



Travel, Accommodation And Events Procedure

This document is part of North Yorkshire Police policy to which all Chief Constable personnel and the functions provided by the Deputy Mayor for Policing as part of the York & North Yorkshire Combined Authority are required to adhere.

Procedure Statement

The purpose of this procedure is to set a framework that ensures all event bookings, business journeys and expenses incurred, whether inside or outside the Force area, are undertaken in the most efficient and economical way.

Financial Regulations require the Force to ensure public funds are used economically, efficiently and in accordance with the statutory and other authorities that govern their use.

This procedure reflects an agreement between North Yorkshire Police (NYP), UNISON and the Joint Branch Board of the Federation.

As a publicly funded organisation NYP will always ensure that any expenditure as a result of individuals incurring hospitality, travel or accommodation costs or expenses whilst undertaking police business, on behalf of the organisation, is measured against ensuring that value for money (VFM) is attained with regards to costs paid by the organisation.

This procedure applies to police officers, police staff (including those police staff employed by the Police and Crime Commissioner for North Yorkshire), members of the Special Constabulary (see Special Provisions, Section 10) and police support volunteers (PSVs).

This procedure must be applied fairly, equally and consistently to all officers, employees and police support volunteers irrespective of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation or any other unjustifiable grounds.

Procedures:

Use of Vehicles Procedure
Learning & Development Procedure

Other Documents:

Guide to Completing Expenses
Insurance Guide – Use of Own Transport
Finance – Devolved Resource Manual

Process

1 Use of Fleet, Hire or Operational Vehicles and Own Vehicles for Business Journeys

Refer to the Use of Vehicles Procedure for full guidance on the use of vehicles for business purposes.

Transport Decision Tree

North Yorkshire Police is committed to reducing the environmental, financial and social impacts from its business travel. This means both looking at ways to reduce miles travelled and also identifying methods of transport with lower carbon emissions per mile, reduced cost to the public purse, and improved safety for the employee and those around them.

Wherever possible efforts should be made to share transport with others visiting the same location (this is particularly achievable with attendance at training courses and events).

Staff and line managers must therefore make the [following assessments](#) prior to making each business journey:

* Note:

Pool car – only centrally-managed pool cars can be taken to a private address overnight

Operational Vehicles - must not be taken home or to a private address overnight for any reason

Essential Vehicle Users – those individuals in receipt of an ‘Essential Vehicle User’ allowance should abide by the conditions of that allowance.

2 Use of Public Transport (inc. Rail, Flights & Ferries)

2.1 Rail

Where rail is the most appropriate means of travelling and train tickets are required please complete the Travel and Accommodation booking form under the Travel & Accommodation section on the Front Counter & Exhibits Services (FC&ES) subsite.

For urgent bookings you are advised to contact FC&ES directly. Please see section 5 for further details on emergency ‘out of hours’ bookings.

‘Fixed time travel’ should always be booked due to cost efficiency, ‘Open’ tickets will only be purchased in exceptional circumstances and with appropriate justification provided on the booking form. Where ‘fixed time travel’ is booked and the return journey is either missed or would require a wait of more than one hour, an alternative ticket may be purchased and claimed back using the expenses claims process, a suitable explanation will be required by line management.

Provide FC&ES with as much notice as possible of your intended journey as greater economies can be achieved through advance bookings.

Where 'Ticket on Departure' (TOD) is the most efficient ticketing method (i.e. for short notice bookings) be advised that you will be provided with a booking number and that any card can be used to release your ticket from any ticket machine at any station where collection machines are available (you do not have to have the card the booking was made on or collect from the station you are travelling from).

Specific rail travel requirements can be requested on the form. Should you require underground zones you can review these on the Travel For London (TFL) website.

In order to limit impact on the public purse, standard class travel will be booked unless specific circumstances dictate that another travel class is either essential or a more cost effective option. Police Officers of the rank of Superintendent or above are entitled to travel 1st class (as detailed in the Police Regulations and Determinations 20031), although this should be subject to the individual consideration of the respective senior police officer. If you are travelling with NYP colleagues please complete one form on the FC&ES subsite and highlight the names and cost centres of all travelling, do not submit separate forms.

