



# Booking Group Travel



## There is help available!

- It is recommended that when preparing group travel, you utilize the PASSHE travel agency, [Key Travel](#). They can provide guidance on best practices, search for discounted pricing, and handle booking details. They can also quickly and efficiently assist with emergencies.
- There is no defined number of travelers for using group travel. If travel arrangements become cumbersome, reach out to [Key Travel](#) for help.
- Once [Key Travel](#) provides you with a quote, you will need to enter this information in SourcePoint as a service PR and make reference to the PASSHE contract.
- Items such as registration, per diem, mileage and etc. need processed through the ESS Travel Module. You can find training videos on how to enter your travel at [sru.edu/offices/accounting-services/accounts-payable/travel-info](http://sru.edu/offices/accounting-services/accounts-payable/travel-info).
- Additional details on [Key Travel](#) are outlined in this document.

## What does Key Travel offer?

Partner with the world's largest travel management company that specializes in the academic, humanitarian, and faith communities!

As the leading advocate for our customers' unique needs with travel providers, we have negotiated an extensive portfolio of specialist fares offering them both savings and enhanced benefits.

### Benefits of working with Key Travel:



#### Save money & increase flexibility

Our exclusive KT Humanitarian Fares offer special rates and flexibility.



#### Specialist travel

Our specialist team takes the complexity out of study trips, events, and group travel.



#### Supported 24/7 free of charge

Our in-house agents are highly trained to support complex international travel, any time, any place.



#### Simplicity

Our online booking tool and mobile app gives you easy access to flexible and discounted flights, hotels, car rental/rail and crisis response services around the clock.

### To start booking, complete this simple two-step process.

#### Create a login for KT Online

- 1 Click on the link below  
['Create a log in'](#)
- 2 Enter using the email address through which you have received this communication: and follow the instructions
- 3 You will receive a confirmation email from Key Travel with a 'Set up a new password' link.
- 4 Confirm using the link and you will be asked to create a password

#### Create a traveler profile

We recommend creating traveler profiles to ensure accuracy and speed during the booking process. Use this helpful guide to get started.

['Create a profile' guide](#)

#### Get in touch:

For offline reservations email: [TravelTeam4.US@keytravel.com](mailto:TravelTeam4.US@keytravel.com)

Phone: 800-888-8292

WhatsApp messaging: 442078439602

SMS: 12058922355

OUT OF HOURS: 16462896808

Account management team: [john.hunt@keytravel.com](mailto:john.hunt@keytravel.com) or [AccountMgmt@keytravel.com](mailto:AccountMgmt@keytravel.com)



## Introducing the Key Travel: *“Big Service Guarantee”*

The travel sector is growing post pandemic. Service providers are doing everything they can to meet your travel needs. However, the supply chain remains volatile and sensitive to disruption.

Our *Big Service Guarantee* cuts across all the issues, as we continue our journey to be the most *trusted and loved* international travel management company.

### *The Big Service Guarantee*

Founded on our values – *Compassion, Impact and Simplicity*

- ✓ Where your travel costs were increased by our actions, the refund will make you whole
- ✓ If a Key Travel error is confirmed, we will refund your booking fee
- ✓ Where we need to liaise with 3<sup>rd</sup> parties, we will keep you posted
- ✓ We will return your cash as soon as the supplier refunds us, minimizing budget impacts
- ✓ In addition, if we miss an agreed service escalation follow-up action, we will double the booking fee refund

T&c's apply



To find out more about our Big Service Guarantee, reach out to your Account Manager by emailing [Accountmgmt@keytravel.com](mailto:Accountmgmt@keytravel.com) or via your usual contact number and email address.

[www.keytravel.com](http://www.keytravel.com)



# Specialist Academic Fares



**In order to meet the specific needs of the Academic sector, our specialist academic fares have been negotiated in partnership with all of our major airline partners.**

Our fares save you money on your travel, whether it be as an upfront discount, or receiving free-of-charge benefits, such as additional luggage. Our fares also reduce risk to your budget by allowing you to organise your plans without immediate purchase, and by removing or reducing airline penalties when your plans change.

