



Friendship Force of Ottawa (FFO)

February 2018

Guidelines for Journey Treasurers

Inbound and Outbound Journeys

Friendship Force Ottawa
Journey Treasurer Guidelines

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Appendices: See separate document [FFO Journey Treasurer Templates](#) located in HCs/ACs and JTs Toolbox on the FFO Website..

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.

Concerning templates, the FFO club is only asking for some basic record keeping. **One does not need to be an accountant to perform the functions of a Journey Treasurer.** Templates are provided in an Appendix separate document available on the FFO Website as well as in an Excel spreadsheet format online. Please note however that the templates look slightly different than the Excel spreadsheet. This was necessary to get everything to print in a readable format. All of the information however is identical. All examples are provided as screen dumps from the Excel spreadsheet file.

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.
- 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.

The Appendices contain various templates that can be used to carry out these duties. The templates can be printed and completed by hand. However, there is also an Excel spreadsheet version that is available, where each template is one or more worksheets. 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)

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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.

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.
- 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 Journey 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 the 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 signatories, the HC/AC who have signing authorities 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.

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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.

C. Financial Reporting

At the conclusion of the journey, the JT is responsible for providing a Financial Report on the Source and Use of Funds to the FFO Treasurer to be sent electronically to: treasurerffo@gmail.com. The report will also highlight the amount of funds, if any, being returned to the FFO Club, including the sources of these funds.

The Source and Use of Funds template/worksheet identifies all funds received and where the funds were used and provides a standardized report for all journeys.

As before, the Source and Use of Funds template can be printed and completed manually or there is an Excel spreadsheet version. Using the Excel spreadsheet version also means the Source and Use of Funds report will be automatically generated based on the input in the Journal template.

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 Inbound HCs and Outbound ACs and JTs 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

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from the main FFO BMO account but the account is set up with the HC/AC and JT as signatories.

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 HC's/AC's and JT's 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.)

- e) JT, HC/AC and VP Journeys agree upon when they will require access to their journey funds. For Inbound journeys, this is usually around 60 days prior to the start of each journey when hosting fees are received. If there is need for venue deposits, a float can be requested from FFO and the bank account can be opened. For Outbound journeys, this is 70 to 90 days to allow time for deposit and transfer of hosting fees and printing of journey brochures, etc. (Note: Host club fees are due 60 days prior to the journey date.) Opening and closing of "satellite" journey accounts will be at the discretion of each JT and HC/AC. All transaction fees in a journey satellite 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 documents to facilitate opening of 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 HC/AC and JT as the 2 signing authorities.
 - ii. Copy of signed AGM minutes indicating the FFO executive appointed for that year, and in particular, the president.
 - iii. By-laws of FFO.

Note: if the account is being opened at the Stittsville Branch, only (a), the signed President's letter is required.
- g) HCs/ACs or JTs take the letter of authorization (and supporting documentation, if required) to bank branch and do the following:
 - i. Open an account (with a two signature requirement; no deposit required to open account),
 - 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 emailing of monthly statements (no charge),

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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.) and
- v. Request online banking capability. Note that paper statements incur a \$3.00 monthly charge.
- h) JT informs VP Journeys and FFO Club Treasurer regarding BMO branch location and name of new journey account. At the same time, for Outbound Journeys, the JT arranges with VP Journeys to receive the post-dated cheques for that particular outbound journey. JT deposit these outbound journey registration cheques in their new journey “satellite” 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:** Currently, 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 Journey Journal, recording all deposits and cheques, including the purpose for each amount (see sample journal in Appendices Document). This should reconcile 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 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.

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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. Any surplus shall be refunded to the ambassadors in accordance with Item 4 “Refund Policies” unless the portion of the surplus attributed to ambassadors is an insignificant amount per ambassador is or the portion of the surplus attributed to a participant is insignificant.

in which case, forward 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 and number. Deposits at an ATM will provide a copy of each cheque on the receipt. Complete the deposit slip in two copies, keeping both copies 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.

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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.

It is a good idea for both the JT and the HC/AC to have bank cards so either can do deposits if necessary. 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.

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 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.

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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 - For an oversubscribed journey, one for which there is a waiting list once all available spaces (as determined by the host club) are filled by the closing date of the club's journey registration, a \$300 deposit is paid by each Ambassador six months prior to the start of the journey; 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.

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

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.

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

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also ask for additional funds to cover special events, 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 local equivalent, 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 ED, 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. 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.

FFI Journey Fee Payment Methods

For each journey, FFI charges \$140 USD which must be submitted 60 days before the start of the journey. The journey treasurer must advise the Ambassadors at least two weeks prior to due date to pay the FFI journey fee.

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 electronic transfer into FFI account through FFI website using credit card (Visa, MasterCard, Amex). **(FFIs and FFOs preferred method of payment.)**

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

Enter the whole US dollar amount only (140) then click on "Add to cart". The next screen will show the total including the 3% processing fee. The journey number and name will be required for the checkout page Please read this

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carefully before submitting the payment. 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.

- b) Group electronic submission by the JT using personal credit card followed by reimbursement from the journey **participants**.

The JT submits FFI fees for all ambassadors through the FFI website at: <https://friendshipforce.org/product/payments/>

Enter the whole US dollar amount only (140) and the number of payments then click on “Add to cart”. The next screen will show the total including the 3% processing fee. The journey number and name will be required for the checkout page. The JT uses a personal credit card and then is reimbursed from the journey account by writing a cheque in their name for the appropriate amount (two signatures required). Then in an email, provide the FFI Regional Service Manager with the complete list of ambassadors’ names. If this is an oversubscribed journey and ambassadors have paid \$300 to the journey account, you may take the FFI fee from these funds. If this is a fully subscribed or undersubscribed journey, ambassadors must provide the JT with a cheque for \$140 US equivalent that the JT will then deposit in the journey account.

