



# BOOKING THROUGH OUR TRAVEL PROGRAMME

As the leading travel provider across the UK University sector, Key Travel brings a range of services designed to offer better value and service to budget holders and the University as a whole.



We are working closely with them to meet our duty of care obligations and support our people when they are travelling across the globe and we encourage all our people to use their services.



## ACCESS HIGH ACADEMIC VALUE AIRFARES AND HOTEL RATES NOT AVAILABLE ELSEWHERE

- Take advantage of price discounts and extra flexibility through specialist fares from academic leading airlines – not available on the internet
- Backed by a price match guarantee
- Book discounted government and locally negotiated hotel room rates – plus budget hotels and a huge range of hotels via Expedia and other sources



## KEY TRAVEL HELP US KEEP OUR PEOPLE SAFE WHEN TRAVELLING

- 24/7 access to an emergency support to help fix any travel problems
- Pre-trip destination briefings and In-trip risk alerts on every journey
- Proactive crisis support to the University and all its travellers (faculty and students) affected by environmental or terrorist incidents



## WE WORK TOGETHER TO MAKE TRAVEL MORE EFFICIENT ACROSS THE UNIVERSITY

- Book online for simple trips through the most popular online booking tool across the UK academic community
- Use their dedicated expert team for complex or unusual trips and seek their help on visa requirements, booking student trips or conferences
- Support our work in reducing the overall cost of travel and administration
- Ongoing education and awareness build programme for travel bookers



## HOW TO BOOK:

Enjoy all the benefits of booking through a specialist Travel Management Company



The **Topaz Team**, looked after by **David Duncan**, will handle all of your bookings:

**Tel:** 0845 266 8865

**Email:** [topaz@keytravel.com](mailto:topaz@keytravel.com)

**Book online:** [www.keytravel.com](http://www.keytravel.com)



The University of Huddersfield's dedicated **Account Manager** is **Chris Culpin**

**Tel:** 07493 867 352

**Email:** [cculpin@keytravel.com](mailto:cculpin@keytravel.com)



# COMMON TRAVEL BOOKING MISCONCEPTIONS EXPLAINED

## “I have found other airfares even cheaper than your specialist academic airfares”

On some occasions you may find airfares cheaper than our specialist fares, especially in low season. This is when demand is weak and airlines release non-flexible published fares to fill surplus capacity. The conditions attached to these fares are very different to those attached to specialist academic fares and are often more restrictive. It is worth noting that Key Travel has full access to quote and book these restricted fares for you as well as our full portfolio of specialist fares based on your requirements.

[See the benefits of our academic fares below.](#)

## “I won't need to use an agent when I can book it all myself”

This is true some of the time, especially if you know exactly what you want and your requirements are simple. For these occasions we offer you an online booking platform - KT Online - which is great for simple point-to-point journeys, hotels and our UK rail fares. For more complex itineraries our expert reservations teams offer you the best solution. Together our on and offline solutions ensure that your requirements, however complex, are dealt with quickly and efficiently, while giving you access to unique deals and rates that are not available elsewhere.

## “I thought you only book flights, I didn't know you book hotels too.”

Absolutely! We consolidate rates from multiple sources like Expedia, Premier Inn and Travelodge. Our hotel booking tool gives you the choice of more than 500,000 global hotels, serviced apartments and low budget hotel chains. If you can't find your preferred hotel, please let us know as we can negotiate rates and add properties on your behalf.

## “I'll only really need to use you to book flights”

That's fine, but don't forget we also offer many additional services, from booking rail and Eurostar journeys, to organising your visas using our expert in house Visa team and putting on your next big event or student field trip. We're proud to offer a wide array of products and services that can add even more value to your organisation's travel programme.

## “I wouldn't know what to do if something went wrong with my booking”

For those times when things don't go strictly to plan, we operate a free of charge, out-of-hours emergency line, manned by our very own staff. They will be happy to assist you with a range of emergency situations, from rebooking a cancelled flight, to finding flights to get you home urgently. So no matter what time of the day or night, you can be reassured that you will always have a point of contact. We take traveller wellbeing seriously and have invested in a number of services and tools to support your travel security programmes and assist with your duty of care responsibility to employees.

### OUR ACADEMIC FARES CAN INCLUDE ALL OF THESE FLEXIBLE FEATURES:



24-HOUR SUPPORT



REDUCED ONE-WAY FARES INCLUDING ONE-WAY INBOUND



HOLD FARES FROM 11 MONTHS UP TO 24 HOURS BEFORE DEPARTURE WITH NO COMMITMENT



NO AIRLINE BOOKING FEES\*  
\*Key Travel fee may apply



NO MINIMUM STAY CRITERIA



FLEXIBLE TICKETS: NO AIRLINE CHANGE OR CANCELLATION FEES

