



KEY TRAVEL

BOOKERS GUIDE

This guide gives you all the relevant contact details for Key Travel. Advice on how to book different elements of your travel and how to use the online system.

Key Travel Contact Details

Edinburgh team	0161 819 8835	edinburgh@keytravel.com
24 Hour Emergency contact	+44 (0)20 7843 9602	na
Visas & Passports	020 7843 9678	visa@keytravel.com
Online Booking Technical Support	0844 335 0260	online@keytravel.com
Group Bookings (10+ travellers)	0161 819 8935	groups@keytravel.com
Finance Department (copy invoice requests)	0161 819 8945	finance@keytravel.com
Refunds, Cancellations and Complaints	0161 819 8844	edinburgh@keytravel.com

Introduction to the Edinburgh Team

Key Travel have dedicated the 'Edinburgh' team to support any queries you have going forward. Please meet the members of the team:

Edinburgh Team Manager:	Dean Masterton	
Edinburgh consultants:	Sandra Milliken	Lawrie King
	Boglarka Fekete	Clare Monro

If you would like to discuss the Key Travel service, please contact one of the team below:

Contact	Title	Email	Telephone
Dean Masterton	Edinburgh Team Manager	dmasterton@keytravel.com	0161 819 7755
Ellie Lockwood	Head of Academic Travel	elockwood@keytravel.com	0161 819 7751
Laura Macpherson	Strategic Partnership Manager	lmacpherson@keytravel.com	07702 264 884

FAQ's

Please review frequently asked questions below:

1. How do I get a copy of the invoice for my travel for a grant?

Please contact Key Travel's finance team at finance@keytravel.com and specify the invoice you would like a copy of.

2. How do I claim a refund if a train/flight is delayed?

Please contact the 'Edinburgh' team who will guide you on the process which will differ from supplier to supplier.

3. Can I book additional services via Key Travel i.e. international car or taxi services?

Yes, please contact the 'Edinburgh' team to book.

4. What is the difference between 'pre-paid' and 'billback' hotels?

Pre-paid rates: Once confirmed, the invoice is immediate and no 'extras' e.g. breakfast can be added to the final bill. It's important to select a rate with breakfast if this is required.

Billback rates: Once confirmed, the booking is secured but not invoiced by the hotel until the traveller has checked out. If a room only rate is selected, it's possible to indicate that breakfast can be charge

5. How can I book a seat on my flight?

Should you require a pre booked seat please contact the team who will be able to have a look into this for you. Some airlines will not allow a third party agent to pre book your seats. Should you not wish to do this through your agent then you can do this when you check in for your flight.

Please note if you wait until the free seat allocation is released then you may not get the seats that you would prefer. If you have a specific need for a seat inflight it is always recommended to check in well in advance to make sure that you have your desired seat. Some airlines will charge for this and as this is done at check in and has your personal information key Travel are unable to do this as it breaches data protection.

6. How do I add luggage to my flight?

If your booking a low cost airline on the online booking system you can add a luggage allocation at the check out screen, there will be a drop down for choices that are offered by the airline along with the associated cost.

Should you wish to add luggage onto any other flight please contact your dedicated team who are happy to advise if this can be done. There are instances that on certain "non-baggage" flights we are not permitted to add luggage on however the team will be able to advise of these and how to go about adding luggage to your flight – this can be done again at check in

Please note if you can make the team aware that you need a flight that contains luggage they will make sure that they provide this in the initial quote and can make sure they have looked into the best options for you prior to final booking stage.

7. Can I still earn frequent flyer miles?

Yes, as long as you have correctly filled out your traveller profile and added these in when flights are booked these will automatically update into your account.

8. Am I able to book for someone that is not employed by the university but travelling with me?

Of course, however if you have booked an academic fare this fare would not be applicable. However the team can still book on the same flight and where applicable book seats beside each other.

Please note should you wish to buy an additional ticket for someone joining you please contact the office to make the full booking. This is because the amount for your own ticket can still be invoiced and the rest paid for by card.

9. What if I notice a price difference?

Key Travel do offer a price match promise. However there are certain guidelines.

Please contact us within 1 hour of identifying a cheaper airfare.

