

Volunteer and Staff Travel Policy

Policy Number: POL118

Responsible Office: Finance and Strategy

Responsible Official: Brian Kyle

Effective Date: February 25, 2025

I. Scope and Policy Statement

This document provides guidelines and establishes policy for travel (individual business (transient) and meeting – related) for the American Cancer Society (“ACS”), American Cancer Society of Puerto Rico (“Puerto Rico”), BrightEdge (“BrightEdge”) and the American Cancer Society Cancer Action Network (“ACS CAN”) (collectively “ACS”).

II. Reason for the Policy

These guidelines and policies have been developed to ensure the safety and security of the traveling individual; a consistent and fair approach to the way travel is booked and reimbursed; maintain the quality of services provided; and to control and minimize travel costs. It is the professional responsibility of everyone to read and comply with this policy in its entirety, except where extenuating circumstances make adherence impossible.

III. Definitions

Business Travel

A journey specifically taken for work purposes and doesn't include daily commutes, leisure trips or holidays. It is typically compelled by your manager or to achieve specific ACS business goals.

Commute

Transportation between your home and your main or regular place of work.

Transient Travel

Individual business travel booked via the online travel booking tool when team members are traveling individually and not part of a Meeting. See [Meeting Policy](#).

Meeting Related Travel

Travel booked via the travel link attached to a meeting registration website when 10 or more individuals are gathering for an ACS meeting. See [Meeting Policy](#).

IV. Policy Details

A. Expense Reimbursement Provisions

To receive reimbursement for any expense (including travel), itemized receipts must be provided. See P-Card and Expense Policy.

B. Responsibility

This policy must be adhered to by all team members and volunteers of all American Cancer Society Regions, the Global Headquarters, ACS CAN, BrightEdge, consultants, contractors, and suppliers (collectively referred to as individuals) who are traveling on behalf of the ACS and seeking reimbursement for travel whether domestically or internationally. Every effort has been made to address a wide range of circumstances; however, no set of policies and procedures can cover all events and contingencies. Ultimately, the faithful execution of the intention of this policy depends on the stewardship, and personal integrity of the individuals and managers to ensure the appropriate and economical use of donor funds and the accurate, timely accounting of travel expenses. It is the responsibility of the Supply Chain department to provide the necessary policies and processes to enable individuals to comply with this policy.

C. Compliance

All business and meeting travel-related needs of ACS are managed through a single travel management company (TMC). Supply Chain in partnership with Internal Audit will perform periodic audits to monitor policy compliance.

Volunteers, team members, and other individuals traveling on behalf of ACS must seek prior approval from their manager for all expenditures and circumstances that are not covered in this policy. See [Volunteer and Staff Travel Policy FAQs](#).

Travel expenses that do not comply with this policy are subject to:

- Escalated management review
- Delay of reimbursement
- Non-reimbursement

The ACS People Team manages health-related accommodation requests. If applicable, requests may be submitted to them through their normal process and accommodations may be made at their direction.

D. Insurance Coverage

The legal department oversees insurance coverage for ACS travelers. The ACS shall provide business travel accident insurance for team members and eligible volunteers while traveling on official ACS business. To determine eligibility and coverage, refer to the [Business Travel Accident Policy](#), [Volunteer and Staff Travel Policy FAQs](#) and Business Travel Insurance Coverage Guide.

E. Booking Travel (Air, Rail, International Travel, Lodging, Rental Car, Box Trucks/Cargo Vans)

- Individual business travel (transient) including air, rail, lodging, and rental car must be booked using the online travel booking tool or by contacting the TMC.
- To help ensure individual safety and security while traveling on behalf of ACS, individuals are required to maintain a current and accurate traveler profile in the online travel booking tool.
- Strictly personal travel may not be booked through ACS resources. This includes costs incurred and travel changes to existing business trips due to personal reasons.

Air and Rail (Domestic and International Travel)

- Individuals must book the lowest total cost air/rail travel offered with the following conditions:
 - There is no more than one interim stop each way.
 - The total layover time does not exceed two hours on any one way.
 - Departure and/or arrival times should be no more than two hours before or after requested time each way.
 - If multiple airports and/or train stations are available, such as Chicago, New York, Houston, Washington etc., the individual must consider air/rail fare difference as well as location to office or residence as part of the total cost of travel.
 - If rail is selected, travelers may choose the lowest fare that includes a confirmed seat assignment.
 - Ancillary charges such as additional baggage fees, seat fees etc. Should be considered as part of the total cost of air travel.
- An individual may not decline an airfare in a lower class of service to purchase a fare that is upgradable.
- If the duration of a trip is more than 7 consecutive hours of flight time (excluding layovers), the individual may purchase an economy comfort class of service with manager pre-approval.
 - NOTE: The individual may use personal frequent flyer miles or coupons to upgrade to Business or First class. The individual must pay all fees associated with the upgrade.

