

## Frequently Asked Questions

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## 1. Foreign participants – not living in the country where the event takes place

### A. General

#### 1. Am I to book my transport and accommodation myself?

Participants are responsible for proceeding to their own accommodation and transport booking, except in exceptional and duly notified circumstances previously advertised by the organiser that may proceed to group booking. The amounts advanced by the participants are reimbursed after the activity upon presentation of the required documents and in line with the provisions laid down in the applicable EJTN Corporate financial policy.

### B. Travel

#### 1. I can only find flights for over 400€. Will I be reimbursed for my costs over 400€?

Travel costs above 400€ may be partially covered, on an exceptional basis, if duly justified (i.e. urgency, complex route, etc.). In order to do so, participants must send a list of available return flights/trains (e.g., by adding a print-screen/copy of the list of available flights/trains as displayed on a regular search engine, such as Skyscanner or E-dreams) and an explanatory email to the EJTN Secretariat before undertaking any financial commitment/booking their travel. This request should be addressed to the EJTN Secretary General and will be assessed on a case-by-case basis. In case the request is accepted by EJTN, the participant must submit the proof of the approval together with his/her claim for reimbursement of expenses after the event.

#### 2. In order to get to the training venue, I had to use more than one form of transportation (train, flight, private car). Can I claim costs for all different forms of transport used or only for one?

EJTN will reimburse participants for the combined value of all forms of transportation used to reach the city where the activity is to take place, up to the maximum amount of 400€ applicable to the reimbursement of international travel costs. Participants should therefore clearly indicate in their Expense Claim Form all the international travel expenses they wish to claim. Please note that costs incurred with travel from the airport/train station to the venue are considered 'local travel costs', reimbursed through the applicable per diem paid after the event.

Local travel costs are understood as all costs with travel:

- a) within the city of departure of the participant;
- b) within the city of arrival (where the event/activity takes place);
- c) within any city of transit;
- d) between the airport and the city of departure, any city of transit and the city of arrival.

#### 3. The only way for me to reach the training venue from the nearest airport/train station is by taxi. Will these costs be reimbursed?

Under exceptional circumstances, where it is proven that there is no other available form of transport between the nearest airport/train station and the training venue, participants may claim the reimbursement of the actual taxi costs within the overall limit of the 400€ ceiling applicable to international travel costs.

#### 4. The arrival/departure of my flight does not allow me to use public transportation to reach the airport. Will taxi costs be reimbursed?

Taxi costs are reimbursed in case of late arrival/early departure. Participants must provide evidence of the time of arrival/departure of the flight. Additionally, the taxi receipt must show the date and time the service was used.

**5. My travel comprised a bus shuttle for which I did not receive neither a boarding pass nor a bus tickets as the price was included in my plane ticket. Will I get full reimbursement of my ticket?**

Yes, upon presentation of a confirmation from the airline company (attestation/certificate/email).

**6. Can I book a package covering both travel and accommodation?**

Yes, as long as the costs of travel and accommodation are clearly separated allowing EJTN Finance unit to reimburse travel costs on a real cost basis.

**7. I would like to travel to/from the venue of the activity from/to a country which is not my country of residence. Will my return flight costs/train ticket be reimbursed?**

Participants combining an EJTN activity and another professional or private activity will be reimbursed on the basis of the less expensive journey to avoid double funding. The approval of the EJTN Finance Unit is necessary in any case of exception and before any financial commitment is made. The participants in such situation must provide a simulation of the travel to/from the venue of the activity from/to the country of residence and the travel to/from the country where they wish to travel. In case the request is accepted by EJTN, the participant must submit the proof of the approval together with his/her claim for reimbursement of expenses after the event.

