



Friendship Force of Ottawa (FFO)

October 2019

Guidelines for Journey Treasurers

Inbound and Outbound Journeys

Friendship Force Ottawa
Journey Treasurer Guidelines

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1. Introduction

This guide has been developed to help Journey Treasurers (JT) fulfill their responsibilities. The guide outlines the main responsibilities of the JT and then provides some useful information and tips regarding the finances of the journey. Finally, there are three basic templates to assist the JT in maintaining proper records found in the Appendices.

This guide is directed at both Inbound and Outbound JTs. Some information is universal to either type of journey. In some instances the information provided is unique to one type of journey is labeled as such.

2. Roles and Responsibilities of the Journey Treasurer

There are two types of journeys, an Inbound Journey and an Outbound Journey.

The roles and responsibilities of the JT is to carry out normal treasurer responsibilities relative to their particular journey, including but not limited to:

- Financial Planning and Budgeting;
- Banking, Book Keeping and Record Keeping;
- Financial Reporting; and
- General Financial Oversight.

The JT is also expected to assist and provide financial advice to the Hosts Coordinator (HC) / Ambassadors Coordinator (AC). The HC/AC and JT form the nucleus of the management team overseeing the successful delivery of the journey.

Concerning templates,. Templates are provided in an Excel spreadsheet format as well as an example for an inbound journey and one for an outbound journey.

One does not need to be an accountant to perform the functions of a Journey Treasurer since the FFO club is only asking for some basic record keeping. The Appendices contain the various templates as an Excel spreadsheet, where each template is one or more worksheets, which will help to carry out these duties. Basic knowledge of Excel is required to use the Excel templates but much of the work has been automated. In addition to the templates, there is a sample Inbound Journey and a sample Outbound journey to provide an idea of how to complete the forms.

A. Financial Planning and Budgeting

(paragraphs specific to inbounds have been identified)

The financial goal of a Journey is to have a net zero budget. In other words, the journey ends up with as close to a zero bank balance as possible.

A financially successful Journey is due, in large part, to proper budgeting and planning of the journey. To that end, the Appendix contains a sample Budget template that can be used to plan a journey.

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The usual process in budgeting is to:

- Identify all of the items/activities of the journey and cost those out, based on estimated or known participation levels;
- Identify amounts to be collected in order to have a net zero budget; and
- For inbound journeys, determine if the amounts to be collected to cover anticipated costs are appropriate for the nature of the journey. If the amounts are too high or too low, then activities will need to be eliminated or added to arrive at amounts to be collected. This is an iterative or circular process that repeats itself until the level of activity is supportable by the amounts to be collected.

To assist the JT, a Budget template/worksheet is provided. There is also an Event Planner template/worksheet to plan more complex inbound activities. This template/worksheet is pre-populated with some of the items one should consider when planning a large event.

As is mentioned later, the journey will be provided with a bank account and is responsible for the banking fees while they are using that bank account. Therefore do not forget to budget for bank fees which include costs to deposit cheques, withdraw funds and send and receive funds, especially from/to other countries or currencies, etc.

B. Banking, Book Keeping and Record Keeping

The FFO Club maintains a general accounts for the use of the club. The JT and HC/AC will open a journey account which they will use exclusively for managing the journey finances. See item 3 A for specific instructions on how to open this account. All funds received for the journey must be deposited to the bank account. The JT and a second journey member (often HC/AC) will need to gain signing authority on the bank account to be able to write cheques. All cheques require two signatures. To increased transparency and to remove any perception of conflict of interest regarding journey signing authority, the second signing authority on a journey bank account must not be related to the JT who also has signing authority.

Available Journal template/worksheets are quite similar to the normal bank book to record, as they occur, all the financial transactions associated with the journey including the reasons for the transaction and the necessary information to permit the proper completion of the Source and Use of Funds report which will be discussed later.

Again, the Journal template can be printed and completed manually or there is an Excel spreadsheet version available online. The Excel spreadsheet version has been set up so that the Source and Use of Funds report will be automatically generated.