## Key Benefits

### Bankable savings

Discounted fares against the equivalent publicly available fares, exclusively for those in the academic sector to enable you to maximize your budgets to continue doing good in the world.

### Ability to hold fares up to 24 hours before departure

Guarantee your reservation for an extended period of time with no budget commitment, allowing you to finalise your plans before purchasing the ticket. While tickets are on hold, you can cancel completely free of charge up until the ticket has been issued, removing financial risk

### Fewer fare restrictions

Many specialist academic fares exclude the usual Saturday night stay requirement on discounted fares, or have a less-restrictive advanced purchase requirements, offering savings on mid-week and last-minute travel, including additional hotel and subsistence costs.

### Flexible tickets

Save money on changes to plans at short notice. Most specialist academic fares allow cancellations before departure and changes free of charge or for a nominal fee, where the equivalent publicly available tickets would be non-refundable and cost more to change.

### Extra baggage allowance

Many of our specialist academic fares allow an additional, free-of-charge piece of luggage or free excess baggage, saving you money when traveling for longer stays or with additional equipment.

With flexible terms and benefits, our academic fares offer savings in both costs and internal processes

To find out more about our specialist fares or how Key Travel can support your organization's travel program, head to our website.

[www.keytravel.com](http://www.keytravel.com)

# Introduction to Key Travel



February 2023

# About Key Travel

## Who we are

A full service, international travel management company exclusively serving since 1980 humanitarian, education and faith-based organizations

## Our purpose

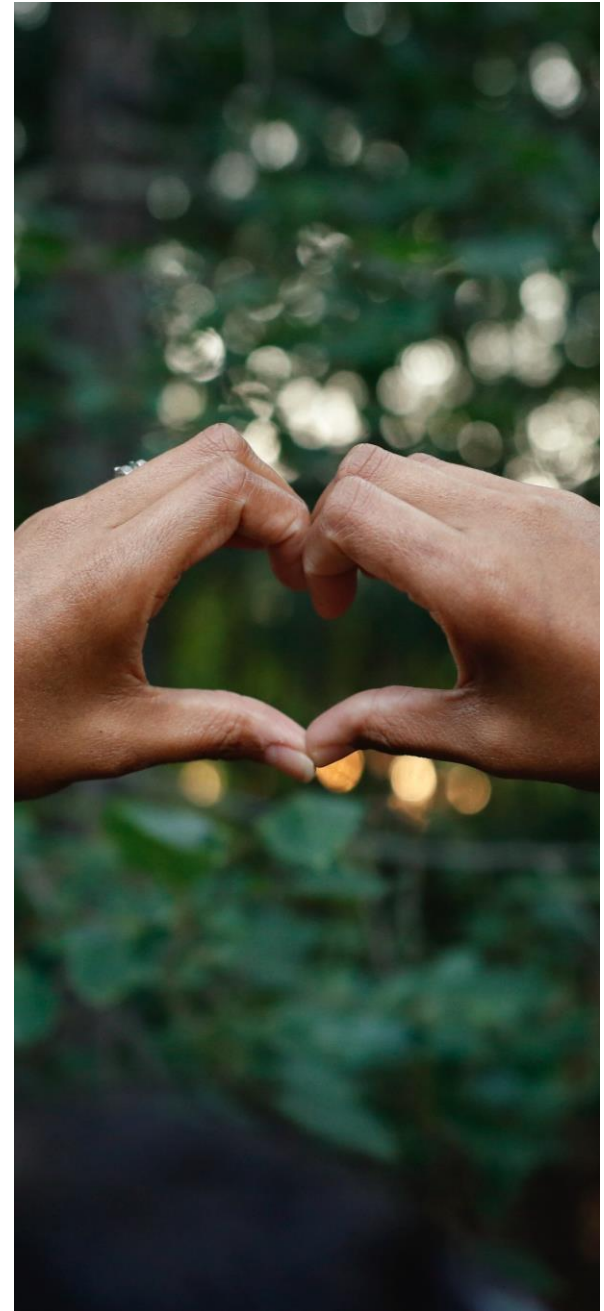
To help the spread of good in the world

## Our mission

To make travel simple, cost effective, safe and sustainable for people who travel to do good

