



## Claims and Donations Guidelines

### Donations

The main funding for Leighton Buzzard Voluntary Patient Transport (LBVPT) is from donations given by the clients whom we help. When they request our help they are told that we are a charitable organisation and are asked to make an appropriate donation and given an indication of a suitable amount. There is no obligation to give a donation although in the main they do. Some clients may appear more generous than others, but the amount they give is entirely up to them and volunteers must not comment on the amount given or try to ask for more. Occasionally a client will ask “what shall I give” and you should refer to the suggested amounts shown in your Welcome Pack. Sometimes clients forget to give a donation and it is quite OK to ask tactfully if they will give a donation, but on no account must any comment be made to the client if they refuse. All donations must be accounted for individually so as to comply with Charity Commission regulations.

### Claims

Every time you undertake a task for LBVPT you must write the details on an Expenses Reimbursement Form. This includes the date, the name of the client, where you picked them up from and took them to. LBVPT will reimburse you out of its reserves for the expenses you incur, such as petrol/diesel costs at the current rate per mile stated on the form, car-parking expenses, etc. The LBVPT Management Committee reviews and agrees the rate per mile annually. Although we encourage all drivers to claim their expenses, some choose not to do so. However, please don't give free rides on the basis that you are not claiming – it leads to misunderstandings when clients are driven by other drivers.

When you have to use public car parks you may claim the cost back – please keep the ticket, if you can, and attach it to the Expenses Reimbursement Form. If the client does not have a Blue Badge you can use, but you think that they may qualify for one, suggest to them that it would be helpful if they obtained one – many don't think of getting one because they don't drive themselves. LBVPT will not reimburse parking fines unless there are very special circumstances and only at the discretion of the committee. Any other genuine expenses that you incur may be reimbursed on a case-by-case basis. Please refer these to your LBVPT Management Committee who will sanction as appropriate and then they may be included on your Expenses Reimbursement Form.

When your Expenses Reimbursement Form is full send it to the Treasurer (address on the form) together with the value of the donations received less any expenses you wish to claim. Please could you make sure that all your donations/claims are sent to arrive before the 31<sup>st</sup> March being the end of the financial year.