

Key Travel Online FAQs

GETTING STARTED

- 1. What services can I book online at www.keytravel.com?**

Flights, hotels, UK Rail and Eurostar
- 2. When would I use online instead of telephoning/emailing the offline team?**

Online is recommended for simple point to point travel. More complex travel requirements with multiple stops or alternative routes may be best discussed with the offline Oxford Key Travel team. International rail can only be booked offline
- 3. How do I arrange my own access to online?**

In the first instance please contact Jennifer.goodwin@admin.ox.ac.uk or Key Travel Account Manager Kate Erskine kerskine@keytravel.com . For the best Key Travel online experience it is recommend using Mozilla Firefox and Chrome. Please note, the booking tool will not render well in older versions of Internet Explorer.
- 4. Once I am logged in, what should I do first?**

Once successfully logged in, your next stop should be to click **Profile Manager**. Here you can create a Traveller Profile to store your passport data, frequent flyer numbers, rail cards, meal and seat preferences. Or if you book travel on behalf of someone else, send them a link to create their own profile.
- 5. If I have a problem with the online system, who do I contact?**

Key Travel have a technical team to support you with your online queries; 0207 843 9673
online@keytravel.com
- 6. Where can I see guides to booking online?**

There is a training academy online once you are logged into www.keytravel.com/uk or you can see the pdf user guides <https://www1.admin.ox.ac.uk/finance/ppt/purchasing/preferred/travel/>
- 7. Can I still collect my loyalty points and register rail cards?**

Yes Airline/Eurostar frequent flyer number can be added to the Traveller Profile, online.
- 8. Details to include in the Requisition for Key Travel**

To help Key Travel match the PO to the booking efficiently, please can users reference the QUOTE ID (for offline bookings) or the TRIP ID (online) in the description field of the Requisition.
- 9. How do I get a copy of the eticket or confirmation sent to the traveller and me as booker?**

Tick the 'Send Travel documentation' box online if you wish the traveller to receive a copy of the e-ticket
- 10. If I have a problem with an airline/hotel booked by Key Travel whilst on my trip, who do I speak to?**

If it is during the daytime (8:45am-5:30pm) contact the Online Support Team on **0207 843 9673** or via email on online@keytravel.com Outside these hours please contact After Hours Emergency support (below).
- 11. In what circumstances would I contact the After Hours Emergency support?**

Key Travel provides support after 5:30 PM which is staffed by Key Travel employees. Should you need to book, change or cancel a reservation and cannot wait until the next working day, please contact our 24/7 emergency team on **+44 (0)20 7843 9602**. Please note that charges may apply.

12. How do I share a trip in the online tool (either with a traveler or an Authorised booker)?

You can 'share' or 'verify' options from your basket with a traveller, so you do not have to send separate screen shots via email. 'Verify' means the traveller has to accept or reject your flight/hotel/rail option, whereas 'share' is just for their information.

The share function can also be used if you need to send a quote to an authorised booker within your department. We have a variety of different permission levels set in the tool and if the 'Book' button is greyed out for yourself this will mean you are not authorised to confirm the booking and this will need to be sent to an authorised booker to complete the booking on your behalf.

To do this you can follow these instructions:

Once you have added a product(s) to your basket you can share the trip using the **send quote** button shown below.

The screenshot shows the flight booking tool interface. At the top, it displays the route 'London, GB to New York, US' for 'Mon, 17 Jun - Fri, 21 Jun' with '1 traveller(s)'. Below this are filters for 'Stops' (Non-stop, 1+ Stops) and 'Price' (E539.22 to E1509.22). A table shows flight options for 'United Airlines', 'Brussels Airlines', and 'Lufthansa' with columns for 'Negot.' and 'Stand.' prices. The 'SEND QUOTE' button in the basket is highlighted with a red circle.

You can then share the trip using the share button shown below and add in the person you wish to send the quotation to in the user box. If you wish to have a response, then choose **Verify** and the person you are sending it to can choose to accept or reject the flight options you have given them. You will receive an email once they have submitted their response.

