HOW TO BOOK - OFFLINE

YOURKEYTRAVELDEDICATEDEAM

Tel: 0161 819 9769 Email: cambridge@keytravel.com

Your dedicated team is on hand to handle any offline booking enquiries. Our services include specialist airfares, rail, hotels and ancillary services.

EMERGENCY ASSISTANCE

24/7 Tel Number: 0161 819 9769

Key Travel operates an experienced and expert in-house crisis response team that operates 24/7/365 to support ANY CAM traveller issues, from a specific trip issue, arrival in location or a major crisis disrupting travel more widely.

OTHER SERVICES

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>TELEPHONE</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>VISAS AND PASSPORTS</td>
<td>T: 020 7843 9678</td>
<td>E: <a href="mailto:keytravel@cittravels.co.uk">keytravel@cittravels.co.uk</a></td>
</tr>
<tr>
<td>TRAVEL ENQUIRY FORM</td>
<td></td>
<td><a href="https://my.keytravel.com/uk/travel-enquiry/">https://my.keytravel.com/uk/travel-enquiry/</a></td>
</tr>
<tr>
<td>SPECIALIST TRAVEL</td>
<td>T: 0161 819 6863</td>
<td>E: <a href="mailto:groups@keytravel.com">groups@keytravel.com</a></td>
</tr>
<tr>
<td>FINANCE DEPARTMENT</td>
<td>T: 0161 819 8945</td>
<td>E: <a href="mailto:finance@keytravel.com">finance@keytravel.com</a></td>
</tr>
</tbody>
</table>

COVID-19 SUPPORT

For any advice and insights into the current travel policy and restriction.

Website: https://covid19.keytravel.com/
HOW TO BOOK - ONLINE

BOOKING ONLINE

Book simple, point-to-point trips online 24/7 by logging into KT Online at www.keytravel.com

How do I set up my account?
If you are not set up as an approved travel booker, please email bookers@keytravel.com providing full name, email address, job title, contact number, department name and two-letter code.

TRAVELLER PROFILE

In addition to the above account set-up information we will require the following to set up the traveller profile:

• **Name and personal details** as recorded in your passport
• **Passport number and expiry dates**, required by airlines and used to alert the traveller if their passport is due to expire
• **Contact details**, which can be used to reach the traveller in the event of travel disruption
• **Traveller preferences** (optional) which can include airline, hotel and car preferences
• **Frequent flyer numbers** (optional)

**Savetime and ensure booking accuracy with Key Travel's online traveller profile tool 'PROFILE MANAGER'.**

• Store personal information to ensure all details captured at point-of-sale
• Customer experience
• Speeds up booking process – noneed to reiterate details
• Mitigates against chance of inputting incorrect info
• Warns of passport expiry

How do I create a traveller profile?
All registered bookers have access to Profile Manager. Simply login to www.keytravel.com select ‘Profile Manager’ from the menu and follow the on-screen prompts to create your profile.

KEY TRAVEL TRAINING ACADEMY

In the Key Travel Training Academy, you’ll find visual ‘How to guides’ and short videos as well as insight and tips on travel-related matters which are important to organisations.

How do I access the Key Travel Academy?
All you need to do is login to our website and choose Training Academy under the Travel Toolkit menu.

MOBILE APP

The Key Travel App is a simple and convenient way to manage your trips, from itineraries, flights, hotels, rail and car rentals and can send instant alerts (such as disruptions and gate or schedule changes) and allows direct communication between the traveller and Key Travel in case of emergencies.

