

Frequently Asked Questions

Booking Travel

1. Travel is Out of Policy

If a booking is out of policy, when booking online a message is sent to Susan McPheat to request approval to continue the request. Approval acceptance or rejection will be made within the portal. If approved, continue to book online. If rejected then either cancel the request or start again.

If the booking request is being made Offline the KT staff will require proof of approval to travel to be emailed to them before they can progress the booking. If the booking is out of policy, KT staff will email to Susan McPheat to seek approval, which if granted, booker to continue to process booking offline with KT. If request is rejected then either cancel request or start process again.

In event of an emergency situation only, when the email approval is not available, KT will make a note in the booking and follow up the next day to obtain the approval confirmation.

2. Traveller Profiles

Travellers can set up their profile in 3 ways:

1. Complete their own on the portal, having access to the portal as an approved booker
2. Provide all details to the approved booker to set up the profile online
3. Booker sends the online form in the portal to the prospective traveller to complete themselves. By returning back to the booker this grants approval for the booker to access the travellers details (GDPR)

3. Booking of hotels

ALL hotels throughout the world should be available via KT. If a specific hotel is not visible in the portal this is either due to it not being listed yet in the KT portal or not released /distributed yet.

Contact KT and request they book the hotel required which they can do even if they have to go offline to action it.

4. Rail Travel -Handling Fees/Charges

Travel cards are a separate ticket and so incur a handling fee in addition to the one for the main onward rail ticket.

No price hold for rail travel, has to be confirmed immediately – advice to book rail offline with Key – to have the approval to travel and the sub project code available when you book

5. Use of Specific Airlines

SGUL has no preference for using specific airlines.

6. Can flights be booked combining different airlines

Yes however as this is a complex type of booking this should be carried out offline with Key Travel.

7. Group Travel Bookings

Group travel has to be conducted offline.

Preferable to arrange 3 -9 months in advance to obtain beneficial pricing.

Late bookings within 6 weeks of departure require imminent confirmation (1 hr to 48 hrs, BA is generally 24 hrs)

8. What Information is required to make a group booking?

The Group Trip templates are for use to provide all information to KT when booking group travel. These are available on the Travel Shop website