- To secure the lowest airfare, individuals are encouraged to book domestic travel at least 14 days prior to travel. Air bookings under 7 days are considered non-compliant.
- All air and rail travel must be booked using the online travel booking tool whereby tickets will automatically be charged to a centrally managed ACS credit card.
- Personal and/or private aircrafts for business purposes is prohibited.
- Changes and cancellations to airline reservations are permissible only if the change/cancellation is made for acceptable reasons. Acceptable reasons include but are not limited to:
 - Severe weather, airline overbooking, flight delays.
 - Illness, death in family.
 - En-route changes due to flight disruptions (which are the responsibility of the disrupting airline).
 - En-route changes that are deemed necessary but not related to airline-caused disruptions such as same-day confirmations where individuals may contact the airline directly.
 - In the event an airline ticket is canceled or changed by the airline directly, it is the individual's responsibility to communicate to the TMC prior to the departure date and time to ensure ACS can maintain visibility to the traveler.

Air and Rail (International Travel)

In addition to the conditions above, the following applies to International Travel. ACS is committed to the safety and well-being of its volunteers and team members who travel abroad and is committed to balance the value of international travel against potential risk. ACS strongly recommends against travel to an international destination when the National Terrorism Advisory System (NTAS) or US Department of State has issued an imminent threat alert for that location. Individuals are responsible for checking NTAS alerts prior to booking international travel.

- The ACS provides international medical and security travel services. See [Volunteer and Staff Travel Policy FAQs](#).
- For safety and security, individuals traveling abroad must activate temporary international voice, text, data service to personal mobile device plans. See [Mobile Access Policy](#).
- Non-employee international travelers originating outside of the United States, and traveling on behalf of ACS, may purchase airline tickets from an in-country supplier (travel agency, airline, or consolidator) with advance consultation and approval from Supply Chain and the sponsoring department to determine the maximum applicable reimbursable amount. See [Volunteer and Staff Travel Policy FAQs](#).

Reimbursable Air/Rail Expenses

AIR/RAIL REIMBURSABLE EXPENSES	
REIMBURSABLE	NON-REIMBURSABLE (included but limited)
Checked luggage, up to two (2) bags/shipment of bags when less expensive than airline fees for same number of bags (two-bag limit)	Shipping of luggage when cost exceeds airline baggage fees for same number of bags (2 bag limit)
Luggage overweight fees, if for business purposes	Airline, registered traveler, or membership reward club fees (Delta Sky Club etc.)
Internet access on airplane for flights more than two hours (copy of travel itinerary is required for reimbursement)	Airline tickets purchased outside the official TMC, except as allowed in this section for international travel
International private car service in locations where this would be the safest method of transportation. Advance approval required from budget owner	Headphones, movies, alcohol etc.
In-flight food if replaced as a meal	

- **Miscellaneous Reimbursable Expenses for International Travel**

- Cost of temporary international mobile voice, data, text when traveling outside the United States.
- International lounge access on day of flight departure if an individual decides to decline purchasing an upgradeable fare for flights over 7 consecutive hours.
- ATM fees and currency exchange fees when traveling internationally.
- Seat assignment fees (economy class) for international flights.
- SIM cards when traveling internationally.
- Immunizations required for international travel (copy of travel itinerary is required for reimbursement).
- Passports and visas required for international travel (copy of travel itinerary is required for reimbursement).

Lodging

Preferred supplier information can be found on the [Meetings and Travel Society Source Page](#) on and the online travel booking tool.