How do I download the app?
Search for ‘Key Travel Mobile’ in the App Store and download the app for either iOS or Android devices.
OUR PRODUCTS AND SERVICES

AIRFARES
EXCLUSIVE & COMPREHENSIVE AIRFARES
- 300+ specialist fare contracts
- Standard published fares
- Negotiated fares
- Low cost carriers

RAIL & ANCILLIARIES
DOOR-TO-DOOR & BACK
- trainline.com content
- International / Europeanrail
- Car rentals, transfers, ferries, coaches and taxis

HOTELS
DOMESTIC & INTERNATIONAL HOTELS
- 1,400,000 hotels worldwide including all expedia.com and hotels.com
- Internet, government and Key Travel negotiated rates
- Pre-paid and bill-back
- Preferred hotel programmes

GROUP TRAVEL
GROUP TRAVEL, MEETINGS & EVENTS
- Tailored itineraries
- Study trips
- Over 1000 groups supported every year
- Conferences and events

VISA & PASSPORTS
SPECIALIST SERVICES
- Dedicated and highly skilled visa team
- Passport services

TRAVELSAFETY& SUPPORT
CARING FOR TRAVELLERS ON THE MOVE
- 24/7 emergency support
- Pro-active crisis management
- Integrated organisation policy
OUR FARES EXPLAINED

ACADEMIC FARES
- Designed to offer you a competitive price combined with increased flexibility, avoiding the indirect costs
- Ability to hold fares up to 24 hours before departure
- Flexible tickets allow for changes to plans at short notice without incurring charges
- Extra baggage allowance

NEGOTIATED FARES
- You can take advantage of our negotiated preferential rates with over 300 airlines on routes all over the world
- These fares offer some of the flexibility of our specialist fares, though fare conditions will vary per contract

LOW COST FARES
- Key Travel can also book tickets with low cost carriers for you, allowing you to choose the fare that best suits your budget requirements, but these will not have the other benefits of our specialist fares
- It is not possible to hold fares/seats with the low cost carriers and tickets cannot usually be changed

Fares can include all of these flexible features:

24-HOUR SUPPORT

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

NO AIRLINE BOOKING FEES*
*Key Travel fee may apply

REDUCED ONE-WAY FARES INCLUDING ONE-WAY INBOUND

NO MINIMUM STAY CRITERIA

FLEXIBLE TICKETS: NO AIRLINE CHANGE OR CANCELLATION FEES

Key Travel Price Match Guarantee

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. Should a travel booker identify an alternative fare from either an online or other source, using our price match commitment we will guarantee to book the lower fare provided that conditions are identical, this includes: class, rules, payment fees etc. and that bookers contact Key Travel within one hour of finding the lower fare.
# Our Agreed Fees

<table>
<thead>
<tr>
<th></th>
<th>Booking Online</th>
<th>Booking Offline</th>
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<tbody>
<tr>
<td><strong>FLIGHTS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low cost domestic</td>
<td>£3</td>
<td>£14</td>
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<tr>
<td>Long haul</td>
<td>£3</td>
<td>£18</td>
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<tr>
<td>Long haul, multi</td>
<td>£3</td>
<td>£24</td>
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<tr>
<td><strong>HOTEL</strong></td>
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<tr>
<td>Pay on departure</td>
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<td>£5</td>
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<tr>
<td>Pre-paid</td>
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<td>£0</td>
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<tr>
<td>Bill back</td>
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<td>£8</td>
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<td><strong>RAIL</strong></td>
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<tr>
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<td>International</td>
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<tr>
<td>Eurostar</td>
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<td><strong>ADDITIONAL SERVICES</strong></td>
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<tr>
<td>UK ferries</td>
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<tr>
<td>Car hire</td>
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<td>£0</td>
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<tr>
<td>Airport transfers</td>
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<td>£10</td>
</tr>
<tr>
<td>Coach or taxi services</td>
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<td>£10</td>
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<tr>
<td><strong>VISA &amp; PASSPORT SERVICES</strong></td>
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</tr>
<tr>
<td>Visa</td>
<td>N/A</td>
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<tr>
<td>Passport renewal 6/7 day fast track service</td>
<td>N/A</td>
<td>£55 + VAT</td>
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<tr>
<td>Passport renewal Premium same day</td>
<td>N/A</td>
<td>£85 + VAT</td>
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