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C. Financial Reporting

At the conclusion of the journey, the JT is responsible for providing a Financial Report to the FFO Treasurer to be sent electronically to: treasurerffo@gmail.com. The report consisting of the templates with a statement stipulating the amount of funds, if any, being returned to the FFO Club, including the sources of these funds.

D. General Financial Oversight

This is really a catchall category. The JT is really responsible for everything financial. The planning, record keeping, and reporting (as already described) is the bulk of the responsibilities of the JT. However, the JT is expected to oversee the general financial health of the journey and ensure any financial decisions are in accordance with FFO procedures, guidelines, etc.

3. FFO Procedures, Guidelines, Tips

A. Inbound and Outbound Journeys

1) Journey Banking Procedure

- a) Before a journey starts and individual satellite journey accounts are created, the VP Journeys will receive and hold cheques for the outbound journey registration fee which have been made out to FFO Journey # _____ and post-dated for six months before the actual journey date.
- b) HC/AC and JT are appointed for the journey.
- c) For Outbound Journeys, the VP Journeys informs AC and JT of the total funds held in trust for their outbound journey (i.e. \$35 registration fee x # of ambassadors who have paid the registration fee) and provide the postdated cheque to the AC/HC.
- d) Both the JTs and two other signing authorities choose a Bank of Montreal (BMO) Branch convenient to both where they will proceed to open a "satellite" account. A satellite account is a community account that draws its authorities from the main FFO BMO account but the account is set up for two of three signing authorities to avoid delays if one signing authority is unavailable when required.

Note: The first satellite journey account was established at the BMO branch at 5673 Hazeldean Rd in Stittsville (613-836-1778). The Financial Services Officer has volunteered to provide any information or assistance to other FFO members or other BMO branch personnel as required. Alternatively, any satellite journey account could be opened at this branch and daily banking activities carried out at any BMO branch across the city. If any new journeys account is subsequently opened at the Stittsville Branch, only the letter of authorization signed by the President is required (See # 6 below for specific instructions on how to open the account).

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- e) JT and the two signing authorities agree upon the BMO branch to be used for opening the “satellite” journey bank account; when to open the “satellite” journey bank account, which is determine by when access to the journey funds is required (usually around 70 to 90 days prior to the start of each journey).

For inbound journeys, this allows the time to provide the incoming club with the banking details necessary to transfer the hosting fees 60 days before the start of the journey. If there is need for venue deposits prior to the transfer of the hosting fee, a float can be requested from FFO and deposited in the bank account from which cheques are written to cover the required deposits.

For Outbound journeys, this allows the time to deposit fee collected from the ambassadors via cheque or e-transfer (beware of bank hold back from cheque deposited, usually between four to eight business days) and pay any expenses due prior to departure. (Note: Host club fees are due 60 days prior to the journey start date.) Opening and closing of “satellite” journey accounts will be at the discretion of each JT and the second signing authority. All transaction fees in a satellite journey account will be the sole responsibility of each journey and must be budgeted as part of journey expenses.

- f) JT contacts the FFO President to request the documents required to open their “satellite” journey BMO bank account as follows:
- i. Letter of authorization addressed to bank branch, signed by FFO President, requesting establishment of an FFO journey account using the label “FFO Journey # _____ (FFI-identified Journey number) and identifying the JT and the two other signing authorities;
 - ii. Copy of signed AGM minutes indicating the FFO executive appointed for that year, and in particular, the president; and
 - iii. By-laws of FFO.

Note: if the account is being opened at a Branch where an FFO account was previously opened, only the FFO President’s letter of authorization is required.

- g) The JT and the second signing authority take the letter of authorization (and supporting documentation, if required) to bank branch and do the following:
- i. Open an account (with a two of three signature requirement; no deposit required to open account), note that journey treasurer’s address to be use as corporate address to receive the ordered cheque otherwise they will be mailed to FFO President’s address If an account is opened near the end of the month, there will not be a monthly fee applied when the account balance is ZERO;
 - ii. Order 100 cheques (no charge) with the FFO Journey # _____ showing as the name of the account and the personal address and phone number of the JT;
 - iii. Request online banking capability; No charge for electronic monthly statements; Note that paper statements incur a \$5.00 monthly charge; and

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- iv. Request a deposit book and bank-card with deposit and view only capabilities, (Bank-cards should not have the ability to withdraw funds from ATMs or to make point-of-sale purchases.).

