



Key Travel Price Match Promise

At Key Travel we are committed to ensuring our clients get the best possible value from their travel spend. To this end we operate a Price Match Promise based on certain criteria to take into account the dynamic nature of airfare pricing.

Due to fluid pricing by airlines based on their own inventory, there will be occasions where cheaper fares may be identified when making a price comparison. **Key Travel's Price Match Promise** to our clients offers an assurance that we will source the lowest available, logical published airfare according to the traveller's requested itinerary, subject to the following:

- 1** 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.
- 2** 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.
- 3** 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.
- 4** 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.
- 5** 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.



To find out more about Key Travel and our services, please contact us:

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