Why? The dynamic nature of airline pricing means that an airfare can change at any time.

The cheaper fare must be on an exact like for like basis, including all rules, booking classes, payment fees, etc.

Why? There may be hidden costs in the payment fees and we can only price match for the exact same itinerary.

Please ensure you have gone right through to the payment screen at the end of the booking process.

Why? The price of an airfare can change minute to minute, often this means that prices can vary between the initial flight search and the price quoted at the check out page.

Any difference in fare that is a handling fee discrepancy will not form part of the price match promise.

Why? Handling fees do not form any part of the airfare they are a pre-agreed contracted amount between Key Travel and its clients.

The cheaper fare must be sourced from a live third party internet site or travel management company that is based in the UK and has the relevant licenses to sell these fares.

Why? Some websites do not show live availability and are not a true reflection of an airline's inventory. Sadly we will be unable to price match in the event the departure flight originates outside of the UK, the benchmarked fare is not on a like for like basis, is not from the final payment screen and sourced from a non-UK registered travel provider.

10. I always find cheaper on Skyscanner, why is that?

Availability: It is important to note that Skyscanner is just a search engine, and does not display live availability from airlines. It is, however, a useful tool to get an indicative price for your trip. In order to obtain an accurate price you will need to select the referral link from Skyscanner and progress to the point of entering credit card details with your chosen airline.

At this point the airline website will check availability and provide you with the live available fare class price.

Seat Fare Classes: An economy cabin may have a number of different fare classes all with different prices based on the different terms and conditions. A search engine usually shows the cheapest fare class. If this fare class becomes fully booked, the price changes to the next available fare class. If there is a time delay between two searches, a price differential will sometimes arise because a fare class has become full.

Overseas GDS: Sometimes airlines have different fares available in different markets. For example if you search for a fare to specific country on its national carrier, it may display cheaper discreet fares locally which have not been loaded on the UK global distribution systems (GDS). This is rare but it does happen. A scanner might spot this but a UK Travel Management Company cannot see or book this fare using their GDS.

Fare Comparison: It is not uncommon for requests for quotations through Key Travel to be very specific, with dates, times and airlines. The agent will deliver the best logical fare(s) and price(s) to satisfy the booker's request.

When conducting a search online, it is common to broaden the search requirement in order to lower the fare. For example by changing the date or time of the journey. This results in the Key Travel agent appearing more expensive even though they would have located the same fare had they been given the same broad flexibility as the website.

Through Tickets: If you frequently travel on multi sector trips (more than two legs) you will pay a higher fare if you require a "through ticket". A through ticket will guarantee you a seat on the next available onward flight should you miss your connecting flight because of a delay. It is not uncommon for scanners to obtain pricing for separate tickets that offer no guarantee should you miss your connection. It is important to note that the airline you are connecting to is also likely to cancel your return if you no show

Booking Fees: Key Travel provides a full account management programme to the University, which includes free unlimited quotations, full duty of care 24 hour emergency help, support for governance reports for HEFCE on Scope 3 carbon reporting and a dedicated team and account manager. Key Travel only charges up to £18 (charge for long haul ticket) for all these services. Booking fees are included in all quotations and should be taken into account when conducting a price comparison.

What should I do if I see a different price on Skyscanner?

If you believe there is a genuine price difference after following the instructions above, please feed this back to us immediately. It is important that you do this straight away so we can react quickly. We welcome feedback as it enables our product team to discuss pricing queries with the airline directly or negotiate alternatives.

Please use the following process to feedback:

1. Please send an email to your booking team manager, Dean Masterton – dmasterton@keytravel.com providing a screenshot of the airlines website confirming the available fare.
2. Your booking team manager will investigate your price difference and respond within the same working day.
3. If you are unhappy with the response please escalate to your query to your Account Manager Laura Macpherson - lmacpherson@keytravel.com

About Key Travel

Key Travel was established in 1980 and works solely in the academic and charity/NGO sectors. They provide a **full travel management service** including air, hotels and rail to over **60 universities** and leading charity organisations and bring with them a wealth of experience in the sector.

Key Travel's expertise will help us to simplify the way we book travel and give us access to specialist content in the market. Key Travel also have a dedicated reservation team, the 'Edinburgh' team who are specialists in complex travel and will be working solely for our University.

