ASEF Reimbursement Procedures & Policy

Dear Participant,

We look forward to welcoming you to the face-to-face training of the **13th ASEF Public Diplomacy Training** on 1 – 5 December 2025 in Singapore. We request you to read the following instructions on reimbursements carefully **before making your travel arrangements.**

Pre-Training

Step 1. Booking of Flight/Train and ASEF Approval

All participants are responsible for making their own travel arrangements to and from Singapore.

Prior to purchasing your tickets, please submit 1 airfare quote for your return journey to Singapore (via email to the Organisers) **for approval,** prior to uploading the approved quote on ASEFPDT13 Flight Quotation form

- Please seek the most direct **economy-class connection.**
- The price quote submitted should have either clear screenshots or a travel agent/online quote as attachment.
- ASEF will **only reimburse the participant for the approved price quote for flights/ train/bus**

Budget Airlines

Please note that ASEF **does not encourage** participants to **travel by budget airlines.** Should participants choose to travel by budget airlines, please be advised that:

- ASEF will not reimburse meals on flights.
- Luggage allowance will be reimbursed up to a maximum of 20kg.
- In the event of a last-minute cancellation of flight, ASEF will not reimburse flight cancellation fees and/or airfare for new flight tickets.

ASIA-EUROPE FOUNDATION

Post-Training

Step 2. Reimbursement of Travel Costs

Invoice/Receipt for Airfare/Train fare/Bus fare

Please note the following scenarios and the required documents to be submitted.

1. Scenario 1: For air/train **tickets purchased through your organisation's travel agent and/or paid directly by your organisation**
   a. Please submit the invoice billed to your organisation from the travel agent, as well as proof of payment (receipt addressed to your organisation, or bank statement or bank transfer that reflects the payment).
   b. Please submit an invoice from your organisation addressed to ASEF for the amount paid for your air ticket.

2. Scenario 2: For air tickets purchased by you with either of the below options
   a. Online booking:
      Please submit the booking confirmation together with **online receipt**(s) / **invoice**(s) for all payments made by you. These documents should reflect your full name as the payer, the amount you have paid and the payment mode. If the payment was done via a bank transfer, the bank statement must be submitted as proof of payment.
   b. Using the services of a travel agent:
      Please submit a copy of the **original** travel agent's invoice(s) / receipt(s). These documents should reflect your full name as the payer, the amount you have paid and the payment mode. If the payment was done via a bank transfer the bank statement must be submitted as proof of payment.

If you intend to change your initial travel plans, please inform ASEF prior to making changes.

In-bound and out-bound boarding passes /tickets

Boarding passes / e-tickets for all legs of travel must be submitted for reimbursement.

In case of loss of boarding passes or e-tickets, participants must forward the official email letter from the airline company with original signatures and stamp, certifying your journey on the stated flight. In case of a change of travel connections please submit the updated itinerary with the corresponding boarding passes/e-tickets.

Visa Requirements

For more information on visa requirements, please reach out to the Singaporean diplomatic mission in your country of residence or visit ICA | Check if You Need an Entry Visa.

Travel Insurance

Please note that is the responsibility of each participant to have adequate travel and health insurance for the whole duration of his/her trip. The organisers will not be held liable for any incidents related to the travel to or within Singapore

Post-Training Reimbursement

Payment Information

Duration of the entire reimbursement procedure

The reimbursement procedure may take approximately 8 to 12 weeks upon receipt of complete set of documentation.

Exchange rates

As transfers will be made from ASEF's SGD, EUR or USD accounts, this might result in some **exchange rate differences.**

Bank Charges

ASEF also covers both remittance and agent bank charges. In case your own local bank charges fee for receipt of overseas transfer, this shall be borne by the participant or your organisation.

KINDLY NOTE THAT WE ARE UNABLE TO REIMBURSE PARTICIPANTS WHO ARE UNABLE TO SUBMIT THE COMPLETE SET OF REQUIRED DOCUMENTS.