

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.

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1 Table of contents

1	Table of contents	2
2	Common Regulations for Reimbursement for Program Participants	3
2.1	Application for Reimbursement – How do I Get the Money?	3
2.2	Outlays – When Can I Get a Refund?	3
2.3	Travel Expenses – How much Can I get?	3
2.4	Means of Transportation – How Can I Travel?	3
2.5	Events – For Which Kind of Events can I Get a Travel Expense Reimbursement?	4
2.5.1	For Program Participants	4
3	Transportation and outlays	4
3.1	Transportation	4
3.1.1	Camps	4
3.1.2	Upon Arrival and Before Departure	4
3.1.2.1	Upon Arrival in Denmark	4
3.1.2.2	Departure from Denmark	4
3.1.2.3	Sorry – We Do not Refund.	4
3.1.3	Daily Transportation for school	4
3.1.3.1	School and Project Transportation	4
3.1.3.2	Transportation to and from “Efterskole”	5
3.1.3.3	Sorry – We not Refund.	5
3.1.3.4	Outlays	5
4	Compensation	6
5	Documentation and Formal Requirements	6

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 through the system zExpense. Please read more on documentation and requirements in section 5 before sending your documents.

The submission must normally occur 4 weeks after the payment of the expense, at the latest. But if it is smaller costs for transportation or school 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.

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 for school

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 together with a receipt to the reimbursement form.

3.1.3.1.2 Rejsekort – An Electronic Travel Card

"Rejsekort" 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 "Rejsekort" here: https://www.rejsekort.dk/?sc_lang=en
If you use an anonymous Rejsekort it is important to save the individual tickets from each travel. These tickets have to be attached as documentation to the reimbursement form.

3.1.3.1.3 Transition Period upon Arrival

A *personal* "Rejsekort" 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 "Rejsekort 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 Rejsekortet'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.)*
- *Transportation for local mini ophold (get the money from your local chapter)*
- *leisure activities and sports*
- *finer 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 personal "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" without individual tickets*
6. *Top-up payments as these are prepayments of future journeys*

When you send in a settlement, please check:

7. Your account number is in the system
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 in a reimbursement settlement, the settlement will be returned, and you have to correct the information as mentioned and the settlement has to be submitted again.