of the traveller and will be settled directly with the Car Rental Company. The institution will not be liable for any charges. If the traveller does not immediately settle the additional expense, the institution must cover the initial cost, and if the traveller is found liable, recover the amount from the traveller.
- 14.6.1.9 The traveller must only use the rental vehicle for official business purposes.

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<sup>29</sup> Designated driver is the person identified by the Institution to take possession and responsibility for the rental vehicle at the Car Rental Company for the defined time period or any other additional person designated by the Institution to drive such a rental vehicle.

- 14.6.1.10 If the traveller extends his or her stay for personal reasons, the charges are for the traveller's own personal account. It is the traveller's responsibility to terminate the official agreement and enter into a separate rental agreement for the period conducting personal travel.
- 14.6.1.11 Travellers with a disability who require the use of an automatic rental vehicle and, or, travellers who have a restriction on their driver's license, may request the hiring of an automatic vehicle, with prior approval from the relevant authorising official.
- 14.6.2. **Class of Travel**
- 14.6.2.1 The Institutional Travel Policy must make provision for the acceptable vehicle group(s) that will be allowed in the institution.
- 14.6.2.2 The various Car Rental Companies use different groups and, or SIPP codes to categorise their vehicles. Please refer to Schedule 1 for the various Car Rental Companies' Group and SIPP code categorisation.
- 14.6.2.3 It is recommended that the default car types to be booked are vehicles categorised as "Mini, Economy or Compact", subject to availability and cost effectiveness.
- 14.6.2.4 It is recommended that the institutional travel policy makes provision for persons that may hire a higher-class vehicle (categorised as "Intermediate, Standard, Premium or Luxury"), unless the person elects to hire a "Mini, Economy or Compact" type of vehicle, such as:
- a) AO/Director-General or persons holding equivalent ranks in departments;
  - b) AO and CEO of constitutional institutions;
  - c) Members of the AA (Board) of public entities (schedule 2 and 3 of the PFMA); and
  - d) CEO or other person in charge of a public entity.
- 14.6.2.5 Officials with a disability who require the use of an automatic vehicle, and, or, officials who have a restriction on their driver's license may hire a "Mini, Economy or Compact" type of vehicle with an automatic transmission. The hiring of an automatic vehicle for any other traveller may be approved by the AO/AA or delegated official.
- 14.6.2.6 Notwithstanding paragraphs 14.6.2.3, 14.6.2.4 and 14.6.2.5 above, the AO/AA or delegated officials may approve the hiring of an "Intermediate, Standard, Premium or Luxury" type vehicle, minibus, bus (above 16 seater) or passenger van in instances where:

- a) Three (3) or more travellers are travelling together;
- b) the return journey to be travelled exceeds 400 kilometres to and from the destination (return journey);
- c) the special needs<sup>30</sup> of a Traveller (based on medical grounds) are to be catered for;
- d) extra luggage must be accommodated;
- e) transportation of more than 16 passengers; or
- f) transporting of foreign dignitaries.

14.6.2.7 A different class of vehicle (e.g. Intermediate or Standard sports utility vehicle or 4X4) may be hired if required for a particular terrain. Mountainous and gravel roads are considered difficult terrain and vehicles with higher ground clearance may be required.

14.6.2.8 The minimum safety requirements for any rental vehicle will include power steering, airbags, ABS, air-conditioning, and central locking.

14.6.2.9 When the Institution appoints a Car Rental service provider through a prescribed procurement process, the institution should identify the most appropriate car group within the fleet that meets the specific description and requirements and is the most cost-effective option for each organisational level/designation. The institutional travel policy must reflect the specific car groups.

14.6.2.10 A traveller is permitted to accept a higher category of rental vehicle if such an upgrade is offered free of charge. A traveller is, under no circumstances, allowed to demand such an upgrade.

### 14.6.3. **Car Rental Inspections**

A Traveller must verify and complete the Quality Check Card prior to leaving the Car Rental premises, both on collection and return of the rental vehicle. A traveller must ensure that all scratches, dents, windscreen cracks, and chips are marked on the Quality Check Card and signed off by the Car Rental attendant. Failure to complete

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<sup>30</sup> The term 'Special needs' means a distinctly different need of a Traveller that requires AO/AA or Delegated Official to make a judgment call to provide for such a need. A medical certificate noting the medical need and the applicable period of time must be provided.

the Quality Check Card could result in the traveller being held personally liable for any damages.

