
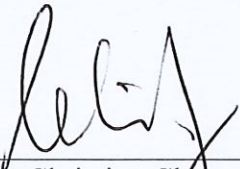




香港浸會大學
HONG KONG BAPTIST UNIVERSITY

Guidelines for Procurement of Travel Services

Document control

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| Prepared by |  Mr. Adonis Lee Director of Finance |
| Approved by |  Ms. Christine Chow Vice-President (Administration) and Secretary |

Record of changes

Modifications and/or revisions to the policy are recorded in the table below.

| Revision date | Version number | Description and location of change(s) | Updated by |
|---------------|----------------|---------------------------------------|--|
| July 2024 | 1.0 | Latest version on FO website | Finance Office (Accounting & Budgeting Section) |
| December 2024 | 1.1 | - Update 5 - Update 10 | Finance Office (Special Projects Section) |

Distribution record

The latest version of the approved policy will be uploaded to the Finance Office Homepage > For Staff > Information > Financial Policies and Procedures > ***Guidelines for Procurement of Travel Services***

Table of Contents

| Contents | Page |
|--|-------------|
| Principles | 5 |
| Purchase through Appointed Travel Agents | 5 |
| Use of Non-Appointed Travel Agents, Online Travel Agent Platforms (“online platforms”) or Official Websites of Airlines and Hotel Groups (“official websites”) | 6 |
| Student Internships and/or Study Programmes | 6 |
| Annex A - Details of the Appointed Travel Agents | 7 |

Guidelines for Procurement of Travel Services

This set of guidelines is established to govern the procurement process for passenger tickets and lodging in relation to various types of travel, including business trips, student internships/study programmes, and visits by invited guests/scholars from overseas.

Principles

2. Prior to making any travel arrangements, staff members must obtain pre-approval from the respective approving authority. They should also observe and adhere to the [Business Travel Policy](#), if applicable, ensuring compliance with the prescribed clauses as specified in the policy.
3. Staff members may be held personally liable for any purchase of passenger tickets or lodging that exceeds the approved budget for the specific trip.
4. Once the order for passenger tickets or lodging is confirmed, staff members assume sole responsibility for any fees or charges incurred due to subsequent changes in itinerary, postponement and/or cancellation resulting from personal reasons, except in cases of force majeure.
5. Staff members can make their travel arrangements through the University appointed travel agents (“ATA”) or book directly with the airline, hotel, and/or service provider, or utilizing other platforms. See sections 8-10 for details.
6. Airbnb is generally allowed, provided that the service is legally permitted in the local jurisdiction where the travel takes place and that the premises are legally built and good in structure and conditions. Staff members are solely responsible for their own risks as the University’s Travel insurance cannot cover the places which are illegally built.
7. Staff members shall exclude any cost associated with their personal travel that occurs before, during and after the business trip. Staff members are solely responsible for covering all fees and expenses related to their personal travel. They must provide the necessary supporting documents to carve out the costs incurred for personal travel from the expenses related to the business trip.

Purchase through Appointed Travel Agents

8. For purchases made through the ATA, staff members must adhere to the following procedures:
 - a) Approach the ATA to obtain at least **one** quotation for the required passenger tickets and/or lodging;
 - b) Submit a Purchase Requisition (PR) via [iProcurement](#) in the *Oracle* system, attaching the reservation confirmation from the selected ATA as supporting documentation. Sufficient time should be allowed for the PR to be processed by the Finance Office (FO) before the departure to undergo budget validation and obtain proper purchasing approval;
 - c) Upon obtaining the PR approval from the Budget Controller and the relevant budget is available, staff members may proceed to confirm the reservation with the selected ATA,

using the PR number as a reference for issuing tickets and/or lodging vouchers; and

- d) The University will settle the payment to the selected ATA through a Purchase Order and invoice with credit terms. In some cases, a deposit payment may be required.
9. The details of the ATA, including their prevailing handling fees and contact numbers, can be found in *Annex A*.

Use of Non-Appointed Travel Agents, Online Travel Agent Platforms (“online platforms”) or Official Websites of Airlines and Hotel Groups (“official websites”)

10. Where staff members choose to make travel purchases through non-appointed travel agents, online platforms, or official websites, they must follow the guidelines below:

For lodging

- a) Obtain at least two quotations from any travel agents with a valid Travel Agent License issued by the Travel Industry Authority, prominent online booking platforms¹, or official websites. Among the obtained quotations, one must be from the ATA or prominent online booking platforms and the comparison is on a like-for-like basis (that is, same premise and same room type) whenever possible;
- b) Select the vendor offering the lowest price among the obtained quotations, provided that the order amount falls within the approved budget;
- c) If staff members choose to claim daily subsistence allowance, the requirement for an additional quotation is not required.