- All lodging for Transient Travel must be booked using the online travel booking tool.
- Volunteers and Team Members are **not permitted** to share a hotel room for ACS related travel.
- Preferred hotels must be used for Transient Travel lodging with the following exceptions:
 - Safety as it relates to location, security, accessibility, and health concerns.
 - Total cost of staying in a non-preferred hotel is \$20 per night less than staying at a preferred hotel due to a reduction in travel costs (i.e., do not have to rent a car or use ground transportation to stay in a non-preferred hotel).
 - The preferred hotel chain is unavailable. In that case, the individual should book a comparable hotel with comparable rates.
 - No preferred hotels are within a manageable distance or travel time to the location.
- When making a lodging reservation outside the preferred suppliers, individuals must indicate the reason by selecting the appropriate reason code on the online travel booking tool.
- When attending a non-ACS conference, it is acceptable for individuals to book lodging as recommended by the conference guidelines of the sponsoring organization. Individuals must consider less expensive hotel options when available. See [Volunteer and Staff Travel Policy FAQs](#).
- Booking lodging for an ACS Meeting should follow the Meeting Policy
- If a nonsmoking room is not available at a preferred hotel, a guest room may be booked at a non-preferred hotel.
- Rental Properties (i.e., sharing economy companies such as Airbnb, VRBO, HomeAway) are prohibited. See [Volunteer and Staff Travel Policy FAQs](#).

Reimbursable Lodging Expenses

LODGING REIMBURSABLE EXPENSES	
REIMBURSABLE	NON-REIMBURSABLE (but not limited to)
Room and tax	Upgraded guest rooms
Self-parking: valet parking if self-parking is not available	Valet parking if self-parking is available
Fitness center	Mini bar
Room service using prudence and good judgement (excluding alcohol)	Personal travel expenses including sundries and recreational reading
Business center expenses for ACS related business	Newspaper delivery
Laundry and dry cleaning for travel exceeding five (5) business days	Barbershop/hair salon, shoeshine, and spa
In-room internet if not complimentary	In-room movies
Gratuities per Volunteer and Staff Travel Policy FAQs	Hotel no-show charges due to the lack of cancellation by individual
	Prepaid hotel charges
	Rental Properties (i.e., sharing economy companies such as Airbnb, VRBO, HomeAway etc.)

Ground Transportation

- Transportation expenses incurred when using a personal automobile for business travel, beyond a normal daily round-trip commute from the individual's home to their designated normal workplace, are reimbursable. (For instance, if the daily round-trip commute is 40 miles and business travel require 60 miles of travel, then 20 miles is reimbursable as a business expense.)
- Mileage reimbursement for team members is at the current IRS-published rate for business travel, and for volunteers, it is at the published volunteer rate.
- All individuals should use a hotel shuttle bus, airport shuttle bus, taxi, ride share, rental car, or personal car based on the lowest-cost option available that is safe and logical and that meets travel time needs.
- For business travel located away from the individual's normal workplace, rental cars should be used

for automobile trips when the total cost of the car rental is less than the mileage reimbursement of personal automobile use.

- Individuals must determine the most cost-efficient method of automobile travel using the Rental Car Calculator provided on the Meetings and Travel Management Society Source Page, which considers variables such as mileage rates, cost of gas, rental fees, applicable charges, number of days rented, expected mileage etc.

Rental Cars and Box Trucks/Cargo Vans

Preferred supplier information can be found on the [Meetings and Travel Society Source Page](#) on and the online travel booking tool.

- All rental cars and minivans must be booked using the online travel booking tool.
- Box trucks, cargo vans and 12-14 passenger vans must be booked using the appropriate booking form located on the [Meetings and Travel Society Source Page](#).
- All individuals are authorized to book up to an intermediate-class rental car. If three or more individuals are traveling together, a larger vehicle may be booked.
- Team members must use the Rental Car Calculator when deciding between using a rental car and using their personal car for business purposes. See [Volunteer and Staff Travel Policy FAQs](#).
- Do not prepay for gas at the time of rental. Rental cars must be returned with the required level of gas to minimize the cost of refueling.
- The ACS maintains insurance policies for Business Travel which is managed by the legal department.