All cancellations or missed trains must be reported to your FC&ES team and any tickets sent to you should be returned to them, cancellations will be investigated and a suitable explanation obtained from line management.

2.2 Free Rail Travel for warranted Officers

Police Officers are entitled to free travel on certain train operating companies. A full list of applicable train companies and their policies can be found [here](#).

2.3 Overseas Travel – Hotels, Flights & Ferries

Where overseas travel (and/or internal flights) is required please complete the Travel and Accommodation booking form under the Travel & Accommodation section on the FC&ES subsite.

If flights are required please ensure that you provide the following information on the booking form: Name as detailed on passport, DOB, passport number and expiry date.

For urgent bookings you are advised to contact FC&ES directly.

Please contact the Insurance and Litigation Manager regarding Insurance (see section 11).

Please be aware that although hotels overseas can be reserved, the traveller will be required to pay for the accommodation upon check out and an expense form completed with receipt upon return. In some instances a purchase card or a cash advance can be organised to pay for overseas accommodation, please arrange this prior to travelling.

3 Taxis, Tolls, Congestion Charges and Parking

3.1 Taxis

Due to the significant cost difference, you should use other forms of public transport in preference to taxis wherever this is feasible and practicable.

If a taxi is the most cost effective and/or operationally viable means of transport, NYP will provide reimbursement for costs incurred via the reclaim of expenses process.

3.2 Congestion Charges, Tolls & Crossings

It is your responsibility to ensure that any fees incurred during your journey are preferably paid for in advance. Please access the following links to check whether your journey will be subject to any charges.

Congestion Charge (Official) - Transport for London (tfl.gov.uk)

Toll road charges - GOV.UK (www.gov.uk)

Payments can be made electronically by the HQ Purchasing Team and requests must be placed in advance of any journey. Further detailed guidance is included at Appendix A in relation to the London Congestion Charge and at Appendix B in relation to the Dartford Crossing. The detailed guidance includes payment instructions both within and outside of office hours.

Options for payment:

- Payment is organised by contacting the NYP Purchasing Department prior to travel or within the allowed payment period, internal Tel Ext 6060 or call externally by dialling 01609 643505 (office hours Mon-Fri 8:30 to 5:00pm)
- Payment can be made, by telephone or online

NYP will provide reimbursement for the cost of congestion charges and tolls where you have had to incur these solely for business purposes. Where the fees have not been paid for in advance, you are personally responsible for ensuring that charges are paid on a timely basis. NYP will not reimburse you for penalty charges arising from delays in payment or failure to pay such charges. A receipt, or proof of payment, is required and you should specify the location and time that the charge was incurred in the expenses description.

3.3 Car Parking

You can claim for reimbursement of car parking related costs where you have incurred these for business purposes. Receipts should be provided for all such claims.

Should you know in advance that you are going to incur car parking costs of over £50, NYP will provide a cash advance payment to you. Please complete the Cash advance request form.

3.4 Penalty Charges

North Yorkshire Police will not reimburse the cost of any penalty charges incurred where no mitigating circumstances are presented e.g. driving / parking offences or failing to pay any tolls or congestion charges.

4 Accommodation Requirements

4.1 Accommodation – General Bookings

Accommodation must not be booked by an individual, with the only exception being urgent bookings required when Front Counter teams are not available. Please see section 5 for further guidance on 'out of hours' bookings.

All accommodation requests should be via the Travel and Accommodation booking form under the Travel & Accommodation section on the FC&ES sub site. If a Police Support Volunteer (PSV) is required to access travel and accommodation, the volunteer's supervisor will contact the Citizens in Policing (CiP) Coordinator to progress as required.

Where a member of staff / officer / PSV is required to stay away from home overnight and chooses to stay with friends/relatives rather than have accommodation booked by the Force, NYP will reimburse expenses incurred through the provision of meals only. This amount is not claimable if accommodation is included in the cost of any training, conference or seminar.

All accommodation must be booked and paid for through the North Yorkshire Police travel contract. Hotel accommodation will be booked using the minimum standards of a standard single and ensuite. Costs for bed and breakfast accommodation within Central London are capped at £190/night, in major urban centres at £120/night and in all other areas at £100/night.