For air ticket

- d) Purchase air tickets directly from online platforms or official airline websites. No additional quotations are required.
11. After the trip is completed, staff members can apply for reimbursement through iExpense in the Oracle system together with the necessary supporting documents, including price comparison and valid receipt.

Student Internships and/or Study Programmes

12. For study trips that require various additional services such as airport transfer, coach service, tour guide, meals arrangements, company visits, industry seminars, sharing with local counterparts and/or interpretation services, it is necessary to follow tendering procedures for the procurement of these services. Please contact the FO Purchasing Team for more details.

Purchasing and Support Service Section

Finance Office

Updated: December 2024

Notes:

- 1. Examples of prominent online booking platforms include Booking.com, Hotels.com, Trip.com, Agoda, Expedia, Trivago etc.

Annex A - Details of the Appointed Travel Agents

Please keep below pricing information **CONFIDENTIAL**

(I) Service Items and Fixed Service Fees (Valid from 1 June 2024 to 31 May 2026)

| Item | Description | Quantity (tickets / rooms) | Unit | Fixed Service Fee per unit (in HK\$) | | | | | |
|------|--|----------------------------------|----------------------|--------------------------------------|--|---|--------------------|---|---------------------|
| | | | | Four Seas | | Nan Hwa | | Sun Hing Hong | |
| 1 | Air carriers (Outside China) | 1 – 9 | per ticket issued | 50 | No capped amount | 100 | Capped at 7,000 | 100 | No capped amount |
| | | 10 – 50 | | | | | | 80 | |
| | | Over 50 | | | | | | 50 | |
| 2 | Air carriers (to China §) | 1 – 9 | | 30 | | 50 | Capped at 3,500 | 100 | |
| | | 10 – 50 | | | | | | 80 | |
| | | Over 50 | | | | | | 50 | |
| 3 | Sea/Ground carriers (to China §) | 1 – 9 | | 30 | | 30 | Capped at 2,100 | 50 | |
| | | 10 – 50 | | | | | | 30 | |
| | | Over 50 | | | | | | 20 | |
| 4 | Sea/Ground carriers (outside China) | 1 – 9 | | | | | | 50 | |
| | | 10 – 50 | | | | | | 30 | |
| | | Over 50 | | | | | | 20 | |
| | Service fees for reschedule, refund, rebooking and cancellation of air ticket | | | Nil | | - \$250 / ticket - emergency service after office hour: \$300/ticket/case | | Air Ticket: - rebook/re-issue: \$100 - refund: \$200 - cancellation charge depends on airline rules See/Ground Carriers: - cancellation: \$100 | |
| 5 | Hotel accommodation (outside China) | 1 – 9 | per room night | 50 | 500# | 30 | 90#^ | 50 | 200# |
| | | 10 – 50 | | | 1,000# | | | 40 | 150# |
| | | Over 50 | | | | | | 30 | 100# |
| 6 | Hotel accommodation (in China §) | 1 - 9 | | 30 | 300# | | | 50 | 200# |
| | | 10 – 50 | | | 1,000# | | | 40 | 150# |
| | | Over 50 | | | | | | 30 | 100# |
| | Service fees for reschedule, refund, rebooking and cancellation of hotel accommodation | | | Nil | | - refund /cancellation: \$150 / transaction - emergency service after office hour: \$300/ticket/case | | - cancellation: \$100 / booking | |
| 7 | Coordination for Visa Application | 1 – 9 | per visa | 250 | 150 (exclude additional cost incurred by 3 rd party on certain visa) | 200 – 400 (except some special visa applications) | | | |
| | | 10 – 50 | | | | | | | |
| | | Over 50 | | | | | | | |
| 8 | Airport Express Line Ticket | | | 100 / ticket * | | 30 / ticket | | 20 / ticket | |
| 9 | Meet & Greet Service at HK Airport | | | 100 / service | | 200 / service | | Free of charge | |