## Our values

Compassion, Impact, Simplicity



# About Key Travel

## Global with Blue Chip Clients

- Key Travel has more than doubled in size as of February 2023
- Currently have offices in 10 different countries
- More than 5000 customers
- \$500m annual sales pre-pandemic
- Key Travel OBT is successfully used by customers in 154 countries



IOWA STATE  
UNIVERSITY



UNIVERSITY of  
WASHINGTON



## Internationally Recognized



Travel Weekly's US 2022 Power List  
(Top 50 TMCs)

EUROPE'S  
LEADING TMCs 2022

One of BTN Europe's 2022 Leading 50 TMCs



2022 Business Travel Awards: European TMC of  
the Year

# Our Differentiators

**Exclusive focus** on not-for-profit and academic organizations, with over 40 years sector expertise

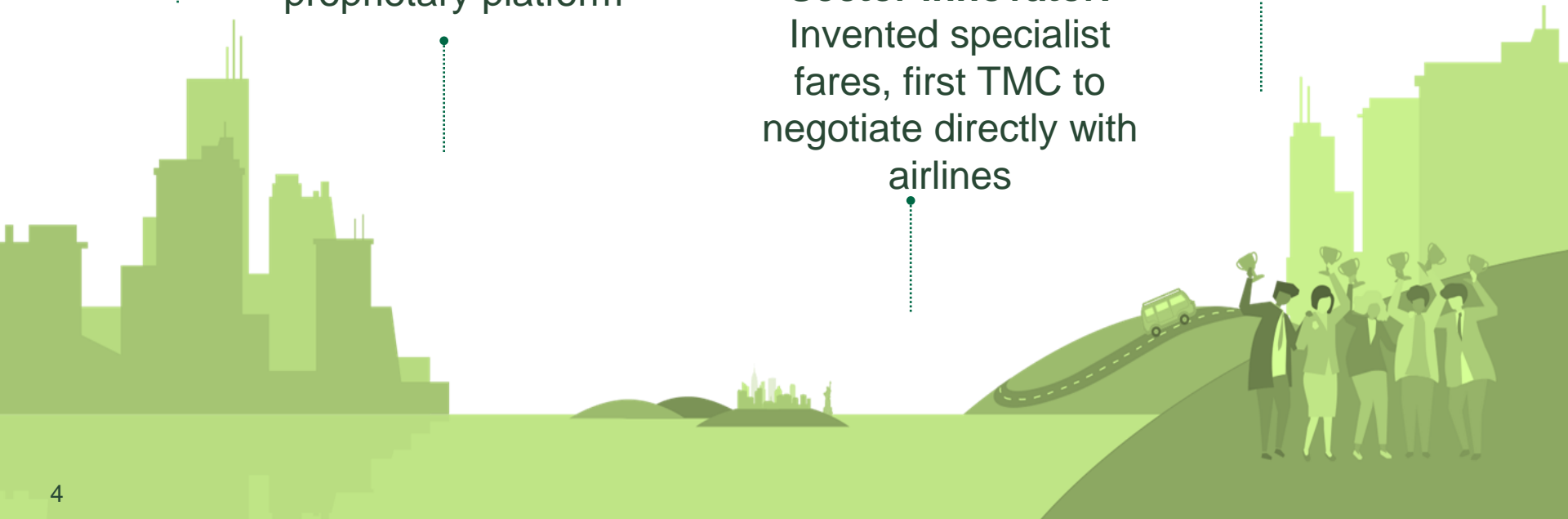
**Technology:** sector specific, configurable and proprietary platform

**Scale:** global market leader with the largest fare and country coverage



**Sector innovator:** Invented specialist fares, first TMC to negotiate directly with airlines

**People:** average tenure is 8 years and values focused (Compassion, Impact, Simplicity)





# A full menu of travel products and services



## EXCLUSIVE AIRFARES

300+ **specialist** fares  
Internet promotional fares & low cost carriers  
**NDC & Low-Cost Carrier** content