Key Travel's 24 hour emergency service will be available to all travellers ensuring everyone is supported on route.

24 Hour Emergency Support

A 24 hour emergency support service is available to assist travellers in an emergency or with last minute bookings / issues.

Please contact: +44 (0)20 7843 9602

Specialist 'Air' Content

You now have access to **exclusive Academic Airfares** available with over 35 leading airlines where flights have **flexible conditions** and can be **held online and via the team up to 9 months in advance with no obligation**.

Mobile Ticketing for UK Rail

Mobile ticketing is now available across a number of routes and fare types and is an option with a large number of train operating companies in the UK. The traveller must install the Trainline app (available via iOS or Android devices).

Look for this option when booking online.

[Click here](#) to see how Mobile ticketing works.

How to....

...Access KT Online

To access the tool, please follow the steps below:

- Go to www.keytravel.com
- Go to the 'Book online' page and click 'Continue'

The online booking tool is very simple to use but if you have any queries, please refer to Key Travel's '[Training Academy](#)' where you will find lots of helpful hints and tips. The 'Help' section within KT Online (top right) also contains useful frequently asked questions.

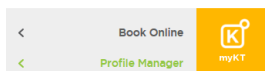
...Create and Edit a Traveller Profile

Create a Profile

Traveller profiles can be created by those who are registered with Key Travel and it is recommended that profiles are created for regular travellers. You can add Frequent Flyers card, seating preferences and dietary requirements within a profile which will feature on all subsequent bookings for the traveller.

To view, edit or create profiles in advance (they will appear online the following day), go to 'Profile Manager'. It is also possible to create profiles during the booking process online via 'KT Online'.

To access Simply, login and go to [Profile Manager](#)



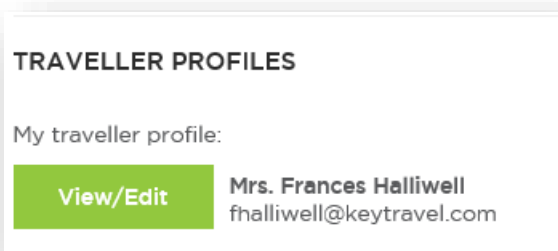
. There are 3 options for creating a traveller profile:

1. Create your own profile
2. Create a profile on behalf of another traveller (member of staff): the traveller will receive an email confirming a profile has been created. The traveller will have access to their profile via the KT website and can edit if required alongside the creator
3. Send a link for an unregistered traveller to create their own profile (for non-members of staff, students etc.): Send the link to allow the traveller to create their own profile. This options is suitable for travellers that do not have access to logging into the KT website

Edit a Profile

A Profile can be edited by the traveller and/or the person who created the profile only, for data protection.

- From [Profile Manager](#)
- Search for the relevant profile and click 'Edit'



- Make the necessary changes and save

The new information will apply in KT Online the following day.

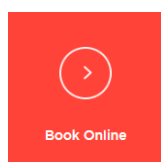
...Make a Booking

It is recommended that all simple trips are booked online via KT Online. For those more complex trips or for products not available to book online, please contact their dedicated team (go to the **Error! Reference source not found.** section). All bookings should be confirmed online where possible.

Booking online

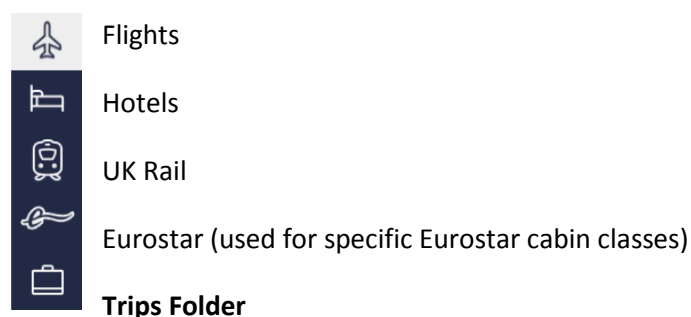
After login

- Go to “Book Online”



- Click ‘Continue’

Once in the tool, use the icons on the left to start your search for the relevant product:



- Search and add items to the basket
- ‘Send quote’ to send onto a traveller
- To confirm a trip, go to ‘book or hold’ to proceed to checkout
- Enter the traveller(s) names

- Enter a payment method (select 'Invoice' if submitting budget codes)
- Click 'Confirm'

NOTE: UK rail is currently being migrated and will still appear as a separate button at log in stage. All users will be notified when the change will take place.