Where accommodation costs rise above the agreed caps, either as a result of peak demand or where accommodation is required to be provided at a specified location (i.e. for operational efficiency or where it is for a delegate booking on a training course), authorisation should be sought from the relevant budget holder.

Once accommodation is booked the individual will be emailed a 'Guest Booking Confirmation'; the payment section shows the booking type. Unless otherwise requested bookings will be on a B&B and evening meal basis (strictly no alcohol). Payment is by bill back to the organisation, therefore individuals will only be required to settle private expenses with the hotel or accommodation provider before departure – e.g. telephone/newspaper.

4.2. Accommodation – For Learning and Development Events

NYP does not have any in-force facilities to provide residential accommodation and so any provision of accommodation on courses will incur direct costs to the Force. When attending training, accommodation may only be booked where the training, conference or seminar is more than 1.5 hours away from both the officer or staff member's home station and home address. The requestor should provide adequate rationale to their budget holder before submitting the request.

Where accommodation is not provided, all delegates will be expected to travel to and from the designated training venue on each day of the course. Delegates will be entitled to claim travel expenses in line with current Force policy.

NYP Training Services will endeavour to be as flexible as possible in the delivery of training and learning provision, for example:

- Reviewing the length of the training day, to allow officers and staff the opportunity to travel to and from the venue in duty time
- Delivering training locally, wherever this is feasible and cost effective, to minimise travelling time

- Developing e-learning and other materials to support knowledge and skills development and to reduce the time required for classroom inputs.

4.3. Residential Course Allowance

Officers and staff are eligible to claim the following allowance for incidental expenses to support attendance at a residential training course:

- Per night £4.43
- 4 nights £17.72
- 5 nights (incl. preceding Sunday) £22.15

4.4. Away from Home Allowance [police officers ONLY]

Where a police officer is serving out of Force on a mutual aid deployment and is 'held in reserve', in other words, he or she is serving away from his or her normal place of duty and is required to stay in a particular, specified place overnight rather than being allowed to return home because they are required to be ready for immediate duty. This does not apply where an officer is required to undertake training for which an overnight stay is required.

or

Where a decision is made by an ACC prior to an operation/event for an 'in Force' or 'out of Force' deployment where police officers are 'held in reserve', in other words, he or she is serving away from his or her normal place of duty and is required to stay in a particular, specified place overnight rather than being allowed to return home because they are required to be ready for immediate duty.

In circumstances as described above, payment will be £50 per night for every night where the officer is 'held in reserve', as above. Also, where proper accommodation is not provided, an additional hardship allowance will be paid at a rate of an additional £30 per night. 'Proper accommodation' is a single occupancy room with unsuited bath or shower.

More detailed information, including circumstances not described above, regarding the Away from Home Overnight Allowance can be gained by reading the NYP Governing Framework available on the People Portal or from HR Professional Support.

4.5. Non-UK Stay Allowances

Contact the Finance Department, HQ for current rates.

4.6 Meals & Refreshments

The general principle is that employees, during their normal tour of duty, are expected to provide themselves with food and drink at their own expense.

Police Support Volunteers, who volunteer for a period in excess of 4 hours over a breakfast, lunch or dinner period, will be reimbursed on production of a receipt, to the amounts outlined below.

Where accommodation is provided and pre-booked, the booking will, wherever possible, be made on a B&B and evening meal basis.

Where this is not possible or practical or where accommodation is not required, officers and members of staff should seek to find the most cost effective means of providing for food. The amounts that can be claimed are the HMRC published rates which are reviewed annually:

Minimum Journey Time	Maximum amount of meal allowance
5 hours	£5.00
10 hours	£10.00
15 hours (and ongoing at 8pm)	£25.00

Claims for alcoholic drinks will be rejected.

Maximum claim is £25.00 in a 24-hour period or part thereof, backed by relevant receipts. If breakfast is provided as an inclusive price of hotel accommodation then the overall maximum of £25.00 will be reduced to £20.00, if evening meal is included then the overall maximum will be reduced to £10.00 per 24 hour period.

