

Information For Foreign Participants Who Request Reimbursement from AFS Interkultur

Which Expenses Are Refunded by AFS Interkultur?



*With this guide we want to make clear which expenses
AFS reimburses as well as describe how you can get a reimbursement.*

AFS Interkultur, August 2018

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2 Common Regulations for Reimbursement for Program Participants

2.1 Application for Reimbursement – How do I Get the Money?

In order to obtain a reimbursement (repayment) of your expenses, your application must be made electronically and sent via email to afs.interkultur@afs.org with the subject “Application for reimbursement”. You must attach an electronically filled out reimbursement form and a scanned/photographed enclosure. Please read more on documentation and requirements in section [5](#) before sending your documents.

The submission must normally occur 14 days after the payment of the expense, at the latest. But if it is smaller costs for transportation, they can be collected for periods up till 3 month, before submission. By New Year all costs for the previous month must be submitted at the latest 2 weeks after New Year. A reimbursement which doesn't apply to the above mentioned, cannot be expected to be reimbursed. The reimbursement will always be transferred to a Danish bank account, and transfers to foreign accounts will be charged a fee of 50,- Danish kroner to cover the bank fees.

If there is a mistake on a reimbursement application form or the associated documentation, the application will be returned, and a new application for reimbursement together with documentation must be submitted to the email address stated above.

2.2 Outlays – When Can I Get a Refund?

Expense reimbursements always follow the regulations in this guide. If something is not mentioned and described, the expense will only be refunded by prior agreement with the main office. Remember to add the name of the person from the main office when submitting the application for reimbursement.

2.3 Travel Expenses – How much Can I get?

As a rule, travel expense reimbursements are always covered by the cheapest possible means of public transportation and maximum by the price of a DSB Standard (train) ticket (including local transportation to/from the station). DSB is the largest Danish train operating company.

A greater travel expense reimbursement can only be expected, if a special agreement has been made with AFS before the expense is paid.

2.4 Means of Transportation – How Can I Travel?

When you plan transportation across the country, you must search for national bus routes first:

1. **Bus:** Visit www.flixbus.dk or www.sortbillet.dk and search for transport options
If there are no “reasonable transport options” (acceptable travel time, pick-up/drop-off points close to the location or point of public transportation for onward travel), the following options should be explored:
2. **Train:** Visit www.rejseplanen.dk and search for transportation with a DSB standard (train) ticket and possibly a seat reservation.
3. **Flights:** Flights can only be booked if the price of the ticket remains within the price range of a DSB standard (train) ticket (incl. seat reservation and local transportation) or if you have a prior agreement with our office. *Check flights in good time as prices are often very low when booking early.*

4. **Car:** If you choose to go by car, you can only expect a refund equaling a DSB standard (train) ticket (incl. seat reservation and local transportation). Read more under the specific transportation section.

2.5 Events – For Which Kind of Events can I Get a Travel Expense Reimbursement?

2.5.1 For Program Participants

All foreign participants, Danish host families and Danish sending families (families who send their kids abroad) are named program participants and can obtain travel expense reimbursement cf. paragraph [3](#).

3 Transportation and outlays

3.1 Transportation

3.1.1 Camps

AFS covers expenses to and from the obligatory camps relating to the exchange stay. The coverage of expenses is handled according to the regulations in paragraph [2.3](#) and [2.4](#).

3.1.2 Upon Arrival and Before Departure

3.1.2.1 Upon Arrival in Denmark

If you arrive together with other foreign participants at a determined pick-up point, AFS has paid transportation to this location.

3.1.2.2 Departure from Denmark

You have to arrange your own transportation from your host home to the airport of departure, and in this case you will get a refund for your travel expenses according to paragraph [2.3](#) and paragraph [2.4](#).

3.1.2.3 Sorry – We Do not Refund..

If it is difficult to make it to the airport by leaving your host home on the same day, you must leave the day before and spend the night at a camp that is arranged close to the airport. You will be informed specifically about this camp by AFS.

3.1.3 Daily Transportation

During the stay, AFS only covers transportation between your home and school and language school as well as internships.