Note: An appointment is required to open a bank account. Emailing the documents obtained to open the bank account to the business email address of the person you made an appointment normally reduce significantly the time spent at the bank to open the account.

- h) JT informs VP Journeys and FFO Club Treasurer regarding BMO branch location and name of new journey account. For Outbound Journeys, the JT arranges with VP Journeys or AC to receive the post-dated cheques for that particular outbound journey. JT deposit the outbound journey registration cheques for the ambassadors with an assured seat in their new “satellite” journey account.
- i) At this point, any further financial activity is the responsibility of the JT.
- j) Once all journey financial activities have been completed and all cheques have been cashed and the account is older than 90 days, then the account can be closed. If there are any surplus funds after a journey ends, see the applicable refund section (Inbound or outbound journey).

Caution: There is a closeout fee charged by the bank if the account is closed within 90 days of opening the account. Therefore, do not close the account before 90 days to avoid incurring any closeout charges.

Caution: Do not write this last cheque near the end of the month, as a monthly bank charge may be applied to the account before the cheque has cleared or the account is closed which would result in a fee for Non-Sufficient Funds.

It is preferable not to deposit cash because it does not produce a paper trail. If cash is received, an alternative is for the JT to personally keep the cash and replace it with their own personal cheque.

Maintain a chronological Journey Journal, recording all deposits, cheques, and bank fees including the purpose for each amount (see sample journal in Appendices Document). The journal must be reconciled with the bank statements.

Concerns have been raised about on-line security. FFO is confident that on-line banking is secure. Only cheques can be written on this type of account. No money can be transferred or withdrawn without the two required signatures.

2) Journey Incomes and Disbursements

The JT must record all incomes and disbursements in the Journey Journal, including any bank interest and bank service fee.

Receipts are required for all disbursements. Receipts may be combined into a single payment to one person. Receipts should be annotated with the recipient's name (if not evident), date and cheque number of the disbursement. An excellent way to

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marry the receipts to the journal entry is to scan the receipt and put the associated cheque number at the beginning of the file name of the scanned copy.

Where receipts are not available (e.g. reimbursement of cash payments), an invoice signed by the individual claiming the reimbursement is acceptable.

3) Surpluses or Deficits

The objective is for a journey to break-even financially. Any shortfall must be collected from the ambassadors participating in the journey. For any inbound journey surplus, the amount for each source of the surplus (ambassadors or participating FFO members) shall be determined, and refunded to the corresponding source in accordance with Item 4 "Refund Policies" except for the portion of the surplus attributed to:

- a) A withdrawal after the applicable deadline date with no replacement;
- b) Each ambassador is an insignificant amount; **or**
- c) An FFO participant is an insignificant amount.

For these cases, the surplus is transferred to the FFO main account via a cheque written to "Friendship Force Ottawa" for the balance of any funds.

Caution: Do not write this last cheque near the end of the month, as a monthly bank charge may be applied to the account before the cheque has cleared or the account is closed which would result in a fee for Non-Sufficient Funds.

4) Journey Financial Report

At the end of the journey, the JT must complete the financial report as quickly as possible and send it to the FFO Treasurer and the HC, and the HC and for transparency purposes it should also be sent to inbound committee or outbound ambassadors. Also the Bank Statement from opening to closing of the journey account and all receipts in support of disbursements are to be sent to the FFO Treasurer for review and record keeping for 2 years. The corresponding cheque number should be written on each receipt. An excellent way to marry the receipts to the journal entry is to scan the receipt and put the associated cheque number at the beginning of the file name of the scanned copy.

Note: It is not necessary to wait for all the cheques to clear the bank to do the financial report provided you have recorded all income and expenses in the journal.

Please ask ambassadors to deposit expense or refund cheques as soon as possible so they can be cleared before the account is closed.