#### 14.6.4. **Shuttle and Transfer Services**

14.6.4.1. The Institutional Travel Policy must make provision for circumstances when shuttle and transfer services may be used and procedures to be followed when the services are required.

#### 14.6.4.2. **Where a traveller travels from his or her residence or place of work to and from the airport**

In instances where a traveller travels from his or her residence or place of work to and from the airport, shuttle services /transfer services may be used:

- a) If an institutional vehicle and, or, driver is not available;
- b) If the cost of such a service is lower than the cost of renting a vehicle;
- c) If the use of public transport is not readily available or impractical; or
- d) If the cost of the claimable kilometres and parking/long term parking are higher than the cost of a shuttle service.

#### 14.6.4.3. **Where a Traveller travels from the airport directly to the place of Accommodation or Place of Duty on a return journey**

In instances where the accommodation establishment does not provide a complementary shuttle service/transfer service between the airport and the accommodation establishment and, or, the return journey, the traveller may make use of shuttle services-

- a) if an institutional vehicle and, or, driver is not available to collect the traveller from the airport;
- b) if the cost of such a service is lower than the cost of renting a vehicle; or
- c) if the use of public transport is not readily available or impractical.

#### 14.6.5. **Parking and Toll Fees**

14.6.5.1 It is the responsibility of the traveller to ensure that the toll fees as levied by toll concessions are paid in accordance with the various options available.

14.6.5.2 An invoice or receipt as supplied by the toll concessions will reflect the transactions and the amounts levied. This should be submitted for reimbursement through the normal S&T processes of an institution.

- 14.6.5.3 The institution must reimburse the traveller for toll fees while on an approved official business trip, with the exclusion of SAPS and DOD who are exempt from paying toll fees. Claims to be accompanied by the relevant proof of payment or original receipts.
- 14.6.5.4 The traveller to consider the most cost effective and safe parking option when parking at airports. (For example, at OR Tambo International Airport the offsite long-term parking may be considered).
- 14.6.5.5 The institution may reimburse the traveller for parking fees while on an approved official business trip.

#### 14.6.6. **International Ground Transportation**

- 14.6.6.1 International travel requires the approval of a duly delegated official of the institution as per paragraph 10.3.
- 14.6.6.2 Travel bookers and, or the TMC must select the most appropriate, safest, and cost-effective ground transportation mode to transport the traveller from the airport to the accommodation establishment and to the place of duty based on an assessment of government business requirements and total cost of travel which typically includes accommodation rates plus transportation costs.

## 15. **EXPENSE MANAGEMENT AND REIMBURSEMENT**

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### 15.1. **General Principles**

- 15.1.1. Institutions must have procedures in place, in terms of which the institution will pay officials, who are required to spend at least one night away from their usual place of residence on local or international travel for business purposes, an allowance for each night away to cover personal expenses such as meals, refreshments and laundry.
- 15.1.2. 'Subsistence' is defined as an allowance paid by the institution to the official for expenses incurred or to be incurred in respect of personal subsistence and incidental expenses while away from their usual place of residence for business purposes. The allowance is specifically not for accommodation since the institution will arrange and pay for the accommodation separately.
- 15.1.3. It is recommended that travel expenses be properly documented and approved according to the institutional travel policy (or any other policy that prescribes claim

and reimbursement procedures). It is the traveller's responsibility to adhere to these policies and, or procedures when involved with travel expenditure on behalf of the institution. Further, it is the responsibility of the authorising official to be familiar with the reason for the expenditure and to be satisfied that they have been reported and claimed in a manner consistent with the institution's policies and, or procedures.

- 15.1.4. Travellers are expected to:
- a) exercise good judgment with respect to expenses;
  - b) spend the institution's money as carefully and judiciously as they would their own; and
  - c) report all expenses and advances promptly and accurately with required documentation.
- 15.1.5. Subsistence allowances are not to:
- a) enable a traveller to entertain;
  - b) compensate a traveller for any discomfort; and
  - c) supplement a traveller's salary.
- 15.1.6. The DPSA annually publishes a "Financial Manual for the Purposes of Calculation and Application of Allowances and Benefits"<sup>31</sup> and issues Circulars indicating any adjustments of allowances and tariffs contained in the Financial Manual.
- 15.1.7. The PSCBC Resolution 3 of 1999<sup>32</sup> makes provision for various kinds of remunerative allowances and benefits related to travel.
- 15.1.8. Institutions to which the DPSA Financial Manual and the PSCBC Resolution do not apply should consider the use of the published SARS subsistence allowance and advance rates.<sup>33</sup>
- 15.1.9. Institutions must familiarise themselves with these provisions and apply them accordingly.
- 15.1.10. The double payment of expenses is prohibited, e.g. an official may not claim for meal expenses if meals are already included in the accommodation and, or conference arrangements.