Meals will not normally be provided, or claims for meals paid, in respect of attendance at non-residential training courses. Meals will generally be provided for residential courses whether or not the individual elects to avail themselves of it. If it is provided and the individual chooses not to avail themselves of it then no further claim will be made. The presumption for internally held training courses is that no refreshments will be provided.

5 Out of Hours Bookings

There may be occasions where an urgent and immediate booking is required when the Front Counter teams are unavailable. A 24/7 support service is available through Clarity (formerly Capita Travel and Events Ltd) and can be accessed by calling 03303 900 417. You will require the traveller's name, cost centre and nominal code and what is required. You will then receive an email from Clarity with confirmation of your booking. Train tickets required urgently can be purchased and collected at the station (please request ticket on departure – TOD).

Please ensure you inform the Front Counter HQ team of the booking at the earliest opportunity, forwarding on the confirmation of your booking and completing the Travel and Accommodation booking form.

6 Learning and Development Events Booking

Bookings for all Learning and Development events must be authorised in advance and procured in accordance with the Devolved Resource Manual.

Learning and Development Events which are specified on the Costed Training Plan will be booked by the Learning and Development Team. If the event provides accommodation and this is incorporated in to the overall cost of the event this will be organised by L&D. If accommodation and travel is not provided then the traveller will need to submit a Travel and Accommodation booking form.

Learning and Development events which are funded by departmental devolved budgets will be booked by the department requesting the event, once approved by the Head of Department. Accommodation and travelling arrangements should be made via the Travel and Accommodation booking form under the Travel & Accommodation section on the FC&ES sub site. Accommodation and travelling arrangements costs associated with the training will be met from the devolved budget.

7 Conference and Seminar Booking

Approval for attendance at external conferences and seminars will be managed by each Budget Holder (or their routes of delegation) and costs will be met from the department / district's budget.

Budget Holders will be responsible for ensuring proposed attendance at a conference or seminar is appropriate to the delegate and that attendance at the event is consistent with NYP policy. If there is any doubt, the Budget Holder should consult the relevant Chief Officer.

If you require credit card or a Purchase Order number in order to book your event/accommodation then you will need to raise a non-catalogue request via Iproc. User and video guides can be found on the Procurement and Purchasing subsite.

7.1 Booking of NYP-hosted Conference, Event and Meeting Facilities

Wherever possible NYP or, where reciprocal arrangements exist, partner agency facilities should be used to hold meetings and events. A full description of the available meeting rooms, equipment and facilities within NYP is provided on the FC&ES subsite.

8 Hospitality

8.1 Meeting Refreshments, Catering and Event Hospitality

Wherever possible meeting organisers should consider the use of audio- or video-conferencing facilities in place of face to face meetings. This will not only reduce the amount of time spent travelling to meetings and reduce travel costs, it will also support NYP's commitment to reducing its carbon footprint by reducing CO2 emissions.

Catering requests for meetings that contain only NYP personnel will not be considered. Catering for meetings which contain external partners or agencies can be considered however whilst the Force should be courteous in its dealings with visitors to the organisation, there is no 'automatic' qualification for the provision of hospitality.

Basic refreshments (tea, coffee etc) are available from Front Counter Alverton and can be used if you have either external partners or agencies attending a meeting you are hosting or if NYP personnel are travelling long distances to a station other than their home station.

Wherever possible NYP or, where reciprocal arrangements exist, partner agency facilities should be used to hold meetings and events. It is acknowledged that where external meeting facilities are used, a working lunch may be a condition of booking.

For any catering or refreshment services please contact FC&ES with your requirements. Please note that the catering budget is centralised and doesn't come out of individual department budgets. We don't typically cater for meetings containing only NYP employees. Information on suppliers and menus can be found here.

48hrs notice is required for the initial order (or subsequent cancellation) of hospitality to be provided by the Force catering contracts. Short notice requests will be facilitated wherever possible via contact with FC&ES.

Catering for events such as long service or awards ceremonies are organised by Executive Support Services.

8.2 Operational Feeding

The provision of planned operational feeding (to provide meals to officers engaged in planned operations away from NYP stations throughout North Yorkshire) is arranged by Ops Planning.

