KT Online
User guide

How to create the perfect trip using your new online booking tool
Welcome to Key Travel. Simplifying travel complexity for the humanitarian, faith and education sectors.

Find out more →

- HUMANITARIAN TRAVEL
- FAITH TRAVEL
- EDUCATIONAL TRAVEL

- Go to www.keytravel.com
- Click ‘Login’
Enter your registered email address and password
If you are logging in for the first time you’ll need to create a password by following the instructions
Once logged in you have access to Book Online, Profile Manager; where you can create and manage Traveller Profiles, and the Training Academy; your online help centre and training platform.

Click 'Book Online' to proceed.
To access the tool click ‘Continue’

For step by step guides, FAQs and more, go to the Training Academy

Online Support
If you are experiencing difficulties logging on please contact our online support team on:

✉️ online@keytravel.com
📞 0207 843 9673
This is your home page
- Flights, hotels and Eurostar are available to select in the panel shown
- To view all your online trips go to the suitcase icon
Booking Flights
The default search is for ‘Round’ trips. One-way and multiple stops can be selected. Enter your flight details into the search fields and click ‘Find Flights’.
The fare grid contains all available airlines comparing different contract types including specialist fares.

Each fare type will display icons to show the most flexible conditions. These include hold deadline dates, changes and refunds and ticket validities.
• You can choose to display your result by Cheapest, Quickest, Earliest or Greenest

• Or narrow your search down using a wide selection of filters. Those include: specific airlines, baggage allowance, refundable fare only, specific flight number, connecting time, etc.
All flight’s details are available in 1 click. By using the **Details** icon you have access to detailed schedule, length of flight, booking class, type of engine, carbon emission, operating career (when applicable), connection time, site map.

By following the **Rules** link, a new page will open with the detailed rules of the ticket; including change and cancelation restriction and fee; directly shared by the airlines.
• Multiple products can be added into the basket for the same passenger. You can add an hotel and/or a UK Rail - even another set of flights for further dates - and confirm them all at once.
• Use the ‘send quote’ function to send the basket to travellers in one email
• To go to checkout click ‘Book or Hold’
Accessing the ‘checkout’ screen can be done from the basket or the Trip ID.
Traveller names are required and can be added manually or selected from a profile.
The ‘Book’ and ‘Hold’ button will activate where applicable.
Hold a trip

The hold section will confirm the items which can be held and will also specify the deadline date.
Visit our Visa Database for access to Visa application information.
Please click ‘Agree and hold’ to proceed.
To book a trip, complete the relevant payment information as per your company policy.
Make sure the traveller’s name has been spelt exactly as it appears on their passport.
Please click ‘Agree and book’ to confirm the trip.
Once your trip is confirmed you will receive the confirmation by email.
Booking Hotels
Hotels can be booked on their own or as part of another trip in your basket.
A location can be entered in as a city name, post code, landmark or train station.
The ‘Previous searches’ section will store up to 10 hotel searches.
• Hotels can be found on the map. Average rates are shown by clicking ‘Show rates’
• There are a number of filters including search by rates with breakfast
• To add items to your basket go to a preferred hotel, expand the ‘all rates’ section and click ‘add to basket’
• Click on the name of the hotel to see more details
The hotel details page includes area information, a map view and trip advising ratings (if applicable).
A choice of room rates will be offered
The choice of options will depend on your company policy
Customer negotiated rates can be found by looking for symbol ‘K’
Do-good rates give an instant discount of 10% or more on Expedia hotel rates, for do-gooders just for booking through Key Travel!
• Once you have selected your preferred option, click on Add To Basket
• You can add several products to your basket such as a UK Rail or a flight or another hotel for a further date, and confirm them all at once
• To go to checkout click ‘Book or Hold’
Accessing the ‘checkout’ screen can be done from the basket or the Trip ID.

Traveller names are required and can be added manually or selected from a profile.

The Book and Hold buttons will activate where applicable.