The screenshot shows the 'SHARE' section of the flight booking tool. It includes a 'TRIP TO NEW YORK | ID:880341' header, a 'Quote' label, and a 'BOOK OR HOLD' button. Below this are 'verify' and 'share' buttons, with 'verify' highlighted by a red circle. A search box for users is also highlighted, showing the email 'kerskine@keytravel.com'. The bottom section displays flight details for 'London -> New York -> London' with departure and arrival times, airlines, and CO2e emissions.

You can also share a quotation once it is saved in your trips folder, (this may be the case if you have held flight). Just click on the trip you wish to share in your trips folder and then follow the instructions in the screenshot above to share.

13. How do I get more training or a refresher?

You can check the Training Academy online [Training Academy](#) or contact our Key Travel account manager Kate, kerskine@keytravel.com to discuss webinar or face to face demonstration

FLIGHTS

14. What is a Specialist Academic fare and why are they not showing on all routes I am searching?

Please check the document here;

<https://www1.admin.ox.ac.uk/finance/ppt/purchasing/preferred/travel/>

Academic fares are not available on every route and are subject to availability. The further in advance you book, you can hold without financial commitment. The airlines will not let you hold multiple flights for the same traveller on same flight/day.

15. Can I book an academic fare for a non academic travelling for the University?

Yes they are available for anyone travelling on University business.

16. How do I check the terms and conditions of a flight online?

If you select 'Rules' against the flight, this information is feed through directly from the airlines and will tell you the cancellation and change terms and refund if applicable. It is a recommendation if you don't understand the wording to call the online support team for advice to avoid misinterpretation.

17. The flight I am looking for does not appear in the list

Try unticking any filters on first page and de-selecting 'grouping' flights by price toggle. If you can still not find it, please raise with online@keytravel.com or ring 0207 843 9673

18. Can I book leisure travel through Key Travel?

You can book leisure and access negotiated fares but not academic fares.

19. Can I book my spouse/partner/child on the same University travel flight?

Yes, but this needs to be done offline. Leisure travel needs to be invoiced separately for VAT reclaim purposes when on University business travel. Key Travel have set up an Oxford University Family stand-alone account with access to the same fares and deals as the University (except academic fares). You would ring for a quote for your University (staff) travel and ask for a separate quote under the separate Oxford Family account. The booker would provide a PO for the University travel element which would be in one invoice and provide a personal credit card payment for the Family account on a separate invoice. Please note this process will not be appropriate if booking for infants as the infant booking needs to be linked to the adult booking to be seated together (in same booking). Infants are usually classed as 2 years old and under, but may vary according to the airline. Family members cannot access the academic fares but could access negotiated fares

20. How do I consider my carbon emissions on different routes?

You can select the drop down list which is defaulted to Price and select Greenest. When you select flights it will show Kg CO₂e.

	Virgin Atlantic		Delta Air Lines		Air
	Aca	Stand.	Aca	Stand.	Neg
Non-stop	£549.12	£1,807.12	£588.12	£1,831.12	—
1+ Stops	£553.52	—	£592.52	—	£692

Group by Price Sort by: **Cheapest**

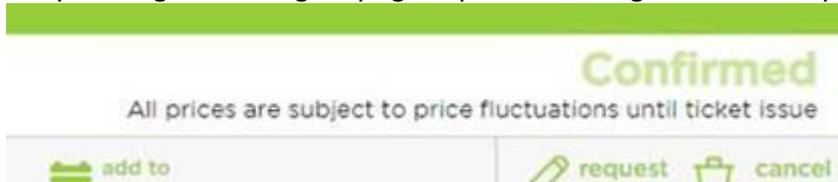
- Cheapest
- Quickest
- Earliest
- Greenest