9 Reimbursement of Expenses Procedure

Claims for the reimbursement of taxable and non-taxable expenditure and allowances must be submitted as per the payroll timetable (force intranet, Payroll subsite) by completing the correct claim form:

- Expenses (North Yorkshire PCC) - Yellow Form 31
- Expenses (Chief Constable NYP) - Purple Form 31
- Expenses (North Yorkshire Special Constables) - Green Form 31
- Expenses (TAX & NI payable) mileage - Form 32
- Mutual aid claim (Specific Operation as agreed by Chief Constable/Officer) - Mutual Aid Claim Form
- *Overtime Claim Form (PCC) - *Form 30 PCC
- *Overtime Claim Form (Chief Constable NP) - *Form 30 CC

*claims process soon to be available online via Origin

All fully completed and approved claim forms must be received in payroll as per the Payroll timetable (as above).

Stocks of hard copies of all the above mentioned forms are available from Front Counter teams; replacement forms should be ordered from the Print and Design Unit.

Claims must be submitted within 3 months of the expense being incurred. Claims older than 3 months will only be considered for payment if exceptional circumstances prohibited their prompt submission.

Members of staff and officers will be reimbursed for expenditure incurred, if it is:

- Necessary - Whilst the general rule is that officers and staff provide themselves with food and drink, there may be circumstances where the nature of the work undertaken will dictate the need for additional expenditure. For example;

(i) where an officer or a member of staff is necessarily prevented from obtaining a meal in his/her usual way. In some instances packed meals will be provided by the Force, i.e. for operational duties when an officer or staff member cannot leave their post or when no facilities for refreshments are available.

(ii) if a member of staff is retained on duty beyond their normal daily period of duty and the meal is necessary.

- Additional to what the member of staff might otherwise have incurred - The claim for payment will be the difference between what would normally have been paid and the amount that is actually spent. Where no deduction is indicated by claimants on claim forms, it may nevertheless be appropriate for a reasonable deduction to be made prior to the claim being paid. Except in circumstances described in (ii) above, where no deduction will be made.

Wherever possible, claims must be backed up by an official receipt and not merely by a switch or credit card receipt. Where possible a VAT receipt should be obtained as this reduces the costs incurred by the organisation, without detriment to the individual. In situations where this is not possible (e.g. vending machines or covert operations) line managers will approve the additional expenditure.

Claims made by staff and officers working within 5 miles of home station or more than 5 miles away from home station but for less than 5 hours will be subject to the deduction of Tax and National Insurance.

Whilst the Travel, Accommodation and Events Procedure does not cover every expense type covered in Police Regulations and the Police Staff Council (PSC) Handbook, it covers those most commonly claimed by individuals within North Yorkshire Police. If an expense is not covered in this document individuals are advised to contact Payroll or Human Resources who will deal with the enquiry accordingly.

10 Cash Advances

Police Regulations permit the payment of an advance for known duty expenses, as far as practicable. Financial controls and regulations allow cash advances in certain circumstances. Officers and staff seeking a cash advance should liaise with the Front Counter Team at the earliest opportunity. Cash advances can be organised by completing the Cash advance request form.

11 Travel Insurance

When travelling overseas on business, members of the Force will be covered by the Force's insurance. To ensure that insurance cover is in place, the traveller must email the Insurance mailbox or contact either the Insurance and Litigation Manager or Insurance and Litigation Officer in Evolve Legal Services (NYP Hub) of the following details for all trips:

- Name of officer(s) / staff
- Purpose of journey
- Departure date
- Departure and arrival airport / port
- Internal flights (if any)
- Return date
- Countries to be visited
- Details of any equipment e.g. laptops/phones
- Details of any NYP vehicles being taken outside of the UK
- Accommodation details

12 Special Constabulary – Specific Provisions

Reasonable public travel expenses to and from the place of work will be reimbursed. A mileage allowance will be paid where a Special Constable uses their own transport to and from their place of duty.

Travel expenses for Special Constables travelling from outside the force area can only be claimed from the force boundary to/from the place of duty. Business insurance is required. Driving licence and insurance will be checked annually.

Expenses may be claimed in accordance with the [Home Office Guidance on Special Constable expense and allowance rates](#).