3.1.3.1 School and Project Transportation

"School transportation" (and project) is the normal, daily transportation between your home and school (and possibly language school). If there is a need for regular, daily transportation, you must buy a public transportation pass known as "Ungdomskort". An "Ungdomskort" must be bought for the specific zones to and from your school or project and, preferably, for the period of the 3 upcoming months with expiration by the end of a month according to the months of billing mentioned below.

If you ride a bike to school or a project, we recommend that you get a *personal* "Rejsekort" (a travel card) for days when it is not possible to bike due to the weather etc. See paragraph [3.1.1.3.1.2](#)

Transportation in relation to school or projects is refunded for a period of maximum 3 months at the end of October, December, March and June before departure from Denmark. Read more about deadlines for submission in paragraph [2.1](#) and documentation in paragraph [5](#).

3.1.3.1.1 Ungdomskort - A public Transportation Pass

The "Ungdomskort" provides a daily public transport discount from your residence to your school or project. When you buy an "Ungdomskort" (youth card) be aware of choosing the card for a youth education program, if you are an exchange student in High School or HF/HTX and HHX. Read more about "Ungdomskort" here: <http://www.ungdomskort.dk/ungdomskort/>

A reimbursement is possible if you take a picture of your "Ungdomskort" for the period in question and attach this as documentation to the reimbursement form.

3.1.3.1.2 Rejekort – An Electronic Travel Card

"Rejekort" is an electronic ticketing system where you pay for your entire journey with a card. You check in and out at a card reader. Read more about "Rejekort" here: https://www.rejekort.dk/?sc_lang=en

The reimbursement is handled by making a printout of the period and highlighting and making a count of the relevant journeys from Rejekortet's home page. This overview is attached as documentation to the reimbursement form.

3.1.3.1.3 Transition Period upon Arrival

A *personal* "Rejekort" or "Ungdomskort" can only be obtained when you have got a Danish civil registration number. Until then you have to buy single tickets or use a voucher on your mobile phone for project or school transportation. To make use of a voucher, you have to download the mobile app "DOT Mobilbilletter". For a reimbursement you must take a picture of the tickets and/or screen dumps from your mobile phone and attach them as documentation to the reimbursement form.

If your host family has a "Rejekort Flex", you can also use this during the transition period until you get your own travel card. The reimbursement is handled by making a printout of the period and highlighting and making a count of the relevant journeys from Rejekortet's home page. This overview is attached as documentation to the reimbursement form.

3.1.3.2 Transportation to and from "Efterskole"

AFS refunds travel expenses between your "efterskole" and your host family according to the regulations cf. paragraph 2.3 and 2.4. Some schools arrange joint weekend transportation to and from the school with particular pick-up points on the way through Jutland and Funen. If this is the case, you must use this option, as a rule.

3.1.3.3 Sorry – We not Refund..

AFS does not cover travel expenses for:

- **School trips, study tours, camps or special school events (parties etc.)**
- **leisure activities and sports**
- **finest and penalty fares**
- **reacquisition of lost tickets and cards**
- **travel expenses received more than 4 weeks after the expense has been paid cf. paragraph 2.1**

3.1.3.4 Outlays

3.1.3.4.1 Medication and Medical Treatment

In Denmark, most expenses for medical treatment is paid by the public sector (the yellow Health Insurance Card). However, for instance, expenses for medically prescribed physiotherapy and psychologist consultations, which are not covered by the public sector, can occur. The same applies to the share of prescription medication paid by the patient.

AFS Interkultur has taken out a health insurance on your behalf, so if you expect to get expenses of the sort described above, please contact AFS, who will assess whether the expense is covered by the insurance. It is important that you do not pay the expense before you have a written confirmation from the AFS office.

3.1.3.4.2 Sorry – We Do not Refund..

Be aware that AFS Interkultur does not cover:

- *expenses for non-prescription medication*
- *dental treatment*
- *glasses/contact lenses*
- *other expenses for treatment and drugs that have not been pre-approved by the AFS office*

All other expenses are only covered by AFS if there is a prior agreement with the main office.

