



**International Society for
Prosthetics and Orthotics**

Learn. Exchange. Support. Innovate.

2025 ISPO REIMBURSEMENT POLICY

Introduction

The purpose of the reimbursement policy is to provide a uniform and consistent approach for the timely reimbursement of authorised expenses, as well as to ensure that appropriate cost controls are in place for the wise use of the Society's funds. This document describes the general reimbursement policy, provides guidance and instructions on how to submit a claim, provided details on ISPO Travel Insurance, and explains in detail which expenses and amounts may be covered by ISPO. Reimbursement can only be provided for budgeted expenses and non-budgeted expenses pre-approved by the President and the Treasurer, that have been incurred during the conduct of authorised ISPO business. Should there be any questions about eligibility for reimbursement or what expenses may be allowable, please do contact the ISPO Office before your travel. In any exceptional case, where it is felt that a deviation from this guideline is warranted, approval of the President and the Treasurer is required, prior to the expenditure, to ensure reimbursement.

Principles

1. This policy applies to all ISPO volunteers including ISPO Executive Board members. The expectation is that volunteers should be reimbursed for reasonable expenses incurred on official business but should never gain.
2. When travel requires a visa, traveler should procure the visa prior to purchasing the ticket. If traveller is required to purchase ticket prior to obtaining visa, the traveller should purchase either a refundable ticket or cancellation insurance that includes coverage if a visa is denied, whichever is lower cost.
3. It is the responsibility of each individual volunteer to ensure that supporting receipts are retained for all claims made by them (e.g. car parking costs, hire car fuel, bus/train tickets etc).
4. Claims must be submitted no later than 90 days after the travel and/or reimbursable expense was incurred. Only in exceptional circumstances, where there are valid reasons for late submission (such as long-term sickness, maternity), can discretion be granted to extend this timeframe.
5. The decision about whether to travel, and then the means of transport if travel is deemed business critical, should take all the above factors into account, so that the rationale is justifiable.
6. All volunteers are kindly asked to conserve the Society's funds, i.e. by making travel early arrangements, travelling by the most economical means available, using e-meetings, when possible, rather than face-to-face, etc.
7. ISPO **does not provide per diem** for individuals involved in Society activities but rather reimburse reasonable expenses as defined in this policy.

Reimbursement Guidelines

Please use the **ISPO Reimbursement Form** ([2025 Reimbursement Form](#)) to submit claims.

- Claims must be submitted **within 30 days after the conclusion of each trip**.
- Pre-travel reimbursement of long-distance airfares may be allowed under certain circumstances as described below.
- **Receipts** must be submitted for every line item. E-ticket travel receipts are acceptable. Copies of receipts need to be submitted with the reimbursement claims
- In case of a **lost receipt**, please enclose a statement justifying the expense and amount. Note that expenses that exceed EUR 25 cannot be reimbursed without original receipts.
- ISPO can only reimburse for airline tickets carrying the name of the ISPO-sponsored traveler.
- Route planning for travel should be as direct and economical as possible.
- If official ISPO travel is combined with trips to other destinations (private or business) then ISPO will only reimburse the amount for respective ISPO travel based on a submitted quote.
- ISPO uses currency conversion rates on the day of expenditure from the Oanda Foreign Exchange reference at <https://www.oanda.com/currency-converter/en/>.
- For timely reimbursement, please provide all necessary **bank details** noted on the ISPO Reimbursement Form. To protect confidentiality, this information may be faxed directly to the ISPO Office.

Reimbursable expenses

ISPO will reimburse the following approved expenses:

- **Plane, train, etc.:** Actual cost at discounted or coach rate to travel by the most direct route. If the **booking exceeds € 1'500.00**, prior written approval by the Treasurer and the President, must be given for reimbursement. If different routes or schedules are used, enter the lowest cost direct route cost with documentation. Advance booking of non-refundable tickets to secure the most favourable rate is strongly encouraged. ISPO will pay ticket change fees necessary for reasons beyond the control of the official traveler. If a substantial amount in the flight costs can be saved, then ISPO may accept to reimburse an extra hotel night of the traveller, provided that ISPO was informed beforehand. **Note that, if flight tickets need to be booked before obtaining the visa, the traveler must purchase reimbursable tickets or with cancellation insurance. ISPO will not reimburse a second ticket.**

*Reimbursement of travel costs may be made **prior** to travel if the following criteria are met:*

1. Pre-travel reimbursement is requested and approved by the President and Treasurer.
2. Flight(s) are booked and paid for by the official traveler more than 45 days prior to the scheduled travel.
3. Payment verification (airline/travel agency receipt or credit card statement) must accompany request for reimbursement form.

In the event that the travel is not completed by the official traveller, ISPO shall invoice for and be repaid the amount of the pre-travel reimbursement.

- **Personal Auto:** Personal auto mileage for approved trips will be reimbursed at the current rate according to Danish law (**2025: € 0.52 per kilometre driven¹ or USD 0.61**), if this is the lowest cost alternative compared to rail or air travel.
- **Rental car, taxi, or public transportation:** Travel to and from ISPO approved functions utilizing the least costly, yet timely, mode of ground transportation. First Class railway travel will be reimbursed only in developing countries.
- **Parking and tolls:** Reimbursable for expenses incurred for ISPO approved functions.
- **Internet access:** Only when not included in the room rate.
- **Accommodation:** Actual billed costs for single occupancy rate (room + tax) paid by the traveler. The maximum number of nights reimbursed is from arrival the day before the event to departure the day after the closure of the event. Please do not include other charges that are itemized elsewhere such as meals charged to the hotel account. Reimbursement is offered only for modest accommodations: three-star rating or less in industrialized countries and four-star rating or less in developing countries.
- **Individual meals:** List actual meal cost paid by traveler plus tips, which cannot exceed 10%. No reimbursement is provided for meals provided by the hotel or arranged by ISPO or arranged by the event organizers. Total meal cost reimbursement cannot exceed € 60.00 per day.
- **Alcoholic beverages:** drinks with dinner will be reimbursed. *Not reimbursable are bar bills.*
- **Combined expenses:** List the names of other persons included in the bill (e.g. meal, taxi), noting the ISPO approved activity or eligibility for expense reimbursement.
- **Phone calls** for ISPO-related business, only when Internet calling is not available.
- **Ancillary business expenses** incurred while traveling (e.g. photocopy, fax and other business expenses) only if they relate directly to ISPO business.
- **Travel visa fees** when necessary for ISPO authorized travel.
- **Other expenses:** Please clearly describe all authorized costs not specifically identified above, such as vaccination, COVID test, etc., in detail, along with the justification.