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<sup>31</sup> [http://www.dpsa.gov.za/dpsa2q/r\\_documents.asp](http://www.dpsa.gov.za/dpsa2q/r_documents.asp)

<sup>32</sup> <http://www.dpsa.gov.za/dpsa2q/PSCBC.asp>

<sup>33</sup> <https://www.sars.gov.za/Tax-Rates/Employers/Pages/Subsistence-Allowances-and-Advances.aspx>

## 15.2. **Reimbursable expenses**

15.2.1. The following expenses may be considered as reimbursable expenses and should be indicated as such in the institution's relevant policy and, or procedures while on official business. Institutions should only reimburse costs on submission of proof of expenditure. In the absence of a receipt or proof of payment, the traveller must comply with paragraph 9.10 above.

- a) Parking costs at airports, hotels and conferences;
- b) Toll fees (excluding SAPS and DOD who are exempted);
- c) Laundry expenses;
- d) Cost of meals (if not included in the Accommodation voucher);
- e) Mileage on the use of private vehicle;
- f) Use of business centres and communication at Accommodation Establishments or event facilities;
- g) Business travel vaccination requirements;
- h) Visas or expenses related to obtaining business visas or passports;
- i) Excess luggage if it is for business purposes;
- j) Loss as a result of exchange rate fluctuations;
- k) Public transport expenses;
- l) Refuelling of hired vehicles;
- m) Any other expense related to the official business trip on a case-by-case basis and approved by the authorising official.

## 15.3. **Non-reimbursable expenses**

15.3.1. The following expenses may be considered as non-reimbursable expenses and should be indicated as such in the institution's relevant policy:

- a) Tips or gratuities for waiting staff included in the bills for meals;
- b) Room service or tray service;
- c) Alcoholic beverages;
- d) Consumable items taken from mini bars in an accommodation establishment;
- e) Personal phone calls;
- f) Private travelling;
- g) Internet connectivity for private purposes at accommodation establishments, airports and other public places;
- h) Overweight and, or over-limit baggage expenses, unless it is due to official business purposes;

- i) Fees incurred to access the health club or fitness centres of accommodation establishments; and
- j) Any other expenses not directly related to official business.

#### 15.4. **Domestic trips longer than 24 Hours**

- 15.4.1. Allowances for domestic official business trips apply when travellers are away from their place of work for 24 hours or longer. It is recorded hourly thereafter.
- 15.4.2. The calculation of the allowance will take effect from the hour that the traveller departs from his or her place of work or residence (whichever one is the latest) and will end on the hour when the traveller arrives back at his or her place of work or residence (whichever is the earliest) on a pro-rata basis.
- 15.4.3. When a traveller stays in an accommodation establishment that does not provide meals or does not provide special dietary requirements such as Halaal or Kosher, he or she may claim a Subsistence Allowance as per paragraph 15.4.5 below.
- 15.4.4. The institution must apply the double claiming exclusion in paragraph 15.1.10 above to all allowances. The institution may not pay the traveller's actual meal expense claim where the meals are included in accommodation arrangements. Reimbursement of claims is not permitted where breakfast and, or, dinner is included in the accommodation rate.
- 15.4.5. Subsistence allowances claimed by the travellers must be done in terms of the institution's procedures. The Minister for the Public Service and Administration determines with effect from 1 April every year, the maximum subsistence and camping allowances payable. These tariffs for domestic travel are prescribed in terms of Part XII and XIII of PSCBC Resolution 3 of 1999. These allowances are:
  - 15.4.5.1. *Special daily allowance / Incidental cost allowance*

A special daily allowance is paid to compensate for incidental expenses. In this case, Travellers may claim reasonable actual expenses for meals. Supporting evidence is required as proof of actual expenditure or as determined by the Institutional Policy;
  - 15.4.5.2. *Camping Allowance*

Camping allowance as per PSCBC Resolution No. 3 of 1999 Part XIII and annually revised by DPSA.
- 15.4.6. Travellers are to take note that any expenses claimed in excess of the SARS published rates are taxable.

