

## Customer expenses policy

This document sets out IntraLAN's travel expenses policy whilst providing on-site engineering services.

- For all visits to customers' head office – no charge for travel time or travel expenses.
- For all other customer site visits (remote branches, home workers etc), the following charges apply:
  - Travel **time**: Charged at applicable (weekday/weekend) hourly engineering rates
  - Travel **expenses**:
    - Public transport: At face cost (train, flight, taxis)
    - Car (fuel): £45p per return mile measured between our Epsom office and the customers' remote site
  - **Accommodation**: Where:
    - the return travel + expected on-site time is likely to exceed 8 hours –or–
    - the job is planned over 2 or more consecutive days and the travel time to site is >1 hour

we would expect the engineer to stay overnight in a local hotel/B&B. This is charged at £175 per night (for accommodation, evening meal and per diem).