Note: There are no financial advantages in doing a group vs. individual electronic submission. As a group submission, the system does not accommodate for the partial cost earned seat for the Ambassador Journey Coordinator*.

- c) Individual or group wire transfer. Check with your bank to determine your best method for doing a bank wire transfer either through your online banking service or through the bank. You may find it is much more expensive than using your credit card to submit your fees. For group wire transfer through the bank which costs \$25, the breakeven point to an individual electronic transfer into FFI account described in a. above requires a minimum of 6 participants. With 20 participants for one journey or 10 participants for a double journey, the cost is equivalent to sending a US cheque.
- d) International Money Order in USD. Purchase a money order at any Post Office in US funds made out to Friendship Force International and mail this to 400 West Peachtree Street NW, Suite 4-980, Atlanta, GA 30308.
- 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 and they will provide a staff

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person who will enter your credit card and journey information into their system for you.

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

*Journey Coordinators Earned Seat: Journey Coordinators devote a great deal of time and effort to planning, conducting and providing leadership throughout the journey including any unforeseen emergencies. Because of this substantial responsibility, the FFI Fee of \$140 US may be discounted from 75 to 100% depending on the % of hosting capacity filled (See "Policies and Guidelines for Clubs and Programs" under <https://www.friendshipforce.org/resources/>). However, FFO does not authorize an AC to include any other cost of their travel in the journey fee.

One must consult with your FFI Journey Support Manager prior to awarding the AC any fee waiver.

4) Pre/Post Journey Finances

The pre/post journey finances are anything related to any group travel prior to or after the actual journey **and should be managed independently by those traveling.**

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. **Following completion of the journey, if sufficient funds remain, the HC and JT can recommend to the board reimbursement of the hosting fee or a portion thereof.**
- 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.

B. Outbound Journeys

1) Refunds of FFI and Hosting Fees

- a) The FFI journey fee (payable 60 days prior to the journey) is non-refundable as per FFI policies, unless another participant joins the journey as a replacement, in which case the replacement ambassador fee is used to reimburse the person cancelling.

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- 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 fee is used to reimburse the person cancelling.

2) Refunds for Undersubscribed and Fully-subscribed Outbound Journeys

An "Undersubscribed Journey" is one in which the available spaces in a journey (as determined by the host club) remains under filled (i.e. spaces are still available) by the closing date of the club's journey registration. This date is determined by the VP Journeys and club president. Club members are informed well in advance.

A "Fully-subscribed Journey" is one in which at the registration deadline, there just enough applicants to fill all the available spaces in a journey (as determined by the host club).

- a) After the 1st day of the 6th month prior to the journey month, the FFO registration fee is not refundable unless at least one of the criteria set out in Item 4.C below is met. Any prorated expenses incurred prior to withdrawal will be subtracted.

3) Refunds for Oversubscribed Outbound Journeys

An "Oversubscribed journey" is one in which, at the registration deadline, there are more applicants for the journey than there are spaces available (as determined by the host club). A draw is held and an Assured Space list plus a Primary Waiting list are established in the order in which the names are drawn. Following the closing of registration, people may be accepted onto a Secondary Waiting list by the VP Journeys or AC. In the event that all the names on the Primary Waiting list are exhausted, people on the Secondary Waiting list may be offered the available space.

- a) Any member, on written notice to the VP Journeys or AC, may have their name removed from the Waiting List at any time and their registration fee will be refunded.
- b) An ambassador holding an Assured Space may withdraw more than 6 months before the journey begins and their FFO registration fee shall be returned.
- c) After the 6 month point and prior to the start of a journey, an ambassador holding an Assured Space may, on written request to the AC (who may consult with the **VP Journeys**), withdraw and, if at least one of the criteria in Item 4.C below has been met, any residual of the FFO fees and deposits shall be returned. Any prorated expenses incurred prior to withdrawal will be subtracted.
- d) **If an ambassador withdraws without meeting the criteria 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

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pays the Assured Space deposit, all FFO fees and deposits shall be returned, regardless of the reason for withdrawal. If no applicant can be found to assume the required responsibilities, the withdrawing member shall forfeit all the fees paid.

- e) 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).
- f) Any residual of the FFO fees and Assured space deposits from withdrawing applicants not meeting at least one of the criteria in Item 4.C below will be turned over to the FFO Treasurer for deposit into the main FFO account.

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.
- 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.

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- 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 Appendices are found in the accompanying FFO Journey Templates document and contain blank templates that can be used for maintaining the records of the journey.

Sample Inbound and Outbound journey templates are provided to give an idea of what the completed template looks like.

Finally, for those who are familiar with and have access to Microsoft Excel, an Excel spreadsheet which contains all of the templates has been developed. The Journey Treasurer financial templates¹ and Excel spreadsheets² are available on the FFO website in the Toolbox accessed from the tab on the Home page.

(In future, the above two supporting documents ¹ and ² will be revised to reflect the FFI new terminology.)

NOTE: The templates were first developed in Microsoft Excel and then put into a Microsoft Word document. It was necessary to modify the templates slightly so they would print properly in Microsoft Word. As such, there are minor differences in the way the templates look between the Microsoft Word version and the Microsoft Excel version (in particular the Journal and the Event Planner).

Friendship Force Ottawa
Journey Treasurer Guidelines

Please also take note: The accompanying guides, Guidelines for HCs: Inbound Journeys and Guidelines for ACs: Outbound Journeys can be found on the FFO website at:

http://www.friendshipforceottawa.ca/2017-05-31_ffo_ac_guidelines_outbound.pdf

http://www.friendshipforceottawa.ca/2017-05-31_ffo_hc_guidelines_inbound.pdf