



**BUYERS GUIDE:**

**University of Edinburgh - Travel Management Services**



**Contract Duration 18/06/2016 to 17/05/2018**

**With a possible 12 months extension until 17/05/2019**

**University Contract Manager**

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# What can I buy via this Contract?

This University business travel contract provides:

**Business Travel Management Service** - a fully managed service for all UK and international travel and associated services. This covers UK and international air, rail, and hotel services; ferry services; Eurostar; international vehicle hire; and relevant professional advice.

**Hotels and Conferencing** – a managed service for hotel, conference and meeting bookings in the UK as well as internationally.

(If you wish to book events on the University of Edinburgh campus please refer to the Events Management contract on Buy@ed).

**Student (Group) Travel –** access to student group travel services covering all aspects of student group travel and offering relevant professional advice for student group travel.

The University Travel Office has advice on Travel for staff and students on their web-pages here: <http://www.ed.ac.uk/staff/business-travel>, and have contact details listed here:

The details of various university support services you may need to contact when booking travel are here: <http://www.ed.ac.uk/staff/business-travel/contacts>

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# Who can use this Contract?

This contract should be used by all staff travelling for University Business.

It can also be used for student groups or individual students if their travel is booked by a staff member and the student(s) are travelling in connection with University business or their course.

If you require further clarity as to who can use the contract please contact Gordon Whittaker 0131 6**50 2759**.

# Who is the Supplier?

The supplier on this Contract is **Key Travel**

Key Travel Website: <http://www.keytravel.com/uk>

Edinburgh Office Address: 27 George Street, Edinburgh, EH2 2PA

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# How do I use this contract?

Both Online and Offline communication and ordering is in place for this Contract.

**Offline**

For enquiries, quotes and bookings, Key Travel can be contacted by:

* Email: Edinburgh@keytravel.com
* Telephone: 0161 819 8835
* In person: 27 George Street, Edinburgh, EH2 2PA

Offline booking has benefits for complex travel requirements or urgent one off travel bookings.

**Online**

This is the preferred route as users can self-manage via the online booking portal and app.

Users must first register with Key Travel’s online portal. To register as a booker for the online booking tool you must email your Name, Department, Telephone number and Email address to bookers@keytravel.com

Key Travel will issue the link and information for user access to the booking platform.

Training can be provided and guidance is available on the key travel website.

A help guide is available <http://www.keytravel.com/media/2632/kt-online-user-guide-v5-h.pdf>

A FAQ is available <http://www.keytravel.com/media/2634/kt-online-faq-v2-h.pdf>

You can create your own traveller profile to make it quicker and easier to book each time <http://www.keytravel.com/media/2380/how-to-create-a-traveller-profile.mp4>

**Authorisation and codes required**

To complete orders on or off line, you will have to submit your relevant University cost centre code, job code and the relevant account code(s).

At time of publication of this buyers guide the following account codes are correct:

4709 Rail, 4708 for flights 4711 other travel, 4713 for hotel bookings

# Invoicing and Payment

Payment for bookings made via this contract is managed centrally within the University through consolidated monthly invoicing. The University’s Management Accounts department will automatically recharge against the cost codes you give on the original booking form and pay the monthly consolidated invoice sent from Key Travel. Please make sure your cost/job/account coding information is correct when making a booking.

Copy Invoices

 Copy Invoices can be provided for all bookings for both financial consolidation and for evidence in research grant audits. Copy invoices should not be sent to Accounts Payable for payment. These are your copies only.

If you require a copy of any invoice, please notify Key Travel in advance and they will arrange for all bookings under your account to receive copy invoices.

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# Travel Insurance

Key Travel does **not** provide Travel Insurance cover. This must be booked separately via the University’s Travel Insurance policy which is for employees and students who are required to travel on University business.

Cover is not automatic and should be arranged online. Please click here for details on how to book: <http://www.ed.ac.uk/staff/business-travel/travel-insurance> Travel Insurance can be booked on an individual or group basis.

# Terms and Conditions

The Terms and Conditions for bookings made with Key Travel are pre negotiated and can be found below for your reference.

Key Travel website Terms and conditions can be found on this website here: <http://www.keytravel.com/uk/terms-and-conditions>

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# Key Travel’s Level of Service

* Regular Hours of Services are:

**08:45 17:30 Monday Friday**

**09:00 13:00 Saturdays, except Bank/Public Holiday weekends**

* Out of Hours Service:

A full out of hours emergency support service will be provided to bookers and travellers on **020 7843 9602**

* E-mail response: KPI Target 85% to be managed and responded to within 2 hours
* Telephone calls: KPI Target 100% to answered within 10 seconds
* All written complaints and commendations are acknowledged within one (1) working day and to be resolved within two (2) working days, or an agreed timeline
* All refunds to be actioned within five (5) working days. Where a refund is referred to the issuing airline or travel service supplier, traveller or be advised within five (5) days and the refund logged for payment