## EXTENSIVE HOTEL CONTENT

Customer preferred rates  
Supplemented by 2 million hotel rates from sources including: **Booking.com**, & **Expedia.com**  
Carbon Neutral Hotels and Do Good Rates



## RAIL & ANCILLARIES

European Rail  
International rail  
Transfers; ferry; coach; taxis, car rental



## GROUP TRAVEL, MEETINGS & EVENTS

In-house group booking with **specialist agents**  
Key Travel books over 1,000 groups each year



VISA EXPERTISE

**CIBT**visas



## EMERGENCY SUPPORT AND 24/7 COVER

Traveler tracking  
Location assessments & alerts

# Key Travel OBT Academic Fares

Live itinerary updates

Book flights

Book hotels



Demo Uni Approval

EN



## Filters

Reset to Default

### Stops

- Non Stop
- 1 Stop

### Price



### Airlines

- Aer Lingus
- Air Canada
- Air France
- American Airlines
- Austrian Airlines

show more options

### Flight Number

### Duration

	Virgin Atlantic	Icelandair	TAP Portugal
	Aca	Stand.	Standard
Non-stop	\$760.65	\$1,652.65	—
1+ Stops	\$765.15	—	\$830.05

Group by Price  Sort by: **cheapest**

**Virgin Atlantic**  
Economy

6:15pm IAD

direct

LHR

6:45am<sup>+1</sup>

7h 30m

Alternatives

Details

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**Virgin Atlantic**  
Economy

12:45pm LHR

direct

IAD

4:10pm

8h 25m

Alternatives

Details

Academic	hold until: Fri, Feb 10		Rules <span style="color: red;">⚠</span> <b>\$760.65</b>	<b>add to basket</b>
Standard	hold until: Fri, Feb 10		Rules <span style="color: red;">⚠</span> <b>\$1,652.65</b>	<b>add to basket</b>

# Key Travel OBT Greenest Fares

Live itinerary updates

Book flights

Book hotels

Boston, US → Nairobi, KE  
Wed, Feb 08 1 traveler(s)

edit

116 Flights

Filters

Reset to Default

Stops

- 1 Stop
- 2+ Stops

Price

\$630.5 \$4946.3

Airlines

- Air Canada
- Air France
- American Airlines
- British Airways
- Brussels Airlines
- show more options

Flight Number

Search

Duration

15h 30m 1d 23h 30m

Times

Departure from Boston  
05:00 23:00

show arrival time

Airports

	United Airlines		Delta Air Lines		AFR Air France	
	Hum	Stand.	Hum	Stand.	Hum	Stand.
Non-stop	—	—	—	—	—	—
1+ Stops	\$680.50	\$630.50	\$713.50	\$663.50	\$729.10	\$680.50

Group by Price  Sort by: greenest

**Delta Air Lines**  
Economy  5:30pm BOS — 1 stop, CDG — NBO 8:15pm<sup>+1</sup>

Operated by Air France 18h 45m Alternatives

Details

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**Flight DL8399** Wed, Feb 8, 5:30pm **Boston** Logan International Airport (BOS)

Seat Map

Economy Thu, Feb 9, 6:10am **Paris** Charles de Gaulle Airport (CDG)

Operated by Air France | Boeing 787-9 JET | 1070 Kg CO<sub>2</sub>e

**6h 40m**

**Connect in airport**

**Flight DL8681** Thu, Feb 9, 10:10am **Paris** Charles de Gaulle Airport (CDG)

Seat Map

Economy Thu, Feb 9, 8:15pm **Nairobi** Jomo Kenyatta International Airport (NBO)

Operated by Air France | Boeing 787-9 JET | 1254.9 Kg CO<sub>2</sub>e

**8h 05m**

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Humanitarian	hold until: Sat, Jan 7		Rules \$713.50	<a href="#" style="background-color: #007040; color: white; padding: 5px;">add to basket</a>
Standard	hold until: Sat, Oct 8		Rules \$663.50	<a href="#" style="background-color: #007040; color: white; padding: 5px;">add to basket</a>

# Carbon Neutral Hotel Rooms

*Mitigating the carbon impact of necessary accommodation while traveling to do good*



Carbon neutral hotel rooms is a world premier for any TMC and is something we have exclusively built for our customers in the non-profit sectors, in order to support their sustainable travel programmes.

