

## Richmond Ministry Leader Financial Policy

Updated Nov 2025

### 1. Point of Contact

Debi Matthews on [ministry@richmond-holidays.com](mailto:ministry@richmond-holidays.com)

### 2. Financial Provisions

|                                            | Ministry Leader                                               | Second Ministry Leader                                             |
|--------------------------------------------|---------------------------------------------------------------|--------------------------------------------------------------------|
| <b>Accommodation, breakfast and dinner</b> | Covered by Richmond                                           | If sharing a room: 100% discount<br>In separate room: 10% discount |
| <b>Flights</b>                             | Covered by Richmond                                           | Payable                                                            |
| <b>Transfers</b>                           | Covered by Richmond                                           | Payable                                                            |
| <b>Ski Extras</b><br>(if required)         | 6/13 day Lift Pass & Basic Level Ski Pack Covered by Richmond | Payable                                                            |
| <b>Excursions</b>                          | Payable unless taking a staff place                           | Payable                                                            |

Please note: If the Ministry Leader and Second Ministry Leader are an unmarried couple, it is not permitted to share a room. In this circumstance, we would allocate two rooms with the second room being charged at the 10% discount rate (unless otherwise agreed in advance).

#### a. Flights/Travel

20kg hold luggage will be included for flights.

The costs of getting to/from the airport\*, parking, extra luggage (including ski equipment), meals on flights, seat allocations, travel insurance etc. is at your own cost.

\*We deem that a journey of up to 100 miles is normal for travel to an airport. If the journey from your home to the suggested airport exceeds 100 miles, we can offer a mileage contribution toward the cost of travel of £0.45 per mile each way upon request. E.g. Your home is 160 miles from the airport, we would provide a contribution of  $160 - 100 = 60$  miles each way,  $120 \text{ return} \times £0.45 = £54$ .

#### b. Extras

Excursions, lunches\*, chargeable activities and any bar tabs will be at your own cost.

Upgrades to the basic level of ski hire will be charged to the ministry leader.

\*During the ski season, we will contribute up to €60 per week towards lunches to enable the Ministry Leader(s) to attend the lunch meetings with guests.

In Samos, the Ministry Leader(s) are welcome to eat lunch with the team at Zefiros in order to spend time with them, and this cost will be covered by Richmond.

See section 5 "Expense Claims" for guidance on how to submit an expense claim where applicable.

### 3. Communications

Each season, the Ministry Leader(s) will be sent the following documents by email:

- Ministry Leader Guidelines
- Ministry Leader Policy (this document)

Please ensure you have read these documents; we do update the guidelines each year as we strive to improve and respond to feedback.

We will arrange an online pre-departure meeting with Debi a few weeks before your trip, and then an online debrief around 2 weeks after you return from the resort. This allows guest feedback to

come through, although if there is something you feel needs feeding back to us urgently then please do get in touch ahead of this meeting.

#### **4. Booking Travel**

Once the Ministry Leader Details Form has been completed, we will research and propose suitable travel arrangements to you. We will try to ensure a convenient route is offered. Please be aware, however, there can be large differences in flight prices so we may not be able to provide flights from your nearest airport. Unless otherwise agreed in advance, we will book the flights on your behalf.

You are welcome to explore alternative travel from a more convenient airport or make alternate travel arrangements such as travelling by rail or car, Richmond will make a reasonable financial contribution towards the cost of these alternatives in line with what we would normally expect to pay for flights to a similar geographic location.

Please remember that for any agreed second Ministry Leaders, you will be responsible for covering the costs of their travel and resort transfers.

#### **5. Expense Claims**

Where we have agreed that you will book your own travel or where you are claiming a mileage or lunch contribution as outlined above, you will be required to submit an expense claim

- Please submit travel and mileage expense claims to [ministry@richmond-holidays.com](mailto:ministry@richmond-holidays.com) as soon as they have been booked.
- Lunch expenses (for ski) will need to be claimed within one week of your trip by sending in copies of the "Factures" (not just card receipts – please see below)
- Flight reimbursement/travel claims where you have already incurred the expense can be processed at any point before departure.
- We will process expense claims within 14 days of receipt or contact you if further information or evidence is required. If you don't hear back or receive reimbursement within 14 days, please feel free to contact us to make sure we haven't missed your claim!
- Expense claims will only be processed when we have receipts clearly showing the items purchased, this should be an itemised till receipt rather than just the card receipt, or a confirmation email showing the exact amount paid.
- Bank statements alone will not be considered sufficient evidence, though they can be submitted to show the exact GBP figure where purchases have been made in foreign currency.
- If you are claiming a mileage contribution, please confirm your home postcode so we can verify the claim calculation.
- Please provide your bank details – account name, account number and sort code.
- Please only submit expense claims for pre-approved expenses, i.e. the above mileage/lunch contributions or on bespoke arrangement with the travel coordinator. Expense claims that have not been pre-approved may not be reimbursed.

#### **6. Other Expectations**

There is an expectation that the Ministry Leader will attend most of the activities and entertainments that the Resort Team put on. This is to help encourage guests make friendships and we ask that you are actively looking out for those who travel alone. This means being at all key events e.g. sailing regattas in Samos, skiing with guests in the winter.

In the ski season, we expect Ministry Leaders to attend at least three of the six daily lunchtime meetings at the various mountain restaurants the Resort Managers allocate.

We ask the Ministry Leader attend two of the staff team meetings each week.

**7. Extras and Upgrades (where applicable)**

It is possible to upgrade your room, skis etc or add other extras to your reservation just as our other guests do. We simply ask that you cover the cost difference between what Richmond provides as a standard and what you would like to book. Extras and upgrades may include: Carre Neige ski insurance, upgrade your ski hire, sailing or skiing lessons etc.

As standard, we provide the blue level ski package, which includes basic skis, poles and boots plus we include a 6-day/13-day Three Valleys lift pass. Please complete the details of any upgrade you would like on the details form. The office will then be in touch regarding payment.

**8. Insurance**

You will need to ensure that you and any of those travelling with you have suitable holiday insurance in place. In the event of you needing to withdraw from the trip for any reason, please give us as much notice as possible. If you have a flight cancelled, or travel disruption that impacts your ability to travel, Richmond cannot be held liable for any out-of-pocket expenses you might incur, and these would need to be claimed from your travel insurer.

The logo for Richmond, featuring the word "richmond" in a blue, handwritten-style font, with a blue underline.