**8. I want to go to the city where the training is being held a few days before and/or leave a few days after the training. Will this affect the reimbursement of my travel costs?**

Early arrival to or late departure from the city where the training is held will not, in principle, affect the reimbursement of international travel costs, provided the travel still corresponds to the most cost-effective travel route and its overall costs remain under 400€. The participants in such situation must provide a simulation or evidence that the earlier arrival and/or late departure are based upon the most cost-effective means of transport between the institution in the country of origin and the place of the event in the hosting country. Furthermore, it must avoid double funding. Additional per diems will not, however, be awarded for a stay longer than the duration of the training event for which the participant was selected. The approval of the EJTN Finance Unit is necessary in any case of exception and before any financial commitment is made. In case the request is accepted by EJTN, the participant must submit the proof of the approval together with his/her claim for reimbursement of expenses after the event.

### C. Per diems (daily allowance):

**1. How many per diems will I receive?**

The number of per diems to be paid equals the number of nights between the days of event and the night before the event (if justified). The last day of event gives right to a half (1/2) per diem. The same applies for a one (1) day event.

If an event is starting before 10AM in the morning arrival on the eve is justified by the agenda of the event.

If the event starts after 10AM, arrival on the eve has to be justified by participants who have to prove that there was no mean of transport available in the morning of the day the event started (see B1 for supportive documents). The approval of the EJTN Finance Unit is necessary in any case of exception and before any financial commitment is made. In case the request is accepted by EJTN, the participant must submit the proof of the approval together with his/her claim for reimbursement of expenses after the event.

**2. Can I receive the per diems before the training takes place?**

Participants will receive the per diems after the event, together with the reimbursement of their travel costs. Both per diems and travel costs will be reimbursed only once all necessary reimbursement documents are received and processed by the EJTN Finance Unit. In particular cases properly grounded, the Secretary General is entitled to authorize the pre-payment to the participant of a percentage of the expected per diem.

The above provisions do not apply to exchanges of 2 weeks or more for which a specific instalment scheme is set in EJTJN's Corporate Financial Policy.

3. There are no return flights/trains available to my place of residence on the last day of the training. Will I receive a full per diem for the last day of the training and, if so, how do I make proof that I could not return to my place of residence on that day?

Under exceptional circumstances, a full per diem may be awarded to participants who make proof that there was no form of transportation available to get them to their place of residence on the last day of the training. In order to make proof of lack of transportation, participants must submit a list of available flights/trains for the last day of the training, at the time of booking (e.g., by adding a print-screen/copy of the list of available flight/trains as displayed on a regular search engine, such as Skyscanner or E-dreams), and a formal letter requesting the payment of the additional per diem. This letter should be addressed to the EJTJN Finance Unit before undertaking any financial commitment / booking, with a clear indication of the number/reference of the activity which the participant attended. In case the request is accepted by EJTJN, the participant must submit the proof of the approval together with his/her claim for reimbursement of expenses after the event.

4. Although group lunches were organised during the event, I had lunch elsewhere. Will I still be charged for the group lunches?

Yes. Unless otherwise stated by the EJTJN Secretariat, whenever lunches, coffee-breaks or dinners are organised by and directly invoiced to the EJTJN, the corresponding amount will be automatically deducted from the participant's per diem.

#### D. Reimbursement of costs:

##### 1. What does the EJTJN cover/not cover?

The EJTJN covers	The EJTJN does <u>not</u> cover
<ul style="list-style-type: none"> <li>● Up to 400€ in international travel costs in economic class (plane/train roundtrip in economy class between the participant's place of residence and the city where the EJTJN event takes place);</li> <li>● Accommodation, meals, local travel costs and other sundry expenses incurred by the participant during the training (reimbursed through a per diem)</li> <li>● Extra luggage not covered by the international travel ticket</li> </ul>	<ul style="list-style-type: none"> <li>● Taxi costs; (except early departure/ late arrival/no other mean of transport)</li> <li>● Travel insurance;</li> <li>● Seat reservations;</li> <li>● Mobile text messages (flight reservation);</li> <li>● Travel by car related costs such as tolls, parking fees and gas/petrol costs, etc.;</li> <li>● Priority boarding</li> <li>● Extra luggage costs</li> </ul>

##### 2. What are local travel costs?

Local travel costs, whichever mean of transport is used are understood as all costs with travel:

- a) within the city of departure of the participant;
- b) within the city of arrival (where the event/activity takes place);
- c) within any city of transit;
- d) between the airport and the city of departure, any city of transit and the city of arrival.