15.4.7. If a traveller makes use of private accommodation while on an official business trip, the institution compensates the traveller as per paragraph 13.5 above.

15.4.8. Reasonable actual expenditure for meals<sup>34</sup> may be claimed in the following circumstances:

*Breakfast*

- If it is not included in the Accommodation arrangements; and, or,
- If the Traveller leaves his or her residence or Place of Work before 06h00.

*Lunch*

- Lunch may only be claimed if it is not provided by the host.

*Dinner*

- If it is not included in the Accommodation arrangements; and, or,
- If the Traveller returns to his or her residence or Place of Work after 20h00.

**15.5. Domestic Trips Less than 24 Hours**

15.5.1. When an employee is away for a day but not a night, no subsistence allowance is payable.

15.5.2. When an official business trip is less than 24 hours, the employee may claim reasonable actual expenses for meals, liquid refreshments, and other expenses upon presentation of the original supporting documentation or receipts.

15.5.3. Other expenses such as, the usage of private vehicles, parking, toll fees and other costs as well as the use of public transport, e.g. Gautrain, may be considered for reimbursement.

15.5.4. In cases where meals are not provided by the host, reasonable actual expenditure for meals may be claimed under the following conditions:

- a) Three meals, where the traveller leaves his or her place of work or residence before 06h00 and only returns to his or her place of work or residence after 20h00.
- b) Two meals, if the total duration of the official business trip is more than eight hours but less than 14 hours;

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<sup>34</sup> Proof of actual expenses to be included when submitting a claim.

- c) One meal, if the total duration of the official business trip is more than four hours but less than eight hours.

15.5.5. The traveller must submit proof of the expenditure and must have the claim approved according to the institutional travel policy and, or procedures.

15.5.6. Receipts for meals must be kept and must be attached to the claim form.

15.5.7. In cases where receipts are lost, the traveller must submit an affidavit in terms of paragraph 9.10 above.

## 15.6. **International Trips**

15.6.1. The Minister for the Public Service and Administration determines, in terms of section 3(5)(a) and 5(6)(b) of the Public Service Act, 1994, read with the Public Service Regulations, the daily allowances in respect of certain countries for official visits abroad that will be effective 1 April of each year.

15.6.2. For international travel, the different allowance rates for the different destination countries are annually disclosed in the Financial Manual<sup>35</sup> issued by the DPSA and annually gazetted by SARS.<sup>36</sup> Institutions may use either of these documents when calculating the allowance.

15.6.3. The foreign daily allowance of the country of destination must be utilised to calculate the allowance.

15.6.4. Allowances for international travel must be calculated where the traveller is away from his or her place of work for 24 hours or longer, and hourly thereafter. The calculation of the allowance shall take effect three hours before flight departure and shall end three hours after the return flight has landed.

15.6.5. If the traveller travels from the country of destination to another country, the foreign daily allowance of the next country of destination is payable from the time that the

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<sup>35</sup> Financial Manual for the Purposes of the Calculation and Application of Allowances and Benefits, July 2016, Annexure A: Accommodation on Official Journeys outside the Republic of South Africa. The Institution must refer to the Financial Manual published by the Department of Public Service and Administration (DPSA) and the Circulars on the DPSA website for the latest adjustments prior to implementing the allowances in the Table. [https://www.dpsa.gov.za/policy-updates/nlrrm/remuneration\\_policy/dpsa\\_financial\\_manual/](https://www.dpsa.gov.za/policy-updates/nlrrm/remuneration_policy/dpsa_financial_manual/)

<sup>36</sup> Determination of the Daily Amount in respect of meals and incidental cost for the purposes of Section 8(1)(a)(i)(bb) of the Income Tax Act , No 58 of 1962) – Gazetted annually by SARS.

traveller departs from the first country of destination, up to when the traveller departs from the next country of destination.