¹ [Denmark Notification 1st January 2024](#)

Non-reimbursable expenses

- Any activities that are unapproved or are not directly related to ISPO business.
- Expenses submitted more than 90 days after the conclusion of the trip, without written approval of the President.
- Business or First-Class air or railway travel.
- Valet parking.
- Personal phone calls and fax charges.
- Transportation to/from destinations that are not related to ISPO activities.
- Gym or spa fees.
- Theatre or entertainment tickets or in-room entertainment.
- Bar bills and mini-bar charges.
- Rush charges for visa or passport (unless the trip is officially requested at the last-minute).
- Valet cleaning and other personal services.
- Additional hotel days after the conclusion of official business unless the resulting reduction in airfare is documented to offset the increased lodging and meal costs.

Please note: Hospitality (i.e. invitation of third parties on the expense of ISPO) will not be reimbursed without **prior** written authorization from the Treasurer.

ISPO Travel Insurance

Executive Board members are insured through the ISPO travel insurance policy for the duration of their term, however other ISPO volunteers are requested to [complete the form](#) related to insurance. ISPO is able to take out an insurance policy for ISPO travelers, or else to reimburse insurance taken out by the travel him/herself.

When traveling on behalf of ISPO, travellers are advised to seek further travel advice from their insurance company, as well as from their national governments in matters concerning foreign travel, particularly if they intend on visiting areas at risk.

Should the traveler require insurance coverage, please complete the [ISPO Travel Insurance form](#) and inform ISPO Secretariat (ispo@ispoint.org) as quickly as possible. ISPO is able to take out an insurance policy for your ISPO-related travels. However, please note that travel to areas of conflict will only be covered under certain conditions, which need to be verified by the insurance company (request done by ISPO Secretariat).

Under no circumstances can ISPO be held responsible for any eventual emergencies or mishaps arising during the travel which could otherwise have been covered through a travel insurance as suggested in this policy.

Review of Policy

This Policy will be reviewed every other year, at minimum, by the Finance Committee, or sooner if warranted by internal or external events or changes. The Finance Committee will recommend changes to the Policy to the Executive Board for approval.

Contact

Should there be questions related to reimbursements and/or travel insurance, please contact the ISPO Secretariat (ispo@ispoint.org).

Travel on behalf of ISPO.

The present policy is relevant for all volunteers traveling on behalf of ISPO International that are entitled to reimbursement of their expenses, whereby **“Fully Funded”** mean that all reimbursable expenses described in this policy are reimbursed by ISPO.

Type of Meeting/Event	Participant	Funding
ISPO Executive Board	<ul style="list-style-type: none"> • ISPO Executive Board Members • ISPO Committee Chairs 	• Fully funded
	• ISPO Secretariat	• 2 representatives fully funded
	• Other invitees	• Preferably virtually, but if deemed necessary and approved by the President and the Treasurer, fully funded
ISPO Committee or Working Group meetings	<ul style="list-style-type: none"> • ISPO Committee Members • ISPO Working Group Members 	• Fully funded if budgeted
	• Other invitees	• Preferably virtually, but if deemed necessary and approved by the President and the Treasurer, fully funded
World Congress	<ul style="list-style-type: none"> • ISPO Board members (included newly elected) • ISPO Committee Chairs (included newly assigned) 	• Fully funded
	• ISPO Secretariat	• 2 representatives fully funded
Ad-hoc Meetings with ISPO Secretariat	<ul style="list-style-type: none"> • ISPO President • President-Elect • Immediate Past President • Treasurer 	• Fully funded
Other Meetings at ISPO International level (e.g. Strategic Meeting, WHO, Congresses, etc.)	• ISPO International Representative/s (to be decided by the President)	<ul style="list-style-type: none"> • Fully funded, if budgeted • If not budgeted but deemed necessary and approved by the President and the Treasurer, fully funded
Other Meetings at national or regional level	• ISPO International Representative/s (to be decided by the President)	<ul style="list-style-type: none"> • Fully funded, if budgeted • If not budgeted but deemed necessary and approved by the President and the Treasurer, fully funded
Training programme audits	• ISPO Auditors (2)	• Fully funded for 2 auditors
Training programme consultation	• ISPO Consultant	• Fully covered by requesting training programme
International Committee Meetings	<ul style="list-style-type: none"> • ISPO Executive Board Members • ISPO Committee Chairs 	• Fully funded
	• ISPO Secretariat	• 2 representatives fully funded
	• NMS Representatives	• Partially funded (1 hotel nights / meals for 1 Member Society representative covered by ISPO)

When ISPO is invited to participate in any events, ISPO representatives should seek to organizers to contribute to ISPO participation costs.

For any participation in non-budgeted events, a formal written request to the ISPO Treasurer and President must be submitted, at least 3 months prior to the event or activity, outlining the purpose and expected benefit or impact of the attendance.