Please note that hotels cannot be held.
To book a trip, complete the relevant payment information as per your company policy.
Please click ‘Confirm’ to confirm the trip.
Your booking has been confirmed.
Check your inbox for your booking confirmation including all the details needed such as addresses, check-in time, confirmation number, etc.
Booking Rail
Rail can be booked on its own or as part of another trip in your basket.

- Enter your rail details into the search fields and click ‘Find Trains’.
- Railcards can be added in the ‘more search option’ section.
- The ‘Previous searches’ section will store up to 10 rail searches.
The results contain all available train times with different train operating companies. All ticket types including standard and first-class advance, off-peak and anytime options are displayed with the cheapest highlighted. Ticket flexibility & condition of use. For more prices, expand the “View all single tickets” section.
- Select from a choice of delivery options including self service kiosk (collection from the station), mobile ticketing and first-class post
- The email collection reference is where the confirmation will be sent to
- To add seats and London Underground tickets, go to the applicable sections
- Click ‘continue’ to add your rail booking into the basket
• Multiple products can be added into the basket. You can add an hotel and/or a flight to your booking and confirm them all at once.
• Use the ‘send quote’ function to send the basket to travellers in one email.
• To go to checkout click ‘Book or Hold’
Accessing the ‘checkout’ screen can be done from the basket or the Trip ID.
Traveller names are required and can be added manually or selected from a profile.
The ‘Book’ and ‘Hold’ button will activate where applicable.
Rail cannot be held and ought to be confirmed immediately.
To book a trip, complete the relevant payment information as per your company policy.

Please click ‘Agree and book’ to confirm the trip.
Do not reply to this automated email. If you need assistance please contact: “thetrainline business” <corporatesupport@info.thetrainline.com> Phone 0871 244 1545

*This is confirmation of your booking and is not your travel ticket.*

Dear Charlotte,

Thank you for buying your train ticket(s) with trainline business.

You can view an online version of your booking and make changes and refund applications (where possible) in My Account.

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**Download your mobile ticket**

1. Download our app (IOS 10.0 or Android 4.1 or greater). Text me a link to the app for free! You can also do this after you have purchased.

2. View your confirmation email on your mobile phone. Then tap the big mint coloured button that says 'Download your mobile ticket'.

3. Simply open your app and tap to activate on the day of travel. You don't even need an internet connection, just make sure you have battery!

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- Your booking has been confirmed.
- Check your inbox for your booking confirmation
- For mobile ticketing, click on the ‘download’ button to access your rail ticket(s)
Manage your trips
• All online trips will be contained within your trips folder, use the filters to find your trip
• Trips can be accessed by clicking on the relevant Trip ID
• A “Quote” is a saved itinerary with no products held
• A “Held” journey refers to a trip which is not yet confirmed and therefore guaranteed
Once you have selected a trip, you have several options: Share, Verify, Cancel.

To send an itinerary to a traveller, select the ‘Share’ option. Enter the email of the traveller and wait to see if they exist as a user. Click the ‘+’ sign to continue.

It is possible to email multiple people by adding addresses into the right-hand box.
The Verify option allows the traveller to indicate their preferences by using the 'accept' and 'reject' buttons after each option. This creates an audit trail.

It's possible for the traveller to send the booker comments.

The booker can choose to review the preferences and comments before proceeding.
Requesting a change
• This is your home page
• Go to your trips folder to change or cancel an existing trip
- All online trips will be contained within your trips folder
- To find your trip use the search and filter boxes
- Trips can be accessed by clicking in Trip Details
We recommend you check the rules and conditions before requesting a change.

Hotels cannot be amended but need to be cancelled and a new booking made. See the cancellation conditions.