- 15.6.6. When a traveller returns to South Africa from abroad, a South African daily allowance (equal to the amount in respect of meals as well as incidental expenditure), will be payable to the traveller, from his or her departure out of the last country of destination up to three hours after the return flight has landed.
- 15.6.7. If a flight to the country of destination is not a direct flight and the traveller will have to spend a period of time in transit in a country other than the country of destination, the foreign daily allowance applicable to the country of destination, is payable to the traveller.
- 15.6.8. The purpose of the foreign daily allowance is to reimburse a traveller for expenditure in respect of meals and incidental expenditure (e.g. tips/gratuities, private telephone calls, newspapers, and refreshments) and is payable to all officials up to the organisational level of Deputy Directors-General of departments, officials reporting directly to the AO/AA of a constitutional institution, and officials reporting directly to the CEO of a public entity.
- 15.6.9. The foreign daily allowance as set out in the Financial Manual, is payable to travellers (irrespective of rank) accompanying a Minister or Deputy Minister or a traveller who accompanies the Minister, Deputy Minister or Head of Department for the period that he or she accompanies the Minister, Deputy Minister or Director-General on their travels to reimburse the employee for expenditure in respect of meals and incidental expenditure.
- 15.6.10. The institution must apply the double-claiming exclusion in paragraph 15.1.10 above to all allowances. For international travel, the institution may not pay the traveller's actual expense claim where it is covered in terms of an allowance. Meals included in accommodation arrangements will be excluded from the allowance e.g. reimbursement of claims is not permitted where breakfast and, or, dinner is included in the accommodation rate.
- 15.6.11. When expenditure on accommodation is wholly covered by public funds, the traveller is compensated on the following basis:
- a) In the event of official visits to the countries listed:
    - (i) The reasonable actual expenses in respect of accommodation, dry cleaning and laundering as per paragraph 13.4.5 above; and

(ii) A special daily allowance to compensate for the traveller's three meals and incidental expenses (e.g. reading matter, private telephone calls and soft drinks which do not form part of meals).

b) In the case of official visits to the countries that are not listed in the table published on an annual basis, the traveller may claim the following:

(i) The reasonable actual expenses in respect of accommodation, dry cleaning and laundering as per paragraph 13.4.5 above;

(ii) the reasonable actual cost of three meals per day; and

(iii) a special daily allowance, equal to the special daily allowance for local official visits when actual expenses are claimed, to defray incidental expenses (reading material, private phone calls, soft drinks which do not form part of meals, etc.).

15.6.12. The amounts set out in the Financial Manual per country are maximum amounts. When accommodation expenditure and related expenses are wholly or partially sponsored by the host, or where part of the meals (e.g. breakfast included in hotel accommodation expenses) is paid by the institution the payment of a reduced special daily allowance may be considered.

15.6.13. Provision must be made in the institution's relevant policy for the payment of such reduced amounts. Institutions may consider the following breakdown of the special daily allowance to determine the reduced special daily allowance to be paid:

a) Breakfast: 20%

b) Lunch: 20%

c) Dinner: 45%

d) Incidental expenses: 15%. This covers tips, newspapers, room service, private telephone calls and soft drinks that are not part of Meals.

15.6.14. Exchange Rates

a) The rand value of expenses relating to the journey may be calculated using the exchange rate utilised by commercial banks to sell the currency concerned on the day on which the traveller departs abroad.

b) If the traveller is of the opinion that the date utilised for the calculation of the rand value of the expenses claimed, is prejudicial to him or her and there are sound reasons as to why another date should be utilised in his or her case and that another date should be utilised for the calculation of the rand value of a particular expense incurred in connection with the journey, the traveller may,

before he or she submits the claim, apply in writing to the relevant Delegated Official that another date be used and set out reasons for the request.

- c) Losses suffered by a traveller due to an unfavourable exchange rate at the conversion of foreign currency upon his or her return from a journey abroad, are regarded as expenses relating to the journey abroad and may be claimed by the employee as part of his or her claim.
- d) In calculating the rand value of losses suffered as a result of the conversion of Rands to foreign currency and vice versa, the losses suffered will be limited to the maximum amount approved for the journey (excluding expenses incurred before the journey). Losses suffered in relation to private money taken by the employee additional to such maximum amount will be for the account of the employee.

## 15.7. **Travel Advances**

- 15.7.1. To avoid undue hardship to travellers, the institution may grant travel advances to qualifying travellers to defray S&T costs.
- 15.7.2. Travel advances may be calculated for meals, private transportation and accommodation cost if not booked via the TMC.
- 15.7.3. Travel advances for domestic travel are not encouraged but may, under exceptional circumstances and with written motivation, be approved by the AO/AA or delegated official.
- 15.7.4. It is recommended that, where possible, a travel advance be approved by the authorising official, not less than seven working days prior to the official business trip.
- 15.7.5. It is recommended that travel advances not be paid out more than three days prior to departure.
- 15.7.6. For international travel, the institution may facilitate the procurement of foreign currency upon receipt of the approval.
- 15.7.7. The AO/AA or delegated official must approve the need for travel advances that are included in the financial implication of all submissions.
- 15.7.8. The AO/AA or delegated official may approve any additional items, apart from the Special Daily Allowance or Fixed Daily Allowance, as part of the travel advance.
- 15.7.9. Travel advances will not be issued to travellers with any outstanding travel advances, or as determined by the institution's relevant policy.