Virgin Atlantic Economy	<input type="checkbox"/>	HR	direct	JFK	14:50
Virgin Atlantic Economy	<input type="checkbox"/>	08:15	JFK	direct	LHR 20:10
Virgin Atlantic Economy	<input type="checkbox"/>	16:05	LHR	direct	EWR 19:20

Academic hold until Mon, 3 Jun BAGS 3x3 VALIDITY 12M CHANGES REFUND Rules ⚠️ £549.1

21. Are the HOLD periods the same offline and online?

Yes, the content is pulled from the same distribution channels. Occasionally, on busy routes the airlines can withdraw a previously held itinerary (at the airline’s discretion) and you would be notified by email that the held period has changed. When you check out you will get a message saying the price has changed which is why Key Travel online states:



22. How do I add luggage to flights I have already booked online? What are the fees to do this?

Please contact the Online support team on online@keytravel.com or 0207 843 9673, they will be able to advise if they can add a bag on to the booking, there is no Key Travel fee to do this. Please note we are normally only able to add a bag after confirmation for low cost airlines, for other airlines you may need to do this directly with the airline or at check in.

HOTELS

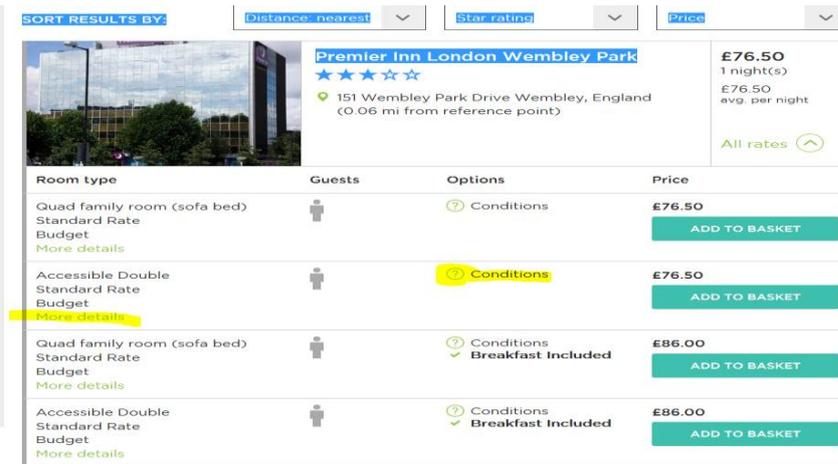
23. What is a pre-paid hotel? This is when you pay by PO at the time of booking (instant purchase), but check the terms by selecting ‘more details’ before booking.

24. What is a bill-back paid on departure hotel?

These are invoiced after the stay and still paid by PO to secure the booking. The traveller does not need to pay on departure as the description suggests but bookers can detail what charges are authorised in the online booking system (breakfast and room for instance) so the hotel cannot add charges for newspapers, films etc unless paid for by the traveller themselves on departure.

25. How do I check the terms and conditions of a hotel including cancellation?

You can select the '?' icon next to Conditions and also 'More details'



RAIL & EUROSTAR

26. Why would I book UK Rail online, if I can do it on trainline?

UK Rail can be booked online and invoiced (rather than expenses) and uses trainline interface. Online bookings have a £1 trainline booking fee only, and option for traveller to collect at the station with collection code and swipe with any card with magnetic strip. Mobile ticketing is available on some routes. More tips for booking Rail are on the travel page: <https://www1.admin.ox.ac.uk/finance/ppt/purchasing/preferred/travel/> As more rail bookings are made through Key Travel we can look at top volume routes and talk to train operators about route discounts. Uncollected refundable rail tickets are automatically raised as a credit note from Key Travel.

27. Can I book Eurostar online?

Yes it is an icon on the left handside



of the initial search page;

VISAS

28. How do I find out about visa service?

Key Travel have an in-house visa team based in London who can be contacted on 0207 843 9678 or visa@keytravel.com. It is worth having a look on the database first; <https://www.keytravel.com/uk/products-and-services/visa-and-passport-services/> for downloadable forms (template letters) and comprehensive information on embassy requirements by destination.