Reimbursable Ground Transportation

GROUND TRANSPORTATION, RENTAL CARS, and BOX TRUCKS/ CARGO VANS	
REIMBURSABLE EXPENSES	
REIMBURSABLE	NON-REIMBURSABLE (but not limited to)
Rental car with preferred suppliers	Car upgrades beyond company preferred size
Mileage for Business Travel with personal car at current IRS rate. Mileage reimbursement must not exceed lowest available airfare.	Prepayment of the rental car company's general roadside assistance and service insurance coverage
Train ticket costs should not exceed lowest available airfare	Traffic violations, parking tickets.
Private car service, if the cost of airport parking plus mileage to/from the airport exceeds the cost of the car service (documentation must be provided if requested)	Limousine
Gratuities per Volunteer and Staff Travel Policy FAQs .	Rental cars and trucks with non-preferred suppliers
Airport parking at the lowest available rate (assuming a safe environment)	Satellite radio
Rental of navigation systems with explanation of need (preference is to not use if alternative mapping is available, such as smartphone apps)	Mileage to and from normal workplace
Tolls and ferries	Parking fees in conjunction with commuter travel
At time of incident, general roadside assistance and towing service event rental car or truck breaks down	Personal auto and accident premiums
Shared economy car services (Lyft preferred when cost is not substantially different from other rideshare options)	Court costs associated with driving personal vehicle for business

G. Meals

Individuals are to use judgment and stewardship when purchasing meals during business travel.

- Alcoholic beverages are considered a non-reimbursable expense. See P-Card and Expense Policy.
- See P-Card and Expense Policy for gratuity allowances, meal allowances etc.
- Reimbursable meal expenses fall into three categories – travel, business, or de minimis fringe benefit.
 - Travel - for a meal to be considered as a travel expense, the meal must occur when away from home overnight in pursuit of business.
 - Business - for a meal to be considered business related, it must be planned with a specific agenda and defined business objectives and organized for the convenience of the employer. The main purpose of the meeting is the active conduct of business with more than a general expectation of creating value for ACS (such as revenue generation or cost reductions) or some other specific business purpose. Business must be discussed during the meal period and must take place in a clear business setting.
 - De minimis fringe benefit – on occasion, it is acceptable to reimburse modest meals to employees as de minimis fringe benefits. To qualify, it must be reasonable and satisfy the following three conditions:
 - The meal expense occurs only on an occasional basis.
 - The meal expense is incurred because work necessitates an extension of the employee's normal work schedule.
 - The meal expense enables the employee to work beyond the normal work schedule.
- For guidance on acceptable meal expenses refer to the US. Govt Per Diem rates.

Personal Expenses

- See P-Card and Expense Policy for personal expense reimbursement guidelines.

If you are in doubt about the validity of a particular expenditure, check with your manager before incurring the expense. Note: Volunteers should consult with their team member partner.

V. Related Links

[Code of Ethics and Conflict of Interest Policy](#)

[Volunteer and Staff Travel Policy FAQs](#)

[Meeting Policy](#)

[Meeting Policy FAQs](#)

[P-Card and Expense Policy](#)

[P-Card and Expense Policy FAQs](#)

Business Travel Insurance Coverage Guide (*pending*)

Chubb Executive Assistance (*pending*)

[Business Travel Accident Policy](#)

[Mobile Access Policy](#)

[Nationwide Flight Insurance](#)

[Alcohol Policy](#)

VI. Revision History

Date:	Revised By:	Comment:
7/26/2021	Brian Kyle, Vice President, Supply Chain & Accounts Payable	Policy Format: The Volunteer and Staff Travel & Expense Policy has been separated out to reference only the Travel Policy
12/10/2021	Brian Kyle, Vice President, Supply Chain & Accounts Payable	Updated links to new Meeting Policy & FAQ; added lodging clause related to not sharing rooms.
1/14/2022	Brian Kyle, Vice President, Supply Chain & Accounts Payable	Updated to clarify Business Travel & Commute.
6/27/2022	Brian Kyle, Vice President, Supply Chain & Accounts Payable	Amended alcohol language to match updated P-Card and Expense Policy.
6/30/2022	Brian Kyle, Vice President, Supply Chain & Accounts Payable	Updated link to BoA Business Travel Accident Policy.
11/17/2023	Brian Kyle, Vice President, Supply Chain & Accounts Payable	Updated Personal travel to indicate that employees must contract airline directly to change reservations for personal reasons.
3/5/2024	Jenean Starwalt, Director, Supply Chain Governance	Updated to specify Commuter parking (in addition to mileage is non-reimbursable.)
2/25/2025	Marla Everett, Director, Meetings & Travel	Updated verbiage, terminology and links to be current. Added BrightEdge. Added direction for health-related accommodation requests to be directed to People Team. Clarified verbiage regarding lowest cost of travel for air/rail. Combined domestic and international sections to have same conditions. Reduced long-haul flight definition from 8 to 7 hours. Clarified that rail may include a confirmed seat assignment.