- 15.7.10. All claims in respect of S&T, where a travel advance was issued, must be submitted for reconciliation within a period determined by the institution (e.g.10 days) after the traveller has returned to the place of work.
- 15.7.11. In the event that a claim is less than the travel advance, the traveller must repay the difference in line the institution's relevant policy
- 15.7.12. In the event that a claim is more than the travel advance, the institution must reimburse the difference to the traveller in line with the institution's relevant policy..
- 15.7.13. If a travel advance was granted to an official for official business travel abroad, it is recommended that the spot exchange rate at the date of each transaction claimed be used for the calculation of the claim. Where it is impractical to do so, a rate that approximates the actual rate at the date of the transaction may be used, for example, an average exchange rate for a week or month.
- 15.7.14. If an official business trip is cancelled and the traveller does not pay the full travel advance amount to the institution after the cancellation date, the amount may be deducted from the traveller's salary, subject to applicable prescripts.

## 15.8. **Kilometre Travel Claims**

- 15.8.1. Travel costs may be claimed if an official is required to use his or her own vehicle to carry out the business of the institution. Refer to paragraph 14.4 and 14.5 above on the use of privately-owned vehicles.
- 15.8.2. All travel kilometres claimed must be based on the actual distance travelled.
- 15.8.3. Google maps or alternative navigators can be accessed on the web to determine the distance between the place of work (office) or place of residence and the place of duty (destination). This provides a guideline when determining actual kilometres travelled.
- 15.8.4. The traveller must attach the kilometre calculation to the claim form setting out the expenditure claimed to verify that the kilometres claimed are reasonable. The traveller may attach proof of a reputable map (e.g. Google maps), confirming the distance travelled.
- 15.8.5. If a traveller (other than a senior manager or a middle manager who is receiving a car allowance as per paragraph 14.5 above) uses his or her own private vehicle to carry out official business duties, the traveller will be compensated for the official kilometres travelled, either according to the Tariffs for the Use of Motor Transport, as

determined by the Department of Transport or the SARS kilometre rates, whichever is applicable to the institution.

15.8.6. Kilometres travel claims must be submitted within a specified period, as determined by the institution's relevant policy, after the traveller has returned to the place of work.

## 15.9. **Submission of Claims**

15.9.1. It is advised that all claims for S&T be submitted within a specified period as determined in the institution's relevant policy.

15.9.2. Notwithstanding paragraph 14.9.1, a motivation for late submission may be considered for approval by the AO/AAM or delegated official provided that:

15.9.2.1. The circumstances that led to the late submission were unforeseeable and beyond the control of the traveller; and, or

15.9.2.2. The traveller had back-to-back or continuous official business trips and or took a leave of absence during or immediately after the official business trip.

15.9.3. Travellers must submit claims related to a specific financial year within that particular financial year, or as determined by the institution, as per paragraphs 14.9.1 and 14.9.2. Only claims arising in March of a particular financial year will be considered for payment in the following financial year.

## 15.10. **Sponsored Official Trips - Domestic and International**

15.10.1. Travel arrangements wholly or partly paid for through external resources (for example, donor-funding or funding provided by international or foreign institutions) are exempt from these guidelines.

# 16. **TRAVELLER HEALTH AND SAFETY**

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16.1. It is the duty of the traveller to ensure that he or she is aware of and, or, complies with any health requirements and recommended precautions relevant to his or her travel.

16.2. Should it be confirmed that vaccinations may be necessary, the traveller must consult his or her doctor or travel clinic prior to commencing travel, to ensure that the necessary vaccinations are administered.

16.3. The institution will reimburse the official for costs related to visiting a travel clinic for all authorised official business trips. When submitting a claim, the institution will reimburse the official only if proof is provided for the costs incurred.

- 16.4. The traveller must show proof of the required vaccinations to enter the specific country. If the traveller fails to obtain the required vaccinations and the official business trip fails as a result thereof, the institution must settle the account, and if the traveller is found liable, recover the amount from the traveller.
- 16.5. The traveller must carry the necessary vaccination document with him or her at all times.
- 16.6. Pregnant women are advised to consult their doctors before a flight.