4 Compensation

AFS Interkultur is not responsible for your actions

This means that AFS accepts no liability for damages that you inflict on the host family or others – for instance, damaged furniture, loss of keys, damages on bikes etc.

Also, we do not cover expenses that you will have when replacing personal belongings that are lost or stolen.

5 Documentation and Formal Requirements

AFS Interkultur receives public subsidies, and, therefore, we are subject to auditing standards. For this reason, our documentation has to be in order.

Consequently, all reimbursements must always be applied for on our reimbursement form and be documented in the form of scanned/photographed attachments with the following requirements:

1. The reimbursement form must be filled out electronically and documentation has to be clear and readable (for instance, unclear photographs taken with mobile phones will not be accepted)
2. Documentation must be attached in a pdf-, gif- or doc(x)-format, but links to external files (e.g. Google Docs) will not be accepted
3. Journeys with your “Rejsekort” has to be documented with a printout from Rejsekortet’s home page

We do not approve:

4. *Application forms sent without the necessary documentation*
5. *Anonymous “Rejsekort” as you cannot specify the journeys*
6. *Top-up payments as these are prepayments of future journeys*

When filling out the form you should be particularly aware of:

7. The account number must always be stated (even if it is “the same as last time”)
8. Remember to add the name of the person at the AFS office who has approved any outlays that deviate from the general guidelines.

If there is a mistake on a reimbursement application form or the related documentation, the application will be returned, and a complete, new application for reimbursement together with documentation must be submitted to the following email address afs.interkultur@afs.org.

6 Reimbursement Forms

All reimbursements must be handled by using the obligatory reimbursement form, which you can download here: www.afs.dk/bibliotek. See example below.

6.1 Reimbursement of Program Expenses


This form has to be used by all program participants for reimbursement of outlays that concern a specific exchange stay in Denmark (host program) or abroad (sending program).

The application form and documentation must be scanned and e-mailed to: afs.interkultur@afs.org with the subject "Application for reimbursement".

7 Questions???

If you have questions about reimbursements or other financial matters, you are welcome to contact our Service team via email afs.interkultur@afs.org or tel. 3832 2307 or tel. 3832 2308 on weekdays from 10 a.m to 3 p.m.

8 Example - form

		Reimbursement foreign exchange students		Date: _____ Bilagsnr.: _____
NAME:				
<i>This form is used for all reimbursements concerning a specific exchange stay in Denmark (host program) for foreign students</i>				
PROGRAM: (choose yours)	School year program in family School year program at "Efterskole" Trimesterprogram in family			
Mark the appropriate activity below with an X	READ THE REIMBURSEMENT LEAFLET BEFORE YOU FILL OUT AND SUBMIT THE APPLICATION			
	Activity	Date/period	Type of expenditure	Amount
	Outlays by further agreement or according to leaflet	State date or (start date - end date)	State type of expenditure (bus, train, flight, etc.)	
	Transportation to/from "Efterskole" to weekendfamily			
	Transportation on arrival/departure			
	Transportation school/language school			
	Transportation to/from camp			
	Name of the camp:			
	Medication and other outlays	State date of expenditure	State type of expenditure	
	Name on person who has approved the outlay: (always filled out)			
TOTAL REIMBURSEMENT OF OUTLAYS				AMOUNT
Total amount				-
If you chose to receive your refund in your own country, we will charge Dkr. 50,- to cover the banktransfer				
Danish account number		<input type="text"/>		
IMPORTANT Reimbursements are always handled according to the guidelines described in the reimbursement leaflet. Find it here: http://www.afs.dk/bibliotek/ If something has not been mentioned or described, the expense will only be refunded by prior agreement with the main office. All expenses that you request a refund for should be submitted with a scanned/photographed attachment.				
IMPORTANT Applications for reimbursements must be submitted 14 days after the payment of the expense at the latest to the following email afs.interkultur@afs.org with the subject "Application for reimbursement". If expenses are submitted more than 4 weeks after the payment, a refund cannot be expected. Queries must be made per email or tel. +45 3832 2307 or +45 3832 2308.				