5) Bank Deposits

Deposits may be made at any Bank of Montreal branch in person or using any Bank of Montreal ATM. Deposits at a branch require the completion of the deposit slip which lists each cheque by name. Deposits at an ATM will provide a copy of each cheque on the receipt. Complete the deposit slip in two copies, keeping both copies

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in the deposit book - present the deposit book to the teller who will return one copy for your records with the deposit receipt attached so you have a record of whose cheques are included in the deposit. Failure to complete the deposit slip could result in additional bank fees.

Cheque and cash (no coins) deposits can be made at any BMO ATM. A better record is kept if the JT writes a personal cheque for cash received, identifying the source of the cash clearly on the cheque and then pockets the cash. However, using the deposit book is an easy way to keep track of the deposits.

Obtain from all journey participants, all cash and cheque payments pertaining to the journey. All cheques are to be made payable to the bank account name associated with the specific journey with the name of the journey to be noted on the memo line. Make all deposits to the bank account promptly.

All expenses/charges are to be supported by invoice or receipt and are to be paid only by cheques drawn on the journey bank account and authorized by two signatures. Invoices signed by club members are acceptable to justify the reimbursement of cash payments made by the member on behalf of the journey.

Anyone with the account number and account name can do deposits. Entering the individual cheques by name on the deposit slips reduces errors and acts as a check for teller assisted deposits. Make sure you have recorded the deposits by name in the journal so you can keep track of them. For deposit at an ATM one needs the bank card and you get back a copy of each cheque on the receipt.

B. Inbound Journeys

1) Fund Advance

There is much planning involved before an inbound journey arrives. As part of that planning, it is often necessary to pay deposits or expenditures prior to there being sufficient funds available to cover these disbursements. If required, the JT may apply to the FFO Treasurer for up to \$500 in working capital funds. The request must include an explanation of why the advance is required. The advance must be reimbursed in full to FFO once the host club program fee is received.

2) Host Club Program Fee

This is the suggested \$150 US fee per ambassador sent by the visiting club to FFO to fund the hosting program. The amount may be increased with the agreement of the hosted club if the proposed program will cost more than \$150 US. A budget should be provided to the visiting AC, detailing the cost of the additional activities to justify the increased expense.

FFO requires that the program fees be received 60 days before the journey **begins**. The JT will need to identify the best way to receive the transfer of these funds. It is difficult in this guide to identify what the best method will be. Options may include PayPal (or similar payment vehicles), e-transfers, money order, bank draft, wire transfer, etc. Money orders or bank drafts must be **international**. (Some US clubs

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have sent money orders that can only be cashed in the USA so this creates problems). Ask for hosting fees in Canadian dollar equivalent to avoid USD to CAD exchange losses. Check to be sure you are able to cash the funds in the form it is being sent.

There are transfer fees which should be accounted for in your budget. You may be wise to adjust the hosting fee to cover these expenses.

The Ambassador Host Fee of \$150.00 US (or the agreed upon amount) per ambassador is to be used ***exclusively for ambassadors***; it may not be used to pay for any expenses of FFO members.

3) Funding of Activity Program

Keep non-refundable deposits for activities (such as halls, restaurants or tours) to a minimum so that if the journey is cancelled there is little loss.

Note: It is highly recommended that you keep the cost of one or both of the Welcome and Farewell Parties low to:

- a) have sufficient funds for other program activities;
- b) promote increased participation from the general membership; and
- c) reduce total expenditures required by night and day hosts during the journey.

C. Outbound Journeys

1) Journey Finances

The journey finances are anything related to the actual hosted journey.

There are three possible sources of income for working capital:

- a) Journey Registration Fee - This is the \$35 per journey registration fee paid by each ambassador (\$70 for a double journey);
- b) Assured Space Deposit - At six months prior to the start of an oversubscribed journey, one for which the Primary Waiting list created at the time of the draw is not exhausted, each Ambassador with an assured space must then pay a \$300 deposit (a Secondary Waiting list is created for anyone joining the journey after the registration deadline); and
- c) Ambassador payment for specific expenses - This is money collected from Ambassadors for specific large cost items such as host program fee, FFI fee and travel deposit.

Note - A member holding an assured space on an oversubscribed journey, who does not pay the Assured Space deposit within the specified deadline, loses his/her assured seat to the next individual on the waiting list.