## 17. TRAVEL INSURANCE

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- 17.1. Travellers must familiarise themselves with the relevant terms of the institution's Insurance Policy before embarking on their journey and must always adhere to it.
- 17.2. The following arrangements are applicable to:
  - 17.3. **Medical Insurance**
    - 17.3.1. In the case of sickness or injury on duty during a domestic official business trip, the traveller is responsible for his or her own medical expenses, subject to the rights of the traveller in terms of COIDA (Act No. 130 of 1993), the Defence Act No. 42 of 2002, the Military Pension Act No. 84 of 1976 and the Military Veterans Act No. 18 of 2011.
    - 17.3.2. For international travel, the institution will arrange insurance cover that includes medical and other related travel expenses.
    - 17.3.3. The institution may reimburse the traveller for expenditure in respect of medical insurance, provided that proof of payment of the expenditure is attached to the claim.
    - 17.3.4. The employee may be reimbursed for actual medical expenditure incurred during or as a result of an official journey abroad, that is not covered by medical insurance, provided that proof of payment of the expenditure is attached to the claim. Expenditure for medication will only be reimbursed upon production of a script by a medical practitioner.
    - 17.3.5. Travel Insurance in the form of the business complete cover shall be arranged for all travellers travelling abroad to cover the traveller for the entire period he/she is overseas on official business against death, personal accidents, inconvenience, medical and related expenses, and assistance services. Travellers may claim any

excess costs incurred out of their own pocket that are not covered by the travel insurance.

- 17.3.6. The travel insurance must be suspended when a traveller extends his/her official travel for personal reasons.

#### 17.4. **Baggage Insurance**

- 17.4.1. Each institution carries its own risk and do, therefore, not offer insurance cover for official business domestic trips. Each case of loss or damage will be considered on its own merit.

- 17.4.2. In the case of damage to, or loss of, a traveller's property (excluding vehicles), the institution may consider each case on its own merit to compensate the traveller in terms of the institution's policy and procedure on losses and claims, if the damage or loss is not covered in terms of the service provider's or the traveller's own insurance policy.

#### 17.5. **Car Insurance**

- 17.5.1. The State shall bear its own damage and accident risks related to the material damage to a vehicle (institution's vehicle or rental vehicle). If a traveller sustains bodily injury or death arising from a motor vehicle accident in South Africa, an official will be entitled to the benefits provided for and prescribed in COIDA (Act No. 130 of 1993). Travellers may also be entitled to claim from the Road Accident Fund.

- 17.5.2. The institution self-insures vehicles rented for official purposes in South Africa. It is recommended that a traveller decline<sup>37</sup> all waivers the Car Rental Company offers, unless the institution's relevant policy requires the traveller to accept the insurance waivers provided by the car rental company.

- 17.5.3. Whenever a vehicle is rented in any country outside of the Republic of South Africa, it is recommended that travellers accept the Comprehensive Motor Vehicle Insurance (Collision and Damage Waiver, Theft Waiver and Personal Liability) offered by Car Rental companies.

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<sup>37</sup> Declining the waivers makes the Institution fully liable for all damages incurred.

- 17.5.4. In the event of an accident, where a traveller is physically and legally able to, it is advised that the traveller notify the Car Rental Company immediately and report the accident within 24 hours at the nearest police station to obtain a case number. The traveller must notify the institution and the TMC. The traveller must complete the incident report required by the Car Rental Company within the period specified, failing which, the traveller may be held responsible for all damage charges. The traveller must file the same accident report with his or her institution.
- 17.5.5. Private vehicles utilised for official business trips are to be insured by the owner of the vehicle. Wear and tear on the vehicle including the replacement of tyres due to mileage is included in the rate per kilometre determined by the Tariffs for the use of Motor Transport as determined by the Department of Transport, or the SARS rate, as elected by the institution.