§ includes Hong Kong

capped amount per room

^ up to 14 nights/room and subject to negotiation for 15 or more nights/room

* max. charge: \$1,000 / transaction

(II) Travel Agents and Contacts **

| Travel Agent | Sales Representatives | Phone Number | Email Address | Service Hour |
|---------------|--|--------------------------------------|--|--|
| Four Seas | Ms. Sue Lam (Individual & Group Booking) | 2200 7962 | suelam@fourseastravel.com | Office Hours Monday to Friday 09:00 - 18:00 Saturday 09:00 - 13:00 |
| | Ms Ada Hon (Operation Supervisor) | 2200 7729 | adahon@fourseastravel.com | |
| | Mr. Issac Wong (Sales Manager) | 2200 7964 | issacwong@fourseastravel.com | |
| | Emergency Contact | 2200 7964 / 6337 8230 | issacwong@fourseastravel.com | After Office Hours |
| Nan Hwa | For Individual (Air ticket & Hotel booking for 1-9 pax or rooms; Sea/Ground/visa service) | | | |
| | Ms. Ellen Luk | 2534 9687 | ellenluk@nhetravel.com | Office Hours Monday to Friday 09:00 - 18:00 |
| | Mr. Chris Siu | 2534 9755 | chrissiu@nhetravel.com | |
| | Ms. Cherry Leung | 2534 9693 | cherryleung@nhetravel.com | |
| | Ms. Vincy Wong | 2534 9684 | vincywong@nhetravel.com | |
| | Ms. Kathy Lau | 2534 9691 | kathylau@nhetravel.com | |
| | Ms. Rainbow Tse | 2534 9706 | rainbowtse@nhetravel.com | |
| | Account Manager: Ms. Gloria Cheung | 2534 9677 | gloriacheung@nhetravel.com | |
| | Dedicated Contact | 2543 0822 | Available Representative | During & After Office Hours |
| | Emergency Contact | 6681 2512 | Duty Officer | |
| | | (WhatsApp support) | 6681 2512 WhatsApp support | |
| | For Group Tour (Air ticket & Hotel booking for ≥ 10 pax or rooms) | | | |
| | Mr. Roy Leung | 2534 9645 | royleung@nhetravel.com | Office Hours Monday to Friday 09:00 - 18:00 |
| | Account Manager: Ms. Gloria Cheung | 2534 9677 | gloriacheung@nhetravel.com | |
| | Dedicated Contact | 2543 0822 | Available Representative | |
| | Emergency Contact | 6681 2512 | Duty Officer | After Office Hours |
| | | (WhatsApp support) | 6681 2512 WhatsApp support | |
| | Sales Support (For clarification/discussion) | | | |
| | Ms. Emily Lau | 2534 8526 | emilylau@nhetravel.com | Office Hours Monday to Friday 09:00 - 18:00 |
| | Mr. Frank Cheong | 2534 9692 | frankcheong@nhetravel.com | |
| | Mr. Terence Liu | 2534 8559 | terenceliu@nhetravel.com | |
| Sun Hing Hong | Servicing Team | | | |
| | Ms. Connie Lee (Senior Travel Consultant) | 3420 1811 / 9718 6571 | connie@shhtvl.com | Office Hours Monday to Friday 09:00 - 18:00 |
| | Ms. Long Lee (Senior Travel Consultant) | 3420 1817 / 6381 0851 | long@shhtvl.com | |
| | Ms. Wendy Lam (Senior Travel Consultant) | 3420 1863 / 6083 1902 | wendy@shhtvl.com | |
| | Mr. Cliff Choy (sales Supervisor) | 3420 1819 / 9319 0645 | cliff@shhtvl.com | |
| | Mr. Rocky Cheung (sales Manager) | 3420 1863 / 6388 0413 | rocky@shhtvl.com | |
| | Emergency Contact | Mobile contact of Travel Consultants | | After Office Hours |
| | | (WhatsApp / WeChat support) | through provided mobile contacts | During & After Office Hours |
| | Account & Admin | | | |
| | Ms. Heidi Wong (Accounting Manager) (Invoice & payment issue) | 3420 1883 | heidi@shhtvl.com | Office Hours Monday to Friday 09:00 - 18:00 |
| | Mr. Sammy Choy (Deputy Manager) (Quality assurance) | 3420 1886 | sammy@shhtvl.com | |

** For Study Tour involving purchase of passenger tickets, hotel accommodation, company visits and sightseeing, the appointed travel agents could provide cost estimates for reference only. Tender exercise for study tour has to be conducted through FO (Purchasing Team).

Notes

The relevant service provider(s) has/have been appointed on the terms and conditions prescribed by the University. If any of the appointed service provider(s) propose(s) to introduce new terms upon which the required services are to be provided, departments and offices are advised to reject such new terms. In case of doubt, departments and offices may approach the Finance Office for advice on procurement, or the General Administration Office for legal advice.

Tender Ref: T0167/2404/KM, 3 Jun 2024