There are four types of expenses that must be paid prior to an outbound journey: Administration costs, host program fees, FFI fee, and travel deposits.

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2) Journey Administration Costs

The typical administration costs are telephone calls, postage, banking fees, etc. and for the journey booklets and any gifts to the hosting HC/Club. These are paid from the-registration fee received from the ambassadors.

FFO does not authorize an AC to include any cost of their travel as a journey expense for reimbursement.

3) Host Program Fee

This is the \$150 USD fee (or the amount requested by the host club and agreed upon by the journey committee) per ambassador that is sent to the hosting club to fund the hosting program. The amount may be increased with the agreement of the hosted club if the proposed program will cost more than \$150 USD. The hosting club may also ask for additional funds to cover special events or transportation from the airport, again with the agreement of the hosted club. In the event of a higher hosting fee being requested, the hosted club should request an outline of the budget and the hosting JT should be prepared to provide this.

The hosting club requires the program fees 60 days before the journey **begins**. This is to be provided in USD or the equivalent currency, as specified by the host club. This fee is non-refundable once submitted to the host club. There are five basic options; the choice depends on the arrangements made with the Host Coordinator, the safety of postage in the host country and speed of transfer required. They are PayPal (or similar payment vehicles), e-transfers, money order/bank draft, wire transfer, or cash on arrival. The required information must be provided by the Host coordinator in order to execute the payment. It should be noted however that money orders or bank drafts must be **international**.

Some hosting clubs prefer to receive the funds in USD cash when the Ambassadors arrive. If so, the safest way is for each ambassador to bring their host program fee on the trip for the JT to collect the fee just prior meeting the Hosts. We recommend this method so that one or two people are not responsible for a large amount of cash.

The JT either pays the host program fees from the assured space deposit, if any, or collects the required amount from the ambassadors if they are to be sent in a lump sum. It is practically impossible to determine the exact Canadian equivalent of USD funds or local equivalent to collect beforehand, so the easiest solution is to adjust any difference in exchange rate via the working capital. There are transfer fees which should be accounted for in the journey budget and paid from the working capital.

Note 1 - FFI has a bank account in Australia, Japan, New Zealand and United Kingdom. For these, the hosting fee(s) should be sent to FFI with the FFI fee with a note to indicate the amount of the FFI fee and the name of the club and the associated hosting amount.

Note 2 - Typically, Latin American clubs prefer ambassadors to hand carry the host fee because of their high banking fees.

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4) FFI Journey Fee

For each journey, FFI charges an ambassador fee (\$150 USD per week for International Club-to-Club, \$15 USD per night for Domestic Club-to-Club, and \$25 per night for Stopover) which must be submitted 60 days **before departure** for the journey/stopover. The journey treasurer must advise the Ambassadors at least two weeks prior to due date to pay the FFI fee.

Because Ambassador Coordinators devote a great deal of time and effort to planning, conducting and providing leadership throughout the journey including any unforeseen emergencies, the FFI Fee for International Club-to-Club Journeys may be discounted from 75% discount for 75% capacity filled to 100% discount for 100% capacity filled, in increment of 5%. The FFI Ambassador Coordinator Discount is contingent upon compliance with the Fill-the-Seat policy: Journey or phase of a journey not full at 100 days prior to departure must be listed on the FFI online Journey catalogue. Your FFI Journey Support Manager must be consulted prior to awarding the Ambassador Coordinator any fee waiver.

FFI cannot accept a check issued on a Canadian bank - even if it is in foreign or USD. Unfortunately, the Canadian bank converts the amount written on the check and pays FFI in Canadian currency, and deducts a conversion fee, so in the end, FFI does not receive the amount that is due to them in US currency. So, to avoid confusion, payments from Canada must be submitted in USD, in any of the following methods:

- a) Individual payment into FFI account through FFI website using credit card (Visa, MasterCard, Amex, Discover).