Useful hints when booking online:



- Use the basket feature to add multiple items of each product and send to your traveller in one email.
- Familiarise yourself with useful filters – this will reduce the time searching for the right option.

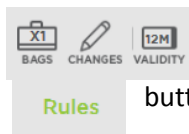


- When sending a quote to the traveller, click '**Verify**' to let the traveller interact and record feedback.



Flights

- Review the icon indicators
- For full details, click on the



to see the level of benefits and flexibility offers on the fare. button.



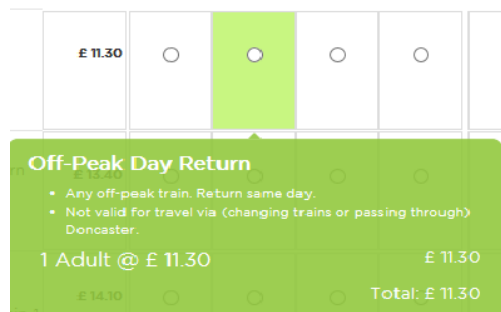
Hotels

- For hotels, click **All rates** to see all the available rates around your preferred area.
- Use the Trip Advisor ratings to help make booking decisions.
- Use the filters to search by amenities, including Wi-Fi, Breakfast, Parking, Internet etc.
- If you select a room rate that is within policy, the prices show in black. Out of policy room rates are flagged by a red warning sign.



UK Rail

- If you hover over any of the booking fares, full details regarding cancellations, changes and refunds will appear.



- If your outbound rail journey is over a week in the future, you will have the option to post the tickets to any UK address. If the rail journey is within a week, this option will not be available.
- If you want to book a London travel card as a stand alone ticket, select a station in the zones you want to travel within e.g. For zones 1-6, enter London Kings Cross in the origin box and Barking in the destination

box. This will allow you to travel anywhere within the same zones. Here is a list of recommended stations per zone:

- 1: London King's Cross to Elephant & Castle
- 1-2: London King's Cross to Brixton
- 1-3: London King's Cross to Balham
- 1-4: London King's Cross to Barking
- 1-5: London King's Cross to South Ruislip
- 1-6: London King's Cross to Upminster



Trips Folder

- Find all your quotes, bookings, past travel and cancelled itineraries in your trips folder. Use the filters at the top of the page to help organise your folder.

Refunds and Cancellations

The refund process will depend on the product you are looking to cancel:

- Online bookings: For those bookings made online, please cancel online. Simply, find the applicable booking in your Trips Folder and follow the instructions. If you have any queries, contact the online helpdesk.
- Bookings made offline: Contact the team to process your refund.
- Return of Rail tickets: If you have already printed your rail tickets, please send these to Trainline at address: Refunds, The Trainline, PO Box 23972, Edinburgh, EH3 5DA

The refund turnaround time will depend on the supplier. Some refunds can take from 4-6 weeks to process. You will be kept informed and notified once the refund has been received from the carrier / supplier. The refund will be issued as a credit note on the next available consolidated invoice which will be reposted to the cost object charged for the booking.

Escalation Procedure

It's important you inform us if you are unhappy with a specific booking or about Key Travel services. If your booking needs urgent attention, please contact the team in the first instance. If you would like to escalate your complaint, please contact Dean Masterton, Edinburgh Team Manager. Laura Macpherson is your Key Travel account manager who can also be contacted if required:

Contact	Title	Email	Tel
Dean Masterton	Edinburgh Team Manager (KT)	dmasterton@keytravel.com	0161 819 7755
Laura Macpherson	Strategic Partnership Manager (KT)	lmacpherson@keytravel.com	07702 264 884

Support and Assistance

Should you have questions please contact one of the following:

Online queries: 0844 335 0260 / online@keytravel.com

Offline queries: 0161 819 8835 / Edinburgh@keytravel.com