

ASF-OPS-008

Surveyor Costs and Expenses Policy

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Approved by	Prof. Giorgi Pkhakadze, MD, MPH, PhD President, Accréditation Sans Frontières
Applies to	All ASF accreditation surveys and all accreditation fee arrangements
Related documents	ASF-OPS-002 Surveyor Competency Policy · ASF-OPS-003 Accreditation Cycle Policy · ASF-OPS-006 Eligibility and Scope Policy · ASF-GOV-003 Impartiality Policy
Supersedes	ASF-OPS-008 V2.0 (2026-11-28)
Next review	December 2031, or earlier on trigger

Version History

Version	Date	Nature of change	Approved by
V0.1	2026-11-06	Initial draft	—
V1.0	2026-11-19	ADC review	Accreditation Decision Committee
V2.0	2026-11-28	Approved and published	Prof. G. Pkhakadze, ASF President
V3.0	2026-12-01	Expanded to full policy; survey fee structure table, fee publication and update procedure, travel and accommodation standards, advance and reconciliation process, impartiality safeguards, non-payment procedure, and references added	Prof. G. Pkhakadze, ASF President

1. Purpose

1.1 This policy establishes the principles and requirements governing: the fees charged by ASF for accreditation surveys and related services; the reimbursement of surveyor travel and accommodation costs; and the financial arrangements between ASF, applicants or accredited organisations, and surveyors. These arrangements are designed to be transparent, proportionate, and structured in a way that preserves the impartiality of the accreditation process.

1.2 The ASF fee structure is publicly available on france-asf.fr and is reviewed annually by the ASF President. Fee changes take effect at the start of each calendar year and are notified to accredited organisations at least 90 days before the change takes effect.

2. Impartiality Safeguard

2.1 No part of any surveyor's fee, remuneration, or reimbursement is linked to the outcome of the accreditation decision. Surveyor fees are fixed regardless of whether the decision is Accreditation, Conditional Accreditation, Recognition Award, or Non-Accreditation. This is an unconditional requirement; any arrangement that links surveyor payment to an accreditation outcome is prohibited and constitutes a breach of ASF-GOV-003 (Impartiality Policy).

2.2 Surveyors are engaged and paid by ASF, not directly by the facility being assessed. The facility pays ASF; ASF pays the surveyor. Direct financial arrangements between a facility and an ASF surveyor are prohibited.

3. Survey Fee Structure

3.1 ASF's survey fees are based on the facility type and the number of survey days required. The current fee schedule is published on france-asf.fr. The indicative survey day basis for each facility category is as follows:

Facility size / type	Survey days	Indicative survey fee (excl. travel)
Ambulatory Clinic / Small facility (≤50 beds or ≤50 consultation rooms)	2 survey days	Published on france-asf.fr
Hospital / Medium facility (51–200 beds)	3 survey days	Published on france-asf.fr
Hospital / Large facility (>200 beds)	4 survey days	Published on france-asf.fr
Long-Term Care (≤50 resident places)	2 survey days	Published on france-asf.fr
Long-Term Care (>50 resident places)	3 survey days	Published on france-asf.fr
Fitness and Wellness Facility	1–2 survey days	Published on france-asf.fr
Mid-term review (documentary, Conditional Accreditation)	Not applicable	Included in the conditional period fee

Facility size / type	Survey days	Indicative survey fee (excl. travel)
Surveillance visit / reactive monitoring visit	1 survey day	At ASF's discretion; may be at ASF's cost if triggered by ASF-side concerns

3.2 The survey fee covers: the preparation of the survey team; the conduct of the survey (including surveyor time, survey coordination, and document review); the preparation of the survey report; and the Accreditation Decision Committee session. It does not include surveyor travel and accommodation costs (see Section 4) or the application fee.

3.3 The application fee (payable at the time of application, as required by ASF-OPS-006, §4.1(g)) is non-refundable. It is deducted from the total survey fee on confirmation of the survey booking.

3.4 A facility that cancels a confirmed survey booking within 30 calendar days of the survey date forfeits 50% of the survey fee already paid. Cancellations more than 30 calendar days before the survey date are subject to an administration fee equivalent to the application fee; the remainder of any advance payment is refunded or credited to a rescheduled survey.