The below guidance is taken from the Home Office Guidance on Special Constable expense and allowance rates:

12.1 Subsistence Allowance

In order to claim subsistence allowance certain criteria must be met:

a) A Special Constable must have been retained for duty or engaged beyond their normal daily period of duty. For the purposes of this circular, and to provide national consistency, it is considered that a normal period of duty will equate to 4 hours.

b) Following the qualifying period of 4 hours for the payment of a subsistence allowance, a Special Constable must have incurred expenditure, on a meal or appropriate refreshment, whilst retained for duty or engaged on duty in order to be eligible to claim reimbursement.

The periods of retention for duty or engagement on duty after which a Special Constable becomes eligible to claim the subsistence allowance and the associated allowance amounts for those periods are as follows (duty does not include travel to duty):

- Over 4 hours but not exceeding 8 hours: up to £7.23
- Over 8 hours but not exceeding 12 hours: up to £14.66

- Over 12 hours: up to £24.15

12.2 Lodging Allowance

A lodging allowance is payable where a Special Constable has been retained on duty beyond his or her normal daily period of duty or engaged on duty away from his or her usual place of duty. The Special Constable must certify that he or she has incurred additional expense for the purpose of obtaining lodging which he or she would not have required if he or she had not been so retained or engaged. In such cases a lodging allowance shall be paid at the following rates:

For each night:

- Outside Central London: up to £53.30
- Within Central London: up to £66.64

12.3 Travelling Expenses and Mileage Allowance

Actual travelling expenses to and from the place of duty by public transport may be reimbursed under out of pocket expenses. If a Special Constable uses his or her own vehicle* to get to their place of duty they may be reimbursed for the cost of their mileage under out of pocket expenses. Travel expenses for Special Constables travelling from outside the force area can only be claimed from the force boundary to/from the place of duty.

A mileage allowance may be paid in circumstances where it would be paid to regular officers.

13 Police Support Volunteers (PSVs) – Specific Provisions

13.1 Expenses

An expense is any cost that is reasonably, actually and necessarily incurred. All expenditure must be accounted for. Reimbursement of such out-of-pocket expenses is not considered to be a payment. A receipt must be obtained and attached to any claim for reimbursement. Expenses will only be paid if the PSV has recorded their volunteering activity on Duty sheet.

The 'reimbursement of expenses' and 'cash advances' procedures described in sections 9 and 10 should be adhered to by Police Support Volunteers.

The following are legitimate expenses which PSVs are entitled to claim:

- Travel to and from the normal place of voluntary service or a training or event venue:
 - NYP will reimburse either public transport costs (on production of receipts) or mileage at standard HMRC rate* if using private transport. If a PSV is in possession of a Public Transport Pass, this should be used. Travel expenses for PSVs travelling from outside the force area can only be claimed from the force boundary to/from the place of duty.
 - Car parking fees, on production of the ticket or receipt, if there are no police or free car parking facilities within a reasonable distance of the place voluntary service is undertaken. As at 3.4, NYP will not reimburse the cost of any penalty charge incurred.
- Reasonable telephone costs for volunteers working from home, if agreed in advance with the nominated supervisor.

* If claiming vehicle mileage expenses, the Special Constable or PSV must ensure that they have relevant insurance in place which covers them to use their private vehicle for the purpose of the expenses claim.

Responsibilities

List clearly the responsibilities of individuals in order to comply with the application and monitoring of this procedure:

Travel, Accommodation and Events Requestors

To ensure the booking parameters described in the above procedure are complied with at all times. To ensure best value is achieved whilst balancing the operational needs of the organisation.

Customer Service Officers

To provide travel and accommodation booking support and advice to the organisation. To ensure best value is achieved at all times, whilst balancing the operational needs of the organisation. To ensure bookings are made in a timely manner and that customers are informed of the full details of their booking in good time. To ensure bookings are managed in such a way as to support the efficient processing of invoices.

Front Counter & Exhibit Managers (FC&EMs)

For a nominated FCEM to act as lead for the Managed Travel Services contract to ensure service level agreements are met and best value is achieved at all times.

