



INDEPTH Network
Better Health Information for Better Health Policy

Ticketing and Travel Policy

1. Preamble

The INDEPTH Network is committed to ensuring a hassle free travel to members and collaborators who attend its programmes. The Network provides travel support to all sponsored activities from donor funds. For audit purposes, the Secretariat generally arranges travel for all meeting attendants in order to reduce cost.

This ticketing policy is intended to guide the Secretariat to ensure prudent use of donor funding. In doing so the Secretariat has appointed an official travel agent from a competitive bidding process and whose contract is renewable every two years on competitive basis. It is the responsibility of the travel agent to inform INDEPTH in writing of any changes to the booking and ticketing processes as and when introduced by the International Air Transport Association (IATA).

2. Conditions for purchase of Tickets

The Travel Agent is required to provide the officer responsible for ticketing, the conditions that go with every ticket that is booked by the respective carrier, restricted, non-refundable, cost of making any changes, cancellation charges and no shows. In order to increase efficiency, all requests to the Travel Agent to make reservations and issue tickets must come from designated officials at the Secretariat via email. Once an itinerary is confirmed, the supervisor of Admin Assistant for Ticketing, must endorse the confirmed itinerary before the ticket is issued.

3. Types of travel

The varied nature of INDEPTH activities, require different travel arrangements. These have been categorised into:

a. Secretariat travel

Members of the Secretariat travel on economy class ticket. At the INDEPTH Secretariat, any staff travelling on official assignment must complete a Travel Request Form. The information required must include but not limited to name of staff, purpose of travel,

destination, date and duration and ticketing obligation. With this information, a concessionary fare or restricted economy class ticket is booked. It is recommended that two different itineraries are sent to the staff for confirmation and approval before the ticket is issued.

b. Board travel

By a Board resolution and because the members are not paid for their service, INDEPTH Board members are approved to travel on the concessionary business class when they are to attend Board meetings only. At the INDEPTH Secretariat, the responsible officer completes a travel request form for any Board member whose ticket will be purchased by INDEPTH.

With approval from the ED, the Admin Assistant, Ticketing will book a preferred flight and another option for comparison and forward the itinerary to the member for confirmation and approval before the ticket is issued.

c. SAC travel

Members of the Scientific Advisory Committee qualify to travel on the cheapest upgradable economy class ticket. At the INDEPTH Secretariat, the responsible officer completes a travel request form for any SAC member whose ticket will be purchased by INDEPTH.

With approval from the ED, the Admin Assistant, Ticketing will book a preferred flight and another option for comparison and forward the itinerary to the member for confirmation and approval before the ticket is issued.

d. Travel to INDEPTH workshops/meetings/ISCs

For larger group travel, the responsible officer collates list of participants, completes only one travel request form, have it approved by the Executive Director and submits to the Admin Assistant Ticketing. Unless otherwise stated, all the booking must be made in restricted class, non-refundable with all the conditions spelt out and sent to participants for confirmation. Where for some reason a change or cancellation has to be made, after the ticket is issued, the participant making the request must bear the cost of the change/cancellation. Therefore, participants travelling from countries without consuls must confirm possibility of securing visas on arrival at the airport.

4. General

- Travelers may accept any upgrades offered which incur no additional cost to INDEPTH.
- INDEPTH's travel agency (currently Tina Travel and Tours in Accra, Ghana) shall be responsible for arranging all tickets. The agency has the instructions to purchase only the cheapest tickets after comparisons.

- When possible, air reservations should be made as far in advance as possible, in order to ensure that travelers' requirements are met and to take advantage of most favorable rates.
- Travelers who for some reason need to pre-finance their tickets are encouraged to purchase non-refundable tickets, if there is little likelihood that a trip will be cancelled.
- Unless otherwise agreed upon by the Parties, the travelers shall accept INDEPTH TRAVEL AGENCY's air routing as long as it coincides with the travelers' business obligations.
- Any unused tickets should be returned to INDEPTH TRAVEL AGENCY for conversion or refund as soon as possible, preferably before departure date, to prevent cancellation fees.
- Travelers are expected to confirm itineraries to help the Secretariat make early arrangements for the purchase. Delayed response may not aid in getting the best deals.