

Expenses guidance for customers attending events

Customer engagement is about hearing, listening, and responding to our customers. It is about us providing opportunities for our customers to directly scrutinise and improve the way we deliver, improve, and develop our services.

LiveWest will reimburse costs incurred by our customer engagement groups on behalf of LiveWest business, including customer attendance at external events. To be reimbursed, customer attendance must be agreed by us in advance and an expenses form completed and submitted. All payments are made directly to customers' bank accounts via bank transfer.

Travelling to an event by car

If you travel to an event by car, the mileage rate we pay is 45p per mile travelled for petrol, diesel, and hybrid cars.

For electric cars the mileage rate is 7p per mile.

If you drive someone else attending the same event, we pay an additional 5p for passengers (the person travelling with you must not be from the same household).

You must complete a customer expenses form stating the miles travelled including miles travelled with any passengers.

Parking at an event

We will reimburse the full cost of any parking costs when attending events. The costs must be included on the customer expenses form and a receipt must be provided.

Travelling to an event by public transport

We will reimburse the costs of tickets if you travel by public transport. When travelling by train we will only cover the costs for a standard ticket. You must include the details on the customer expenses form and you must provide us with a receipt. Where possible train tickets we will purchase tickets in advance for you.

Travelling to an event by taxi

When you are unable to travel to an event by car or public transport, we will reimburse the cost of travelling by taxi. Where possible we can book any taxis required for you and pay the costs directly to the taxi company.

Travel (general)

If an event is offered in a number of locations, you will be expected to attend the event closest to your home. If this is not possible you will need agreement from us in advance.

Childcare and caring costs

We will reimburse any caring costs that you incur to attend an event. Payment must be to non-family members, and you must provide us with a receipt.

Overnight stays

When an overnight stay is needed, such as: when you are attending events over more than one day; when you need to leave home before 6am in the morning; or when you won't return home until very late, we will cover the costs of an overnight stay. The bookings of any overnight stays must be made by us.

When staying overnight, we will also cover any reasonable costs for an evening meal and breakfast. We will pre-book breakfast at the hotel for you when we book your room.

Refreshments when attending an event

We will provide refreshments including tea and coffee when you attend an event organised by us.