To actively monitor the level of activity and spend under the Managed Travel Services contract. To ensure spend is compliant with agreed caps and that appropriate procedures are followed.

P2P Officers

To process invoices for travel, accommodation and events-related expenditure in accordance with the Terms and Conditions of the Managed Travel Services contract. To ensure spend is compliant with the Police and Crime Commissioner's Contract and Financial Regulations.

Definition of Special Terms

North Yorkshire Police – collectively the Deputy Mayor for Policing as part of the York & North Yorkshire Combined Authority and the Chief Constable in their respective corporate capacities as the employer of staff (or, in the case of the Chief Constable in so far as police officers are concerned, deemed or de jure employer).

Police Staff – collectively, Chief Constable's staff and Deputy Mayor for Policing's staff.

Appendix A

London Congestion Charges

When NYP drivers are going to pass through a Congestion Charge Area in London they need to organise payment. We no longer have an account to pay automatically.

There is a £15 daily charge if you drive within the Congestion Charge zone 7:00-18:00 Monday-Friday and 12:00-18:00 Sat-Sun and bank holidays. No charge between Christmas Day and New Year's Day bank Holiday (inclusive).". If you are travelling on a Friday Payment must be made by the following Monday by Midnight. More information can be found on the web site below. Options for payment:

- Payment can be organised by contacting the NYP Purchasing Department and requires the traveller to raise a requisition for the charge in advance.
 - User and video guides on raising requisitions can be found on the Procurement and Purchasing subsite

Purchasing can be contacted Internal Tel - Ext 6060 or call externally by dialling 01609 643505 (Office hours Mon-Fri 8:30am to 5:00pm)

- Payment can be made, by telephone through to the Contact Centre on 0343 222 2222, or online at <https://tfl.gov.uk>

You will need to provide the Registration Number, make & model of the vehicle and the dates you will be travelling in the Congestion Charge Area.

If an NYP vehicle is in the Congestion Charge zone and records show that the driver has not paid the daily charge by midnight on the following charging day, London for Transport will issue a PCN to the registered keeper of the vehicle outlining the penalty charge payable for the contravention date. The driver of the vehicle is liable for the charge, unless there is mitigating circumstance.

Appendix B

Dartford Crossing Procedure

When NYP drivers are going to use the Dartford Crossing they need to organise payment for the crossing due to payment changes. You are no longer able to pay at the crossing.

You are charged for crossing between 6am and 10pm, payments for crossing should be made prior to your travel (which is preferable) or by midnight the day after your day of travel.

Payment is currently organised by the NYP Purchasing department and requires the traveller to raise a requisition for the charge in advance. You will need to provide the registration, make & model of the vehicle you are travelling in and what day/s you will be using the crossing. User and video guides can be found on the Procurement and Purchasing subsite

Purchasing can be contacted Internal Tel - Ext 6060 or call externally by dialling 01609 643505.

(Office hours Mon-Fri 8:30am to 5:00pm)

If traveling over a weekend at short notice and not able to organise pre-payment, you can log on to <https://www.gov.uk/pay-dartford-crossing-charge> to pay or pay by telephone, then claim back in the usual way through expenses.

Telephone: 0300 300 0120 - Every day, 5am to midnight

Christmas Day, 8am to 8pm

Boxing Day, 6am to 11pm

New Year's Day, 8am to 8pm

NYP will be sent a Penalty Charge Notice if drivers do not pay by midnight on the day after the crossing has been made. Drivers are liable for the penalty charge unless there are mitigating circumstances.

Penalty charges

The penalty charge is £70 and must be paid within 28 days. It's reduced to £35 if you pay within 14 days and increased to £105 if you don't pay. You also have to pay the crossing charge.

The Penalty Charge Notice will tell you how to pay.

NYP, are charged an administration fee for any penalty charges handled by our Hire Vehicle Supplier of £25.00, if in a hire car.

Information from the - www.Gov.uk website.

[Dartford Crossing Charges](#)

You must pay for droppable axles whether they're up or down. Trailer axles aren't included but semi-trailer axles are.

The HGV levy doesn't include the Dartford Crossing charge.

You don't have to pay if you cross with a moped, motorcycle, motor tricycle or quad bike.