## What is carbon neutral hotels rooms?

Through our partnership with Expedia, Key Travel Customers will get the carbon offset for their room paid for by Expedia on every Expedia hotel booking made via Key Travel. Just look out for the 'carbon neutral' indicator when reviewing hotels via our Online Booking Tool.

## What's the benefit?

- Time is saved – there's no need to go through the manual process of calculating and offsetting emissions.
- Money is saved – there's no cost to our customers. The offsetting is paid for by Expedia.

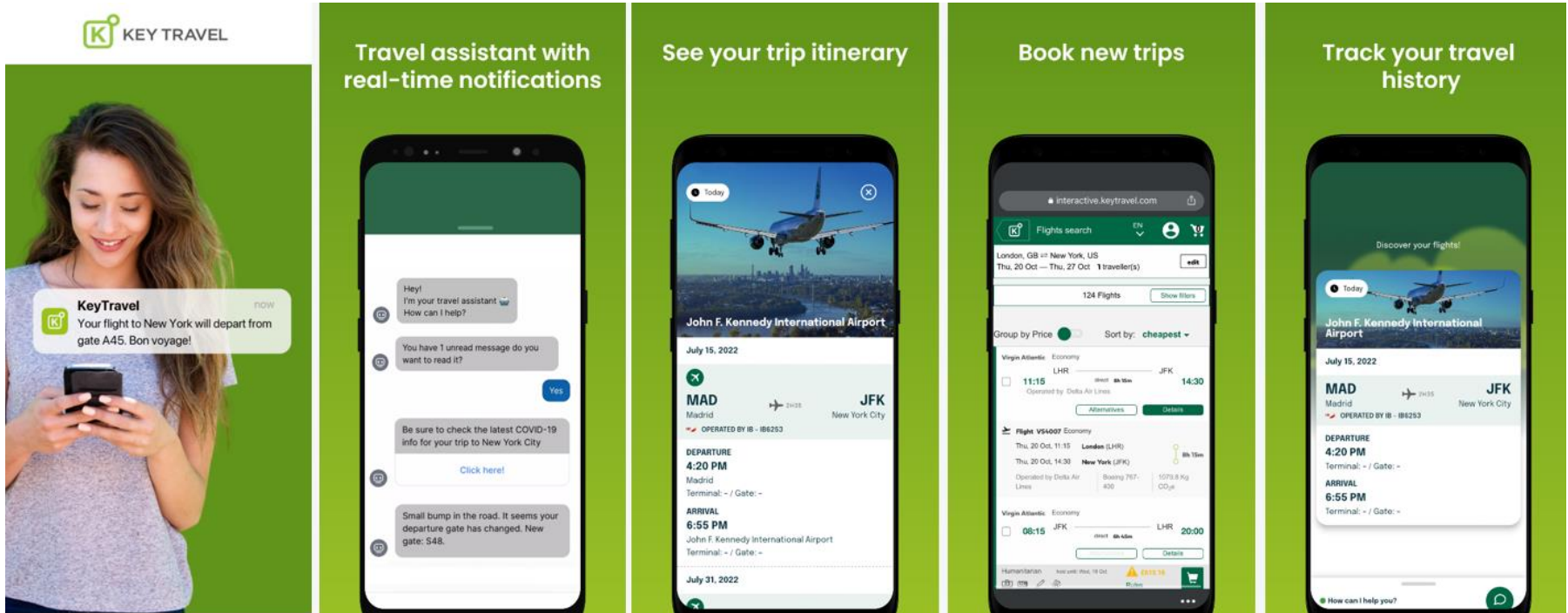
## How are the carbon emissions calculated?

As there's no universal standard for measuring the carbon output of hotels, we partnered with Greenview, the world's leading provider of sustainability programs and data management to estimate the carbon emissions from our 2019 hotel data across all customers, based on the Cornell Hotel Sustainability Benchmarking Index of over 20,000 hotels worldwide. This means our carbon output estimates are bespoke to Key Travel's non-profit customer base and have been externally validated. Our methodology was also validated with the World Wildlife Fund.