Local travel costs are covered by the per diem/daily allowance paid to the participant after the event.

### 3. I travelled to the training venue by private car:

#### a) *How will my costs be reimbursed?*

Participants travelling to the venue by private car will have to submit a claim for the reimbursement of private car expenses, online, as provided to them by their contact point at the EJTN Secretariat. Expenses associated with private car travel are reimbursed on the basis of the number of kilometres travelled between the participant's place of residence and the training venue, combined with the corresponding return journey. A maximum of 1200kms will be reimbursed. Reimbursement is done on the basis of total number of kilometres travelled, multiplied by 0.22€. The maximum reimbursable value is therefore of 264€ for a roundtrip journey. This also apply in case of car renting.

#### b) *Will my costs with parking and tolls be covered?*

No. The EJTN does not reimburse participants for costs associated with parking fees, tolls or gas/petrol, etc.

#### c) *I travelled with one or more colleagues. Will we both/all be entitled to claim these travel costs?*

No. Costs associated with private car travel will be reimbursed only to one of the participants. When two or more participants travel together by car, they should inform the EJTN Finance Unit to whom the reimbursement should be made.

### 4. I had to pay to check in my luggage. Will this cost be covered under the overall 400€ ceiling for international travel costs?

While costs with 'excess luggage' are not covered by EJTN's Corporate Financial Policy under any circumstances, costs associated with the check in of a single piece of luggage per person may be exceptionally reimbursed under the overall 400€ ceiling applicable to the reimbursement of international travel costs. This applies only to a single piece of luggage exceeding the standard 'cabin allowance' weight or size but not exceeding the weight of 23kgs, when such cost is not included in the airline's ticket price. In order to be entitled to the reimbursement of such costs, participants must provide the EJTN, in addition to their travel documents, with evidence that the transport of such piece of luggage was not included in the paid airlines fare. Proof of such can be made by enclosing to the documents sent to the EJTN a short overview of the corresponding airline's official luggage policy, as described on their website or other corporate documents.

### 5. Due to a professional commitment, I will not be able to attend part of the training. Will this affect the reimbursement of my expenses?

Per diems will only be awarded for the days of training which the participant attended.

### 6. I was selected to attend an EJTN seminar and I have already booked my travel. Due to unexpected circumstances, I will no longer be able to attend the seminar. Am I entitled to the reimbursement of the cost I incurred?

No. The EJTN does not reimburse costs incurred by the participants when the change in circumstances is not imputable to the EJTN.

### 7. What documents do I need to send to the EJTN Finance Unit in order to be reimbursed? Do I need to keep all the invoices/receipts of my expenses?

In order to be reimbursed for their travel costs and daily expenses, foreign participants must send the EJTN Finance Unit the following documents after the training:

- a) A completed 'Expense Claim Form' (either electronic or paper form)
- b) Their travel documents; i.e., original boarding passes/train tickets, and/or a 'Claim for the Reimbursement of Private Car Travel' (if they travelled by car);
- c) A booking confirmation or invoice clearly indicating the amount paid for their flights/train journey.

No additional invoices or receipts (e.g., hotel invoice, etc.) need to be sent to the EJTN.

The above provisions do not apply to exchanges of 2 weeks or more for which a certificate of attendance duly signed and stamped by the tutor is requested.

#### 8. How should I send my boarding passes to the EJTN?

*a) I checked in at the airport and received a paper boarding pass:*

Please upload the scan of your original paper boarding passes on the online system and send it by post together with your additional supporting documents, to the EJTN Finance Unit.

