**GUIDANCE (RSA Travel policy 1/8/2019-31/10/2020)**

In the following circumstances, we would be able to submit a claim due to cancellation for any non-refundable travel associated costs for the travel claims team to consider:

* If the FCO advice has changed since the trip was booked, to `advise against all travel' and `advise against all but essential travel'
* If the host/organiser of a conference has cancelled the conference/activity beyond the control of the traveller.

In the first instance refunds should be requested by the conference/activity organiser if they have cancelled. Travel bookings for flights/accommodation should be cancelled and any refunds due depending on the terms should be obtained first. The information of non-refund will be needed for supporting evidence in any claim.

There is no cover under the policy if the traveller has chosen not to travel, as this will be considered `disinclination to travel’.

All claims are subject to the claims team approval and they will review each claim under its own merits.

Staff should log all business travel on the travel insurance online form.

<https://intranet.royalholloway.ac.uk/staff/tools-and-links/finance/insurance/insurance.aspx>

If any staff have further queries please email [insurancequeries@rhul.ac.uk](mailto:insurancequeries@rhul.ac.uk)