Key Travel track the stayed 'carbon neutral' hotel nights booked with Expedia and offset the cost via our offsetting partner, Cool Effect who support a range of projects around the world from wind energy and the protection of native grasslands to clean-burning cookstoves and the prevention of deforestation.



# Key Travel App



*This provides alongside the Key Travel in-house crisis support team, to manage the communications to all travelers from a single platform.*

# Full Account Management

- ✓ Quarterly business reviews
- ✓ Service Level Agreement Performance (SLA)
- ✓ If we don't meet our SLAs, you will not be charged service fees.
- ✓ Recommendations for cost savings
- ✓ Examine options to enhance travel risk management
- ✓ Best practices and case studies from other customers
- ✓ Data on the environmental performance of the travel program
- ✓ Solicit input to vendors regarding products and services
- ✓ Conduct vendor negotiations for private rates/fares when applicable
- ✓ Proactively identify opportunities for continuous improvement and innovation
- ✓ Deep and detailed reporting



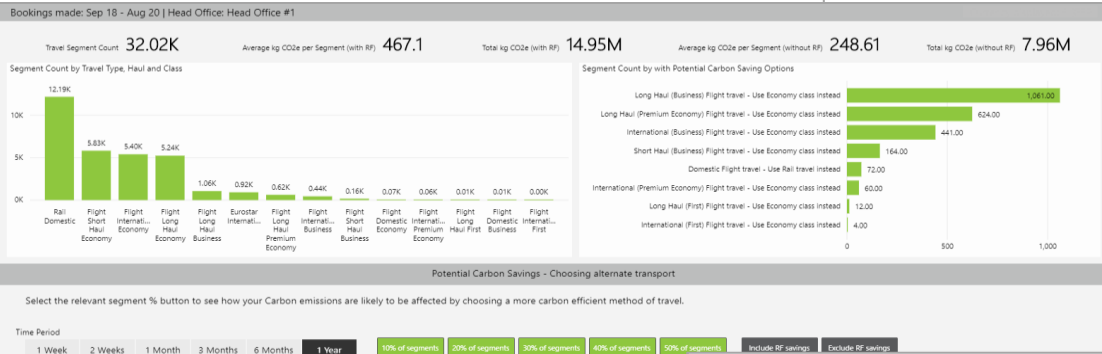
# Reporting

## KT Insights: powerful travel intelligence

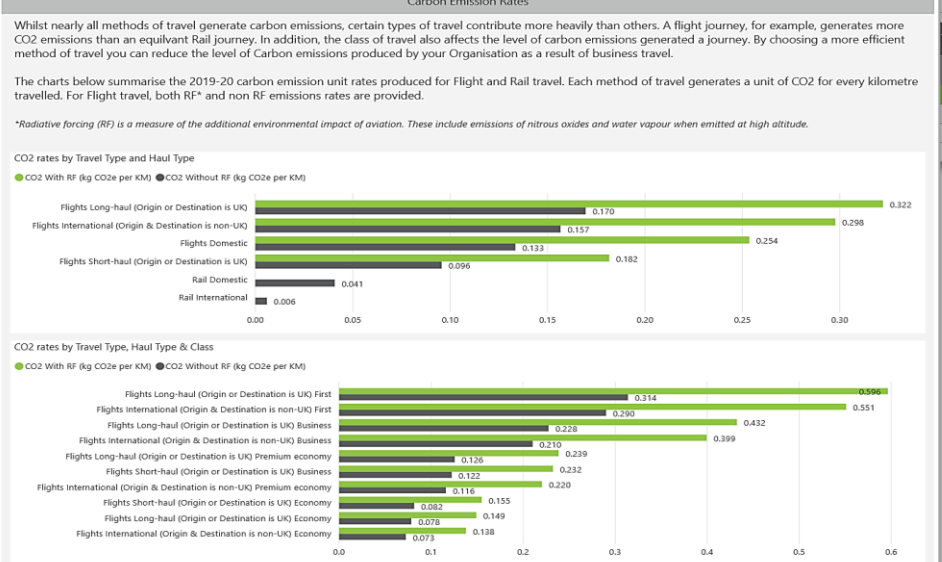
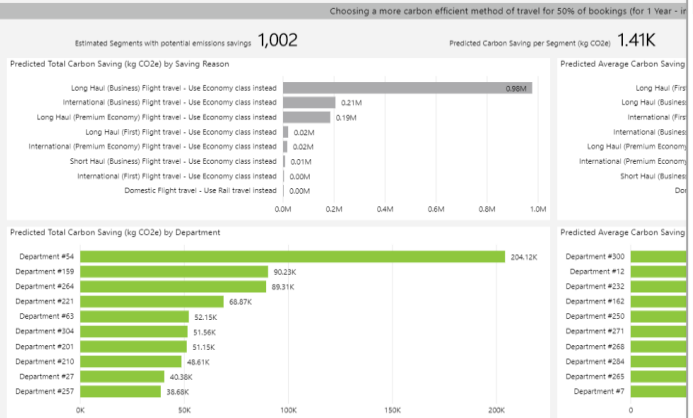