The ambassador submits their individual FFI fee through the FFI website at <https://friendshipforce.org/product/payments/>

Enter the whole US dollar amount only (150) select a journey and the journey phase, if applicable, and then click on "Add to cart". Verify the transaction prior to click on "Proceed to Checkout". On the next screen, verify that the journey Number(s) are corrects, enter your billing details, verify your order which includes the 3% processing fee, then enter the credit card details. Please double check all the details carefully before clicking on "Place order". There is no need to do any conversion since the amount shown is what FFI will receive in USD.

Once paid, FFI issues a receipt via email. Advise Ambassadors to forward this email containing the receipt to the Journey Treasurer. This is the means by which the Journey Treasurer will keep track of who has paid the FFI journey fee and is then able to send a reminder to ambassadors who are late in submitting their fees.

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- b) Group payment into FFI account through FFI website by the JT using personal credit card.

The JT submits FFI fees for some or all ambassadors through the FFI website at: <https://friendshipforce.org/product/payments/> and follow the same steps as in paragraph a) above.

The JT uses his personal credit card and is reimbursed from the journey account by writing a cheque in his name for the appropriate amount (two signatures required).

Note: There are no financial advantages in doing a group vs. individual payment by credit card.

- c) Group wire transfer. To perform a wire transfer, the JT must obtain the FFI banking details to perform a group wire transfer by requesting it via an email to your Regional Support Manager, or payments@thefriendshipforce.org. The cost associated with a wire transfer through the bank is **\$25**, which is paid from the journey **registration fee**. The breakeven point to an individual credit card payment transfer into FFI account described in a. above requires a minimum of 6 participants. With 20 participants, the cost is equivalent to each ambassador mailing a US cheque.
- d) Bank Draft or International Money Order in US dollars. This is the **most cost effective way to pay the FFI Fee**. A Bank Draft can be purchased from the Bank of Montreal at a cost of **\$7.50**, or a money order from any Post Office, in US funds made out to Friendship Force International and mailed to:

Friendship Force International,
Attn: Finance Department,
P.O. Box 570, Asheville,
NC 28802, U.S.A.

- e) By telephone to an FFI Staff person. If you are unable to submit your fee online through the FFI website, you can call FFI directly at 1-800-554-6715 and they will provide a staff person who will enter your credit card and journey information into their system for you.

Note - For an ambassador, who has paid the FFI fee and lost the receipt, a duplicate email confirmation of payment may be obtained from FFI by providing the name of the individual and the journey number to payments@thefriendshipforce.org.

5) Pre/Post Journey Finances

The pre/post journey finances are anything related to any group travel prior to or after the actual journey. This is not a JT responsibility and **should be managed independently by those travelling**.

4. Refund Policies

A. Inbound Journeys

- 1) The Host Club fee (due 60 days prior to the journey) is non-refundable once it has been transferred to FFO, unless another participant joins the journey as a replacement, in which case the replacement ambassador reimburses the person cancelling. **These funds**
- 2) Upon cancellation, FFO member payment for an activity may be reimbursed prior to the event as long as the activity is self sustained.
- 3) ~~All other refunds, partial or complete, require the approval of the Host Coordinator in consultation with the VP Journeys.~~ Any surplus/overpayment shall be reimburse to the participants

B. Outbound Journeys

1) Refunds of FFI and Hosting Fees

- a) The FFI journey fee (due 60 days prior to departure) is non-refundable once paid, as per FFI policies, unless another participant joins the journey as a replacement, in which case the replacement ambassador fee is used to reimburses the person cancelling.
- b) The Host Club fee (due 60 days prior to the journey) is non-refundable under any circumstances once it has been transferred to the host club, unless another participant joins the journey as a replacement, in which case the replacement ambassador's payment is used to reimburses the person cancelling.

