

Travel FAQs

General Policy and Eligibility

Q: Who does this travel policy apply to?

A: This policy applies to all employees, including interns and contract staff.

Q: What qualifies as 'business travel'?

A: Business travel refers to any company-approved trip to a different city than where you're based. This includes travel for meetings with clients or partners, attending conferences or events, delivering presentations, or conducting research on behalf of the company.

Please note that daily commuting to and from the office is not considered business travel.

Planning and Approvals

Q: How do I initiate a travel request?

A: Send an email to your Manager for approval, copying the People and Culture, Finance, and Operations teams.

Q: How early should I send the travel request?

A: Ideally, at least 14 days before your planned travel date. Exceptions may be made for emergencies.

Q: Who is responsible for booking flights and accommodation?

A: The Admin Team, in collaboration with the People and Finance teams, will handle all bookings and provide you with your itinerary.

Q: Can I make my own bookings?

A: Preferably not. However, if you are approved to book your own travel, you should:

- Use regularly scheduled airlines
- Choose the lowest available fare
- Stay within approved flight and accommodation limits
- Be sure to retain all receipts for reimbursement.

Expenses and Reimbursements

Q: What expenses does the company cover during business travel?

A: The company covers:

- Flights (economy class, within the approved cap)
- Accommodation (within the approved cap)
- Daily travel allowance (for meals and personal upkeep)
- Visa costs (for international travel)
- Travel insurance and medical expenses while abroad

Q: What does the travel allowance cover?

A: The allowance is intended to cover meals and personal upkeep during your trip. It is not refundable.

Q: Who handles my travel reimbursements?

A: The Finance Team reviews submitted expense documentation and processes reimbursements.

Cash Advances

Q: Are cash advances allowed?

A: Cash advances are generally discouraged, but may be granted in special cases. A request must be made via email with a clear explanation, and the Finance team will review it.

Q: What if I don't settle my cash advance on time?

A: If the advance is not settled within two weeks of return, the outstanding amount will be deducted from your salary.

Cancellations and Missed Flights

Q: What should I do if my trip is cancelled?

A: Notify the Lead, Admin immediately so they can cancel bookings and avoid unnecessary costs.

Q: What happens if I miss my flight?

A: You must inform the Lead, Admin as soon as possible. If the missed flight was due to personal error, any additional costs will be your responsibility.

Non-Reimbursable Expenses

Q: What expenses are not covered by the company?

Examples of non-reimbursable expenses include:

- Personal purchases such as clothing or gifts
- Excess baggage charges
- Flight rebooking fees due to missed flights
- Laundry and dry-cleaning
- Expenses for accompanying non-employees

- Unauthorised upgrades (e.g., business class or premium hotel rooms)
- Personal services such as spa treatments or entertainment
- Lost personal items
- Fines (e.g., parking tickets or traffic violations)
- Unapproved meetings or travel

If you are unsure whether an expense is reimbursable, please consult the People and Culture Manager before making the purchase.

Allowances and Travel Limits

Q: Am I entitled to a travel allowance when I go on a business trip?

A: Yes. The company provides a daily travel allowance to cover your meals and general upkeep while you're on a business trip. The amount depends on your job grade and the location of your travel.

Q: How much is the daily travel allowance for domestic trips within Nigeria?

A: For travel within Nigeria:

- C-Level and Management staff receive ₦15,000 per day.
- Staff-level employees receive ₦10,000 per day.
- Interns and contract staff receive ₦5,000 per day.

Q: How much is the daily allowance for travel within Africa (outside Nigeria)?

A: For trips within Africa, all employees (regardless of grade) receive \$100 per day.

Please note: Travel within Africa is capped at a maximum of two weeks.

Q: What about international travel beyond Africa?

A: For international business trips outside Africa, the daily allowance is \$150 for all employees, regardless of level.

Please note: International outside Africa is capped at a maximum of two weeks

Q: Does the company pay for my accommodation as well?

A: Yes, the company covers accommodation during business travel, but there are nightly limits based on your grade level and travel destination. You're expected to stay within those limits when choosing hotels.

Q: What are the accommodation limits for domestic trips?

A: For domestic travel:

- C-Level: up to ₦60,000 per night
- Management: up to ₦40,000 per night
- Employees: up to ₦25,000 per night
- Interns/Contract staff: up to ₦15,000 per night

Q: What are the accommodation limits for international and regional travel?

A: For both travel within Africa and international trips outside Africa:

- All employees are allowed up to \$100 per night within Africa
- For international travel, the limit is \$150 per night

Trips are capped at a maximum of two weeks.

Q: Is there a flight budget cap I should know about?

A: Yes. The company covers economy class tickets only, with a maximum ticket limit of:

- ₦200,000 for domestic flights
- \$1,500 for flights within Africa and for international flights

Q: Where can I find the full details of these limits?

A: These are the current approved limits, but if you're ever unsure or want the most updated figures, please refer to the [Travel Policy](#) or check with the People and Culture team.