

## Frequently Asked Questions

Please find below a list of questions that we are frequently receiving from other customers:

**Q: I need to urgently repatriate a traveler. How do I go about this?**

**A:** Please call our reservations team and they will be able to assist you with this booking. You can contact us via email if you would prefer – please use the subject header: **'REPATRIATION - DATE'** (insert traveller's desired date of departure).

**Q: I need to change or cancel a booking. How do I go about this?**

**A:** Please do not call us, as we must keep phone lines open for stranded travelers in need of assistance.

*For those who booked online:* Refer to the 'How to change and cancel a trip' document, available by logging into KT Online, then going to: Training Academy > KT Online > Useful links.

*For those who booked offline (i.e. by phone or email):* Email our reservations team using the subject header: **'CANCEL (or) CHANGE – DATE (date of departure) – BOOKING REFERENCE'** (six-digit alphanumeric reference on travel confirmations).

We are actioning these requests in order of date of departure. Your request will be processed; please do not contact us to request confirmation.

**Q: How do I know if I'm entitled to a refund?**

**A:** Please check the original booking terms and conditions as follows:

*For those who booked online:* Go to the 'View My Trips' folder (suitcase icon) in KT Online, open the relevant trip ID, click the green 'Rules' button underneath your itinerary and review the 'Penalties' paragraph. This is explained further in the 'How to change and cancel a trip' document, available by logging into KT Online, then going to: Training Academy > KT Online > Useful links.

*For those who booked offline (i.e. by phone or email):* The terms and conditions are in the pdf below your itinerary information.

During the current crisis, suppliers are regularly changing their cancellation and change conditions, which may override the original conditions of your booking. Please check the supplier's website for the most up-to-date policies.

**Q: How can I check that my booking is cancelled and that a refund is being processed?**

**A:** For cancelled offline bookings, you will receive an email cancellation. For cancelled online bookings, there is a date and time stamp that shows the cancellation has been processed, visible in the 'View My Trip' folder of KT Online.

**Q: If the supplier/airline has cancelled the flight, do I still need to cancel?**

**A:** No action is needed. Where the supplier/airline has cancelled a booking/flight and are offering a full refund, we will process this for you without any further action.

**Q: How are you prioritizing cancellations requested?**

**A:** In date of departure order. There may be a delay between a cancellation request and a confirmed cancellation due to the extremely high volumes currently being processed.

**Q: My organisation has implemented a travel ban and I need to cancel my booking but the supplier/airline is still operating. Will I receive a refund?**

**A:** Supplier and airline rules are frequently changing and it depends on the type of ticket you purchased. Unless the travel supplier has indicated that their penalty conditions have been waived, you will be subject to the original conditions of your ticket which are typically as follows:

Where you have booked a:

- *Fully flexible/cancellable ticket:* A full refund may be underway, less any supplier/airline ticket cancellation costs are applicable (waivers may apply).
- *Non-refundable ticket:* Unless the airline has issued a waiver, there will be no refunds.
- *Non-refundable hotel:* Unless the supplier has issued a waiver, there will be no refunds.
- *Bill-back hotel:* These will depend on the hotel's waiver policy.
- *Flexible rail ticket:* You will receive a full refund provided you have not activated the mobile ticket or provided you retain the paper copies of unused tickets.
- *Non-refundable (advance) rail ticket:* You are now able to process refunds for applicable bookings based on Trainline's waiver policy.

**Q: Can you tell me the refunded value for my booking?**

**A:** Not currently. Where an airline has cancelled your flight, a full refund may be underway. Many suppliers/airlines are now moving to vouchers and credits, so the format of the refund may change.

**Q: Will I always receive a cash refund for cancelled bookings?**

**A:** Not always, as many suppliers/airlines are now moving to vouchers and credits, so the format of the refund may change, even after you have cancelled the booking. We are aware that ABTA and the BTA are challenging this with our suppliers. We will be updating our website as the situation clarifies.

**Q: I've cancelled my flight and the supplier/airline is only providing a credit voucher but I would like a refund. What can I do?**

**A:** At this stage, we can only request reimbursement in the form that the supplier is offering. Although we will always request a cash refund where possible, this is not something that Key Travel is able to influence.

**Q: What is the current timeline for receiving a refund?**

**A:** A full overview of how Key Travel is managing COVID-19 related refunds has been posted to our website: [How Key Travel is handling COVID-19-related refunds.](#)

**Q: We have received our monthly invoice statement but have now cancelled most of these bookings. Should we wait for the credit notes before paying?**

**A:** Where you have received a statement of invoices or a consolidated invoice, it is imperative that this is paid as per the terms and conditions of our credit agreement.

Please continue to send remittance promptly and in full; credit notes will be issued once refunds have been received from suppliers and will appear on your subsequent statements.

**Q: In the past couple of weeks it's been hard to get through to one of your reservation agents on the phone. Why is that?**

**A:** In the last four weeks, we have actioned over 50,000 calls and emails related to repatriations, cancellations and changes. We have seen a huge spike in calls to our call centre and have been prioritising those customers who are stranded. We continue to process all cancellations and changes in order of date of departure; please rest assured that if you have an enquiry with us, it will be processed for you.

**Q: I would like to add, remove, or make a change to a Key Travel user. How do I do this?**

**A:** Please continue to email these requests to [bookers@keytravel.com](mailto:bookers@keytravel.com). We will be actioning these changes once per week. Where possible, please help us to help you by co-ordinating within your organisation to send across one list of changes per week, rather than individual requests.

**Q: I need to make a new travel booking. Can I still do this?**

**A:** Yes, Key Travel are fully operational and able to assist with new bookings, though we kindly ask that you make new bookings via KT Online at this time. Please ensure that you are familiar with the latest travel guidance issued by the FCO and are booking in line with your organisation's current travel policy.

**Q: I would like to request a report. Can you process this?**

**A:** Please be aware that we are now in a period of furlough. Reduced capacity means that we will only be able to assist with urgent, business-essential requests, primarily relating to upcoming travel; we do not have the capacity to provide reporting at this stage unless it is relating to traveller repatriations.

**Q: When my organisation lifts all or part of our travel ban, do I need to inform you?**

**A:** It is important that we stay connected during this period and so yes, please ensure that you keep us abreast of any changes regarding travel within your organisation.

**Q: I have a question that needs answering, who do I contact?**

**A:** Please contact [accountmanager@keytravel.com](mailto:accountmanager@keytravel.com) for key client contacts only. Other more general business-wide emails will not be processed.

Please be advised that we have used the UK Govt Job Protection Furlough Scheme and have limited support staffing until at least June 30 2020.