To do this, click on the rules or conditions of the applicable item.
Here is an example of the flight rules:

- **Penalties**
  - **BASE FARE**
  - **FROM TO EUROPE**
  - **CHANGES**, **ANY TIME**
  - **CHARGE GBP 100.00**
  - WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.
  - **CHARGE GBP 200.00 FOR NO-SHOW.**

- **RULES**

- **CONDITIONS**
  - **FLIGHTS AND HOTELS**

The hotel conditions are shown when hovering over the ‘conditions’ link.
Once the rules have been checked and a change can be made, follow the steps below:

- Click on ‘Request change’ in the trip
- Tick the relevant box next to the product you would like to change
- Specify if the original payment codes can be used
- Click ‘send’ to email the request
• The ability to amend a ticket online will be dependent on the ticket type booked
• Some tickets will not be eligible for changes
Click ‘amend journey’ to see if changes are permitted. If changes are not permitted, a refund may be possible. To check this, click the ‘Cancel trip’ button for more information.
For those tickets which can be amended, complete the section as shown
Click ‘Continue’
Follow the steps to proceed with the change
Cancelling a booking
• We recommend checking the rules and or conditions before cancelling a trip
• To proceed, click ‘Cancel trip’
A message will indicate if costs will be incurred for cancellations
Click ‘continue’ to proceed with the cancellation
We recommend to check the rules before cancelling a trip
For multiple tickets in a trip, only 1 ticket can be processed online
Any compensation requests should be made directly with the rail operating company
To proceed, click ‘cancel trip’
A message will indicate if a ticket is non-refundable and/or if costs will be incurred
• Tick to advise if tickets have been collected for specific tickets in the trip (if tickets have been collected, return the tickets to the address provided on the next screen)
• Click ‘continue’ to proceed
• Follow the next steps to confirm the cancellation
Traveller Profiles
1. ‘Profile Manager’ enables users to access, view, edit, and manage traveller profiles
2. Go to ‘Profile Manager’ to create a profile prior to booking
3. ‘KT Online’ enables users to create and save profiles at checkout
4. Please ensure you have authority from the traveller if you are creating profiles on behalf of someone else
5. Only the creator and the traveller (if different) can view the content of the profile
6. Anyone within your organisation can select the profile for booking but only the authorised managers can view the content

Go to www.keytravel.com

Profiles can be created via Profile Manager or ‘KT Online’

Go to ‘Profile Manager’ to view, edit and manage all profiles

All profile data is stored encrypted and information is only used for the purpose of the trip
For regular travellers, it is recommended to create a profile saving time during the booking process and ensuring personal preferences are always accounted for.

- Go to [www.keytravel.com](http://www.keytravel.com) and login.
- Go to Profile Manager to manage and create profiles.
It is possible to create a profile online when making the traveller’s first booking.

Go to KT Online, search for an itinerary and take a booking to checkout.

In the ‘Travellers’ section, expand ‘add traveller details manually’ and enter the applicable information.

After clicking ‘Save’, you will be asked if you would like to save as a new traveller profile.

Saved profiles are accessible via ‘Profile Manager’.
Managing traveller profiles

PROFILE MANAGER

We recommend a traveller profile is created for those who regularly travel by air. Creating a profile via our secure tool enables the user to view and edit their profile 24/7.

CREATE A TRAVELLER PROFILE

Please have all information including passport details ready prior to creating a profile.

- Create on behalf of traveller
  - Select this option if you would like to create a profile on behalf of your traveller.
- Send to traveller
  - Select this option if your traveller would prefer to create their own profile. They have 30 days to complete the form.

TRAVELLER PROFILES

My traveller profile:

- View/Edit Mr. Key Demo
demo-uk@keytravel.com

ASSIGN PROFILE MANAGER

If you would like an authorised booker within your organisation to view and edit your profile on your behalf, please enter their name or email address below:

Name or E-mail: _______

- All profiles can be viewed and edited in profile Manager
- Only the creator and the traveller themselves (if different) can access the content of the profile
- It is possible for traveller’s to assign their profile to multiple profile managers if they wish to share their data
THANK YOU

We invite you to read our FAQ for more details: https://www.keytravel.com/uk/my-travel/training-academy/faq/

If you require further training, please refer to the KT Online guides located on Key Travel’s website or contact your Account Manager.