01/09/19 - 31/12/19 | 20-21 rates used

SCOPE 3 REPORT



		Total KMs	With RF kg CO2e per Unit	Without RF kg CO2e per Unit	Total With RF kg CO2e	Total Without RF kg CO2e
passenger	passenger.km	82,856	0.24430	0.12920	20,242	10,705
passenger	passenger.km	4,542	0.24430	0.12920	1,110	587
passenger	passenger.km	78,314	0.24430	0.12920	19,132	10,118
passenger	passenger.km	9,239,364	0.18181	0.09612	1,679,809	888,088
passenger	passenger.km	229,134	0.40379	0.21348	92,522	48,916
passenger	passenger.km	8,941,156	0.13925	0.07362	1,245,011	658,203
passenger	passenger.km	69,074	0.22278	0.11778	15,388	8,136
passenger	passenger.km	8,022,908	0.19085	0.10090	1,531,172	809,511
passenger	passenger.km	300,214	0.42385	0.22408	127,246	67,272
passenger	passenger.km	7,152,528	0.14615	0.07727	1,045,342	552,676
passenger	passenger.km	15,843	0.58462	0.30908	9,262	4,897
passenger	passenger.km	554,322	0.23385	0.12363	129,628	68,531
passenger	passenger.km	1,879,958	0.15553	0.08223	292,390	154,589
passenger	passenger.km	27,428	0.22947	0.12132	6,294	3,328
					283,400	149,833



Total With RF kg CO2e	Total Without RF kg CO2e
0	57,442
0	57,442



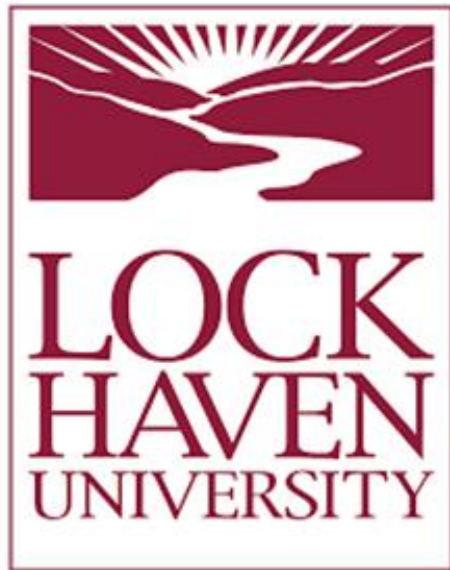
# Ease of Key Travel

- Although undergoing a complete restructure in 2022, Key Travel has grown and changed for the better.
- With this new growth, we have made Key Travel even more accessible and easier to use than ever before via our OBT or Omni Channel.
- The Omni Channel represents all of the different ways that Key can be contacted whether it be by email, phone, SMS, WhatsApp, or Chat.
- No matter where your travelers are in the world, they will be able to contact Key Travel 24/7.





# Key Travel + PASSHE



**PennWest**  
UNIVERSITY



**thank you**

**dogoodbetter**