3.5 For organisations in low- and middle-income countries (as classified by the World Bank income group designations), ASF may apply a discounted fee schedule. Discounts are applied at ASF's discretion on a case-by-case basis and are not publicly advertised; organisations may request consideration by contacting ASF directly.

4. Surveyor Travel and Accommodation

4.1 Surveyor travel and accommodation costs are charged to the applicant or accredited organisation at cost, in addition to the survey fee. The travel and accommodation arrangements comply with the following standards:

- (a)** Air travel — economy class for flights under 6 hours; business class may be approved for flights over 6 hours where the total journey time (including connections) exceeds 8 hours. The cheapest available fare meeting these class requirements is booked, with a minimum of 7 days' advance notice.
- (b)** Rail travel — standard class for journeys under 3 hours; first class or equivalent may be used for journeys over 3 hours where the cost differential is reasonable.
- (c)** Ground transport — the most cost-effective combination of airport transfers, taxis, and public transport consistent with safe and timely arrival. Car hire is used only where no other practical option exists.
- (d)** Accommodation — a standard single business hotel room in the vicinity of the survey facility, booked at a rate consistent with the local market. Luxury hotels are not used.
- (e)** Meals and subsistence — a daily subsistence allowance at the rate applicable to the country of the survey, as published in the ASF Surveyor Engagement Agreement. Alcohol is not reimbursable.

4.2 ASF provides the facility with a cost estimate for travel and accommodation before confirming the survey booking. The estimate is based on the most recent available fares and hotel rates for the proposed survey window. The facility confirms acceptance of the estimated costs before the booking is confirmed.

4.3 Where travel and accommodation costs materially exceed the estimate (by more than 20%) due to circumstances beyond ASF's control — for example, a change in the survey date requested by the facility — ASF notifies the facility before incurring the additional costs.

5. Payment Arrangements

5.1 The survey fee payment schedule is as follows:

- (a) Application fee: paid at the time of application submission (non-refundable);
- (b) 50% of the survey fee (less the application fee): invoiced on confirmation of the survey booking; due within 15 calendar days of the invoice date;
- (c) Remaining 50% of the survey fee plus actual travel and accommodation costs: invoiced within 10 working days of the survey; due within 30 calendar days of the invoice date.

5.2 Where a facility fails to pay an invoice by the due date, ASF issues a written reminder. Where payment remains outstanding for more than 30 calendar days after the due date:

- (a) no new surveys are scheduled for the facility until the outstanding balance is settled;
- (b) ASF may place the accreditation decision or certificate on hold until payment is received;
- (c) for sustained non-payment exceeding 60 calendar days, ASF may consider this a failure to meet post-accreditation obligations and initiate the non-compliance procedure under ASF-OPS-005, §9.

5.3 All amounts are invoiced in euros (EUR) unless a different currency has been agreed in writing in the Accreditation Agreement. Bank transfer charges are borne by the paying organisation.

6. ISQua EEA Alignment

6.1 This policy supports ISQua EEA Principle 4 (Independence) insofar as it prevents surveyor remuneration from being linked to accreditation outcomes, and Principle 3 (Transparency) insofar as the fee structure is publicly available. The ASF ISQua EEA Crosswalk (ASF-EV-004) maps the provisions of this policy to the applicable EEA criteria.

7. References

[1]	ISQua IAP. Principles for Standards. 6th Ed. ISQua EEA, Dublin, 2023.
[2]	ISO/IEC 17021-1:2015 — Conformity Assessment. §7.1 Financial Resources. ISO, Geneva, 2015.
[3]	JCI Accreditation Standards for Hospitals. 7th Ed. JCI, Oak Brook, 2020.
[4]	Accreditation Canada. Qmentum Accreditation Program: Fee Policy. Ottawa, 2022.
[5]	HQACI. Surveyor Costs and Expenses Policy. ISQua EEA Accredited Document, 2026.
[6]	World Bank. World Bank Country and Lending Groups 2026. World Bank, Washington DC, 2026.

Formal Approval

Name and title	Signature	Date
Prof. Giorgi Pkhakadze, MD, MPH, PhD President, Accréditation Sans Frontières		2026-12-01

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