*b) I checked in online and received a PDF version of my boarding pass:*

Please upload the scan of your PDF boarding passes to the online system. All electronically issued documents do not need to be sent by post

*c) I checked in online and received a mobile boarding pass:*

Please upload the scan of your mobile boarding passes to the online system. All electronically issued documents do not need to be sent by post

#### 9. I lost my boarding pass. What should I do?

If you lost one or more of your boarding passes, you must send to the EJTN Finance Unit a certificate from your flight company where it is stated that you took the flight for which you claim reimbursement, together with the email correspondence between yourself and the airline.

#### 10. Can I give my travel documents directly to the EJTN staff at the training?

No. All reimbursement documents must be sent directly to the EJTN Finance Unit to the address specified in the invitation or the form. Please indicate clearly on the envelope the reference of the activity you took part in (i.e. code of the activity indicated in the invitation, type of exchange...)

#### 11. When should I expect my reimbursement to be processed?

Reimbursements are processed within 2 months after the reception of the final documents for reimbursement from participant within the deadline set.

#### 12. When will I receive my Certificate of Participation?

An electronic version of your Certificate of Participation will be sent after the activity to the email address provided at the time of application / registration. EJTN does not provide hard-copy/paper certificates.



## 2. National participants – living in the country where the event takes place

### A. Travel and daily expenses:

#### 1. I live and/or work in the city where the EJTN event will take place. Which of my costs will be reimbursed?

Participants residing and/or working in the city where the event takes place will be entitled to the reimbursement of their actual costs incurred towards meals and public transport during the training within the limits of the applicable activity's per diem to foreign participants.

The reimbursement of meals will not exceed the amounts set out in the specific conditions governing the rules of the activity.

#### 2. I live in the country, but not in the city, where the EJTN event will take place.

##### a) *Can I claim the reimbursement of travel costs?*

Yes. If justified, you may claim up to 200€ for a roundtrip between your city of residence and the city where the event takes place.

Under exceptional circumstances, the EJTN may also authorise the reimbursement of travel costs above the limit of 200€, on the basis of an express and duly substantiated request by the participant, submitted before undertaking any financial commitment/booking his/her travel. Such request will be assessed on a case-by-case basis.

##### b) *Which of my daily expenses will be reimbursed?*

Participants residing in the country of the event, but in a city other than that in which the event takes place, will be entitled to the reimbursement of their daily expenses (in so far as these are not covered by their national institution) on the basis of their actual costs. The following costs may be considered:

- a) Accommodation for the night before the first day of the event, up to the night before the event's last day;
- b) One dinner per day for the duration of the event, starting with the day before the event's first day, but excluding the final day of the event;
- c) One lunch for each day of the event, except for lunches organised by EJTN and directly paid by the EJTN;
- d) Local transport costs for journeys made using public transportation.

The reimbursement of meals will not exceed the amounts set out in the specific conditions governing the rules of the activity.

The overall daily costs will not be reimbursed above the amount of the activity's per diem.

### B. Reimbursement of costs:

#### 1. Do I need to keep all invoices/receipts of my expenses and submit them to the EJTN Finance Unit in order to be reimbursed?

YES. National Participants must upload the scan of all the receipts/invoices to the online reimbursement form via the link gotten via e-mail after the seminar and send them by post to the EJTN Financial Unit. Participants attending the Exchange Programme activities must directly send all the receipts/invoices attesting to each expense listed in their Expense Claim Form to the EJTN Finance Unit.

## 2. When should I expect my reimbursement to be processed?

Reimbursements are processed within 2 months after the event and upon reception of the complete file from participant within the deadline set.

## 3. When will I receive my Certificate of Participation?

An electronic version of your Certificate of Participation will be sent after the activity to the email address provided at the time of registration. Please note that the EJTN does not provide hard-copy/paper certificates.