



# Claiming your Travel Costs if you are an Asylum Seeker

If you are an Asylum Seeker, even if your application has not been accepted, you can claim travel expenses from the health service. This means we will give you back what you have spent on buses, trains or fuel getting to or from hospital.

This leaflet explains what you will need to claim travel costs.

For more information or to claim your expenses go to the Cashier's Office. There is one in every hospital. Ask any member of staff how to find it or show them this leaflet.

## What can I claim for?

**Buses, trains, ferries etc** - Please keep your tickets and bring them to the Cashier's Office

**Cars** - We can give you a mileage rate for the journey to and from hospital.

**Escort** - If you need to be accompanied to your appointment, your escort may also be able to claim travel costs (please have this approved in advance)

*Only the cheapest form of transport can be paid. We will not refund taxi costs unless this has been agreed with your consultant, for example due to mobility issues.*

## What do I need to bring?

For the Cashier to pay your expenses, you must bring -

1. Your Application Registration Card (ARC). If you do not have one yet, you should bring your acknowledgement letter.



2. Your appointment letter or Patients Travelling Expenses Claim Form.
3. If claiming for buses, trains, ferries etc please bring your tickets.

**When you go to the Cashier's Office, you can show them the other side of this leaflet, which explains what they need to do to give you your travel costs.**



## Information for Cashier's Office

This leaflet has been produced specifically for asylum seekers wishing to claim travel expenses.

Asylum seekers, including failed asylum seekers, qualify for reimbursement of travel expenses.

They must produce an Application Registration Card (ARC) as proof of their entitlement which details their name, date of birth and nationality as well as their photograph and fingerprints.



If this has not yet been issued they must present a time limited, standard acknowledgement letter which can be used until they receive an ARC.

Note that only asylum seekers are eligible - this does not apply to other types of application such as those made under Human Rights legislation.

It is unlikely that an asylum seeker will have access to a bank account. Reimbursements to asylum seekers should therefore be made in cash.