## **18. LOYALTY PROGRAMMES AND UPGRADES**

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- 18.1. Travellers may join the loyalty programmes on offer from airlines, accommodation establishments and Car Rental Companies with which the National Treasury and, or the institution has agreements in place. Travellers can use the accrued benefits of such programmes for their own benefit.
- 18.2. The fact that the institution and, or, any traveller is a member of a Loyalty Programme must not override the principle to procure at the best possible price, unless otherwise determined by the corporate agreement with the travel service provider. If this principle is violated, the traveller may be liable, and the institution may take disciplinary steps.
- 18.3. Certain loyalty programmes require a once-off or an annual subscription fee. These membership fees will be for the traveller's own personal account and the institution may not reimburse a traveller for any membership fees.
- 18.4. Although the TMC may record the loyalty programme number of the traveller when making a reservation at the relevant travel service provider, the traveller is responsible for the management, tracking and redemption of his or her loyalty rewards.
- 18.5. If there is a specific business need to upgrade the class of travel for any member of a group to travel with a more senior official, it is subject to prior approval by the AO/AA or delegated official.

- 18.6. A traveller may not demand an upgrade from any travel service provider. Upgrades due to personal preference will be for the traveller's own account.
- 18.7. The traveller is allowed to accept an upgrade, in the event that a travel service provider offers an upgrade, at no additional cost.

## **19. LEISURE EXTENSIONS**

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- 19.1. For purposes of paragraph 18.1.2, private travel requests to the appointed TMC must be indicated as such and must be settled directly with the TMC in the traveller's own private capacity.
- 19.2. Personal travel may be combined with an official business trip if it does not conflict with the conduct of the institution's official business and does not lead to additional expenses for the institution. Institutions will not reimburse additional expenses incurred related to the personal travel arrangements. It must be paid by the traveller in his or her own private capacity. If the cost of an air ticket is more expensive, as a result of the flight being booked on a different day to that required by the institution, the difference in cost must be paid by the traveller.
- 19.3. When a traveller extends his or her official business trip to incorporate leisure days and the leisure period (excluding weekends and, or, approved leave), is equal to or exceeds the period of official business travel, the institution deducts fringe benefit tax on behalf of SARS. The tax will be calculated based on the cost of the airfare as apportioned between the period of business travel and the leisure period.
- 19.4. It is the duty of the traveller, to disclose information regarding the leisure portion of the official business trip to the AO/AA or delegated official.
- 19.5. Travellers shall be personally liable for any additional expenses for the extended trip and may not utilise any travel advance issued in respect of the official business trip, to finance the extended trip. Details of the expenditure incurred during the leave period must be excluded from the S&T claim.

## **20. TAXATION AND RELATED MATTERS**

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S&T and travel allowance and benefits as provided for in terms of the Income Tax Act, No. 58 of 1962 and, or, any other related Acts must be disclosed on an Official's employee's IRP5.

## 21. TRAVEL GUIDE REVIEW AND GOVERNANCE

21.1. The table below indicates the responsibilities of institutions with regard to the governance of the National Travel Guideline, Institutional Travel Policies, corporate and institutional agreements, and any other travel related services.

Business Activity		Responsibility
<b>1 Governance of the Travel Policy</b>		
1.1	NTG formulation and the amendments thereto.	National Treasury OCPO.
1.2	Institutional Travel Policy formulation and amendments thereto.	AO/AA or as per the Institution's DOA Policy.
<b>2 Corporate and Institutional Agreements</b>		
<b>2.1 Travel Management Companies</b>		
2.1.1	National Treasury Instruction 4 of 2016/17 on the Minimum Bid Specification Requirements for the appointment of TMCs.	National Treasury OCPO.
2.1.2	Appointment of TMCs in terms of prescribed procurement processes, applying the Minimum Bid Specification Requirements.	AO/AA or Delegated Official.
<b>2.2 Providers of Travel related Services</b>		
2.2.1	Corporate Airline Agreements: – Negotiation and approval of the terms of the agreement.	National Treasury OCPO.
2.2.2	Instructions/Guidelines on Cost Containment matters related to Travel	National Treasury OCPO.
2.2.3	Appointment of travel service providers (e.g. Car Rental companies, Shuttle Services, events coordinators, Accommodation establishments) in terms of	In terms of the institution's SCM policy and approved delegations

<b>Business Activity</b>		<b>Responsibility</b>
	prescribed procurement processes.	

# NATIONAL TRAVEL GUIDELINE

Private Bag X115, Pretoria, 0001 | 40 Church Square, Pretoria, 0002 | Tel: +27 12 315 5944 | Fax: +27 12 406 9055 | [www.treasury.gov.za](http://www.treasury.gov.za)



**national treasury**  
Department:  
National Treasury  
REPUBLIC OF SOUTH AFRICA