2) Refunds of FFO Journey Registration fee

- a) An Ambassador on a waiting list may submit at any time to VP Journeys or AC, a written notice to be removed from the waiting and their registration fee cheque will at their discretion either be returned or destroyed.
- b) An ambassador may withdraw before to 1st day of the 6th month prior to the journey start month and their registration fee cheque will at their discretion either be returned or destroyed.
- c) After the 1st day of the 6th month prior to the journey start month, the FFO registration fee is not refundable unless at least one of the criteria set out in Item 4.C below is met. If one of the criteria is met, then the registration fee less any prorated expenses incurred prior to withdrawal will be refunded (full refund if a replacement is found); otherwise any residual of the forfeited registration fee must be turned over to the FFO Treasurer for deposit into the main FFO account

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3) Refunds of Assured Space Deposit

- a) An ambassador who sends a written withdrawal request to the AC (who may consult with the **VP Journeys**), will receive a full refund of the Assured Space deposit if least one of the criteria listed in Item 4.C below has been met.
- b) **If an ambassador withdraws without meeting one of the criteria listed in Item 4.C below, that individual and the AC will attempt to find a replacement from the Waiting Lists or from the membership at large.** Once a replacement pays the Assured Space deposit, the Assured Space deposit shall be refunded, regardless of the reason for withdrawal. If no applicant can be found to assume the required responsibilities, the withdrawing member will forfeit the Assured Space deposits which will be turned over to the FFO Treasurer for deposit into the main FFO account.
- c) For members who travel on the journey, the Assured Space deposit will be applied to the fees related to the journey as agreed to by all members of the journey and any residual will be refunded by the JT after the return to Ottawa. (NOTE: For clarity, the Board of Directors do not need to be consulted on this item as they have already approved the refund of these funds).

C. Criteria for Refunds of FFO Fees and Deposits

Friendship Force Ottawa will not refund fees or deposits for health or other reasons normally covered by travel health or cancellation insurance. It is the responsibility of the member to obtain insurance to cover these areas. Based on the above, all fees and deposits paid to the Friendship Force of Ottawa will be returned upon receipt of a written request from the applicable member to the AC, should any of the following circumstances occur to prevent the member, spouse, common-law spouse or travelling companion from departing on the trip as scheduled. Supporting documentation may be required and the refund must be approved by the Board of Directors.

- a) Another member has assumed all the responsibilities from which you are withdrawing.
- b) You provide written proof that some part of the Journey travel costs has been refunded by an insurance company.
- c) The Journey is cancelled.
- d) A written, formal notice has been issued by the Department of Foreign Affairs and International Trade of the Canadian Government, advising Canadians not to travel on vacation to a country, region or city originally intended as the destination of the trip for a period that includes the dates of the Journey.
- e) You are unable to secure a travel visa for reasons beyond your control.
- f) The AC does not accept that you are able to function as an independent house guest.

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- g) Your host cannot provide accommodation and your participation is cancelled by the club.
- h) The date of the proposed Journey is not firmly established 6 months before departure, OR if the date of departure is changed by more than 7 days from what was established or believed to be firm 6 months before departure.
- i) You are transferred by your employer (for which notice was received from the respective employer subsequent to your payment of the assured space deposit), if the date of transfer precedes your day of departure and requires the relocation of your principal residence.
- j) Your principal residence has been damaged, making it uninhabitable.
- k) Your pregnancy is diagnosed after paying your fee(s) or deposit(s), if you or a spouse accompanying you on the trip is pregnant and the expected date of delivery is in the nine weeks before or after the scheduled day of the beginning of the Journey.
- l) Legal adoption of a child by you when, after paying your fee(s) or deposit(s), you receive notice that the actual date of adoption is scheduled to take place during the Journey.
- m) The involuntary loss of your or your spouse's permanent employment (not contract employment) due to a lay-off or dismissal without cause.
- n) You are called to service by government with respect to inquiries, reservists, military, police or fire personnel and the service is required during the period of the Journey.
- o) You are (a) called for jury duty, (b) subpoenaed as a witness, or (c) required to appear as a defendant in a civil suit, while you are scheduled to be on the Journey.

Appendices

The following are available from the FFO website Toolbox, via the Toolbox icon on the Home page:

- A. Excel Template for Journey Treasurers;
- B. Inbound Journey Excel Template Example;
- C. Outbound Journey Excel Template Example;
- D. Inbound Journey Treasurer Presentation; and
- E. Outbound Journey Treasurer Presentation.

The following accompanying guides are also found in the Toolbox of the FFO website:

- A. Guidelines for ACs: Outbound Journeys; and
- B. Guidelines for HCs: Inbound Journeys.