

Mercy Ships Canada Volunteer Crew Air Travel Policy

Purpose

To mobilize volunteer crew for field service, while maintaining a high standard of safety and to uphold our duty of care over the volunteer crew of Mercy Ships Canada.

Scope

Mercy Ships Canada Volunteer Crew.

Policy Statement

All volunteer crew who are travelling on behalf of Mercy Ships Canada (“MSCA”) will use our official travel agency, the Canadian office of Key Travel. Volunteer crew are asked to comply with the following items:

1. Economy class air tickets will be booked by Mercy Ships Canada only from the volunteer crew’s departure location directly to the destination identified in the volunteer crew’s Offer Letter. Arrangements for return airfare will follow a similar approach. Stopping for layovers is not permitted.
2. Any changes to tickets that the volunteer wishes to make, such as rebooking and cancellation will be approved and coordinated by MSCA prior to being processed by Key Travel.
3. Travel insurance for medical evacuation and repatriation is required to ensure that volunteer crew are covered if official travel advice changes while abroad or in the case of a future health crisis. Insurance for extra medical and non-medical benefits is available through TTC insurance (Talent Trust Consultants) <https://www.talent-trust.com/> and Manulife Insurance, www.manulife.ca.
4. In regards to COVID-19, volunteer are always required to follow official government travel advice, regularly check updates until the travel day and research what the destination quarantines self isolation requirements are. Volunteers need to be aware that some countries have severely restricted access for visitors or have introduced enhanced screening measures.
5. Any additional travel expenses, such as extra bags, up grades to business classes, and in flight amenities, will be on a self-pay basis and are considered non-eligible air travel expenses. Nor can they be reimbursed by Mercy Ships Canada.
6. The use of personal air travel points for all or part of the travel arrangements is generally considered inconsistent with this policy. However, in exceptional cases, the situation will be reviewed by the Executive Director of Mercy Ships Canada for possible consideration.

References

Mercy Ships Canada Volunteer Crew Air Travel Procedures

Date: December 3, 2020