

A GUIDE TO:

Writing your own business travel policy



**FLIGHT
CENTRE®**

Your centre for business travel.



A GUIDE TO WRITING YOUR OWN BUSINESS TRAVEL POLICY

At Flight Centre Business Travel (FCBT), **we take business travel personally**, because we know you do too. We know how hard you work and how challenging it can be to stay on top of everything in your business at all times.

One way we can help is to introduce you to the effectiveness of a well written travel policy. If you've never heard of a company travel policy, or you think it's time you updated the policy you have, this guide will help you create a simple document quickly and easily.

A travel policy guides your employees through the travel booking process. By empowering employees to book travel according to your process, you can:

- Regain control of your travel program
- Reduce unnecessary costs while upholding duty of care

A travel policy can save you thousands. It can even save your sanity.

By establishing clear procedures for business travel, your business will be rewarded with:

- Better expense tracking
- Budget accuracy
- Maximised value
- Greater duty of care
- Streamlined approvals and reduced admin

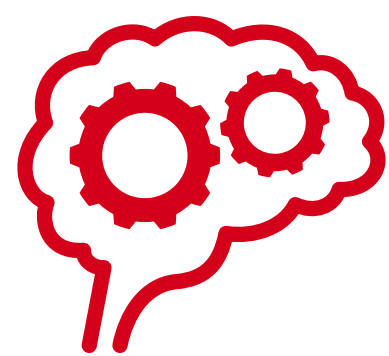


WHO SHOULD BE INVOLVED IN WRITING THE TRAVEL POLICY

Creating a travel policy that works for your business means balancing control with flexibility, while aligning with your company culture and objectives. The right policy can make business travel smoother, more efficient, and more enjoyable for everyone involved.

To do this effectively, it's important to involve the people who will be most affected by the policy. Usually, they fall into three main groups.

By involving all three groups, you create a travel policy that balances compliance, efficiency, and employee satisfaction, making business travel simpler and more rewarding for everyone.



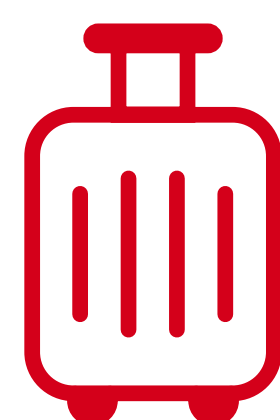
DECISION MAKER

Decision makers, such as executives, finance managers, or general managers, are focused on the bigger picture: controlling costs, managing risk, and ensuring travellers are supported. They want a policy that keeps spending within budget while maintaining compliance, and employee satisfaction.



TRAVEL BOOKER

Travel bookers are the people who handle the logistics, booking flights, accommodation, and transport. They need a policy that is clear, straightforward, and easy to follow. Overly complex rules or too many exceptions can slow down the booking process, frustrate bookers, and create compliance issues.



TRAVELLER

Travellers are at the heart of your travel policy. Speaking to them ensures you understand how business travel impacts both their work and personal lives. This helps define entitlements such as flight upgrades, lounge access, or frequent flyer benefits. Considering the traveller's perspective ensures the policy is fair, practical, and encourages adherence.



SIMPLE STEPS TO WRITING YOUR TRAVEL POLICY

01 DECIDE WHERE TO BOOK

Determine how much travel will be managed by a Travel Management Company (TMC) like FCBTl versus self-booking by employees.

Using a TMC provides:

- Tracking and reporting of travel costs.
- Compliance with preferred hotels, airlines, and suppliers.
- Support for last-minute changes and emergencies.

If self-booking is allowed, clearly outline:

- Approved hotels, trains, rental cars, and booking channels.
- How to manage emergencies and last-minute changes.

02 DEFINE PAYMENT METHODS

If using a TMC:

- Options include payment on account or chargeback, consolidating costs for easier billing.
- Set limits to control spending and reduce fraud.

If self-managed:

- Define company and personal card limits.
- Clarify what expenses are covered and the process for reimbursements.

03 ESTABLISH AN APPROVAL PROCESS

Outline the steps employees must follow before booking:

- Required authorisations.
- Supplier and service provider choices.
- Expense claim approvals.
- When managed by a TMC, you can be confident your policy is enforced, overspending is prevented, and a clear audit trail is maintained.

04 DEFINE EXPENSE MANAGEMENT

Clearly define what expenses are covered and how to claim them.

Specify:

- Receipts retention periods.
- Reimbursement timelines.
- Using a TMC can simplify expense management through chargeback, reducing paperwork and consolidating reporting, overspending is prevented, and a clear audit trail is maintained.

We've made it our business to know exactly what you need.

With a clear travel policy in place, partnering with a trusted TMC like FCBT ensures the right fit every time. We streamline processes, optimise costs, and make travel effortless so you can focus on growing your business. Here's the added value we bring:



YOUR VERY OWN TRAVEL EXPERT CENTRE

Why go it alone when you can have a dedicated business travel expert by your side? We'll handle the planning, bookings and logistics so you can focus on your work, not working out the details.



YOUR CORPORATE SOLUTIONS CENTRE

Business travel doesn't need to be complicated. With policy support, corporate rates, duty of care, reporting and 30-day accounts - we'll keep your travel program running smoothly, all in one place.



YOUR DELIVERABLE SAVINGS CENTRE

Your time's precious and so are the savings we deliver. With tailored travel plans and smart cost control, we take care of the details so you can focus on growing your business.



YOUR ALWAYS HERE FOR YOU CENTRE

We're with you every step of the way. Lost passport, delayed bags, last-minute changes or urgent help? Whatever comes up, our team's here 24/7 to keep your business travel on track.

**For more information please contact Flight Centre Business Travel
fcbt.com.au or 1300 797 826**