

Key Travel

FAQs

What is Key Travel?

[Key Travel](#) provides a full travel management service including air, hotels and rail to over 60 universities and leading charity organisations. It is helping us to simplify the way we book travel, providing access to specialist content in the market and providing 24 hour emergency service to all travellers, ensuring everyone is supported en route.

Is booking international travel through Key Travel mandatory?

The security and safety of staff and postgraduate researchers, who travel internationally on behalf of the University, is of paramount importance. To support colleagues when they are travelling and meet our duty of care obligations, we're asking colleagues, where possible, to book through Key Travel.

This includes travel by air, sea and rail.

I am a postgraduate researcher what does this mean for me?

At the moment postgraduate researchers are unable to log in to the Key Travel system (this is due to the data feed we send from our SAP HR system). However, Key Travel and IT are working on a solution that will be available in the coming weeks, in the meantime please ask a staff member to book through Key Travel, on your behalf.

How do I use Key Travel?

Visit Key travel at <http://www.keytravel.com> and click on the green 'log in' tile. When you access the system for the first time you will need to set a password.

Once you are logged in, click on the Training Academy tile to find videos and useful guides. If you select 'Book online' you'll also find copies of our financial procedures and approvals guide. We're also running face-to-face training sessions which you can book [via Eventbrite](#).

For more complex travel requirements and itineraries, such as multi-stop inter-continental travel, international rail bookings, group bookings and travel to high risk areas of the world, Key Travel offers an offline booking service. Please contact Key Travel by email at leeds@keytravel.com or by phone on 0161 819 8911

If I book through Key Travel do I still need to do a risk assessment?

Yes, please ensure there is a risk assessment in place for your travel, and the activity you are conducting, so that you can carefully consider the risks and determine the necessary control measures required to stay safe while working overseas, if you need assistance with this, please contact your health and safety manager or email safety@leeds.ac.uk

I have already booked my travel through personal means – what should I do?

If you have already booked international work related travel independently of Key Travel, please provide your full travel itinerary and contact details to your head of school/service.

I am currently working overseas and my travel was not booked through Key Travel – what should I do?

If you are already overseas and you booked your travel independently of Key Travel, please make your head of school/service aware and provide them with your full travel itinerary.

I am travelling for business, but plan to take annual leave during my time away, before returning to the UK. What should I do?

Please ensure that you have your manager's approval to be absent and that you pay any additional costs associated with your annual leave, such as hotels, meals or additional travel, yourself. Please note, you are not insured by the University once the business element of the trip has been completed, so please arrange private insurance as appropriate.

What should I do if I encounter travel disruptions while away?

For those times when things don't go to plan, Key Travel operates a free of charge, out-of-hours emergency line. Key Travel staff 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.

If you have not booked with Key Travel, please contact your travel agent or travel provider for assistance. If you are in difficulty, please inform your key contact in your school or service, or for an emergency situation contact University security services on 0113 343 2222.

Does Key Travel have competitive rates?

As specialists within the higher education sector, Key Travel has been selected to provide us with a wide range of fares and rates as well as the flexibility to handle complex travel requirements and assist the organisation with our responsibilities for your safety. Generally, flight prices are dynamic and other booking tools do not usually show currently available flights, only what has been available; therefore when you go to book, you may not be able to find the same flight at the preferential cost.

Working with Key Travel supports us to reduce the overall cost of travel and administration to reimburse expenses.

Key Travel costs also include:

- Extra baggage allowance
- Reduced one-way fare including one-way inbound
- Flexible tickets: No airline change or cancellation fees
- Dedicated expert team for complex or unusual trips, help on visa requirements, booking student trips or conferences
- 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.

I have more questions who can I speak to?

The Key Travel online tool is designed to be simple and user friendly, but if you would like extra support, you can book onto one of our training sessions via [Eventbrite](#).

For technical support, please contact Key Travel on 0844 335 0260. If you have a question about our [travel policy](#), please contact your faculty finance team. For any other queries, please contact travel@leeds.ac.uk