# What are the benefits of using this Contract?

Using this contract offers the following benefits:

Ease of Use:

* No need to use personal credit cards and claim back on expenses
* All your travel requirements managed by one supplier
* Self-booking online tools available and new Hotel specific booking tool recently launched; or
* Easy telephone/email booking if required

Legal Compliance and Social Responsibility

* Users will be compliant with EU and Scottish Procurement legislation
* Provision of full transport carbon footprint reporting to the University as required by UK legislation

Value:

* Low booking costs that have already been tested for value in a tender process
* Reduction in administrative cost and effort for the user
* Key travel will search the market to find the best deals; or alternatively
* Users can request Key Travel to book specific flights/trains/hotels as required
* Enhanced Academic and Flexible fares and low hotel prices pre negotiated

Accountability and Control:

* In the case of emergencies, the University knows exactly where you are and can better assist you
* Consolidated Invoicing
* Copy Invoices for Research audits and expenses monitoring
* Effective reporting mechanism to obtain accurate, timely and relevant management information
* Allows the University to centralise and analyse travel spend to negotiate better deals
* Pre-defined and University approved Terms and Conditions

The Following resources are available as guidance to getting best value from the agreement

KT Online overview:<http://www.keytravel.com/uk/products-and-services/key-travel-online/>

8 ways KT Online makes booking simpler: <http://www.keytravel.com/uk/news-and-views/newsletter/2016/8-ways-kt-online-makes-travel-simpler/>



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# What booking fees will be charged?



|  |  |  |
| --- | --- | --- |
|  | **BOOKED ONLINE** | **BOOKED OFFLINE** |
| **AIR BOOKINGS** |  |  |
| Low Cost | **£5.00** | **£14.00** |
| Domestic | **£5.00** | **£14.00** |
| European | **£5.00** | **£14.00** |
| Long Haul Point | **£5.00** | **£18.00** |
| Long Haul Multi | **£5.00** | **£24.00** |
| **HOTELS (DOMESTIC)** |  |  |
| Pay on Departure | **£0.00** | **£5.00** |
| Pre-Paid | **£0.00** | **£0.00** |
| Billback | **£5.00** | **£8.00** |
| **HOTEL (INTERNATIONAL)** |  |  |
| Pay on Departure | **£0.00** | **£5.00** |
| Pre Paid | **£0.00** | **£0.00** |
| Billback | **£5.00** | **£8.00** |
| **RAIL BOOKINGS** |  |  |
| Domestic | **£1.00** | **£5.00** |
| International | N/A | **£10.00** |
| Eurostar | **£5.00** | **£10.00** |
| **ADDITIONAL SERVICES** |  |  |
| UK Ferries  | N/A | **£10.00** |
| Car Hire | N/A | **£0.00** |
| Airport Meet and Greet  | N/A | **£10.00** |
| Coach Service | N/A | **£10.00** |
| Taxi Service | N/A | **£10.00** |
| **VISA / PASSPORT SERVICES** |  |  |
| Handling Fee | N/A | **£8.00 + £22.00 lodging fee** |
| Courier Fee | N/A | **At cost** |
| **CREDIT CARD CHARGES** |  |  |
| Airline Bookings | **£0.00** | **£0.00** |
| Rail Bookings | **£0.00** | **£0.00** |
| Hotel Bookings | **£0.00** | **£0.00** |

Academic fares are available for flights via some airlines that offer the flight being held with additional beneficial terms. Further information <http://www.keytravel.com/media/1395/specialist-fares_lowres.pdf>

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# Risk and Travel Advice

[Key Travel Online Booking and travel guidance](http://www.keytravel.com/)

Key Travel also have a Risk tool called Mobile Messenger which is available as part of the Contract. Further information can be found at- <http://www.keytravel.com/media/2334/amadeus-mobile-messenger.pdf>

A Top 10 safety tips for travellers guidance sheet has been created and can be found here -

<http://www.keytravel.com/media/2335/top-10-safety-tips.pdf>

For additional University travel guidance: [Staff and students one stop travel site](http://www.ed.ac.uk/staff/business-travel)

For up to date information on potential country specific hazards when travelling abroad see the Foreign & Commonwealth Office Travel Advice. <https://www.gov.uk/foreign-travel-advice>

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# Key Travel Emergency Response Telephone Number

**Emergency “Out of Hour’s” support service number for bookers and travellers-**

**020 7843 9602**

<http://keytravel.info/p/1NU6-1V5/3-places-to-find-our-24-hour-number>

# Complaints / Further assistance

If you have any complaints with the Key Travel service provision, please contact the Key Travel Account manager as follows:

* Key Travel Account manager is **Laura MacPherson**
* Email: lmacpherson@keytravel.com
* Mobile: 07702 264884

If your issues cannot be resolved directly please contact the University’s Travel Management Contract Manager:

* Gordon Whittaker,
* Email: Gordon.Whittaker@ed.ac.uk
* Telephone: 0131 650 2759

