



KT Online User guide

How to change and cancel a trip
online





 **FLIGHTS SEARCH**

 Round trip One way Multiple stops

From 

To 

Depart date  Depart time 

Return date  Return time 

Travellers  

[More search options](#) 

FIND FLIGHTS

Previous searches

London (LON), GB ↔ Belfast (BFS), GB 16 Nov - 21 Nov (1 seat)	
London (LON), GB ↔ Belfast (BHD), GB 11 Nov - 13 Nov (1 seat)	
London (LON), GB ↔ Belfast (BFS), GB 11 Nov - 13 Nov (1 seat)	

[See more searches](#)



- This is your home page
- Go to your trips folder to change or cancel an existing trip





TRIPS



Search by: Trip ID Traveller Location: city, hotel...

Filter by: Trip Status Date range From To Include past trips

Trip Status	Trip ID	Travellers	Travel date	Itinerary	Products	Current stage	Trip cost
Confirmed	198663	1. Frances Halliwell	07/06/2017	Birmingham → Dubai → Birmingham		Approved	£424.78
Held	198659	1. Frances Halliwell	06/11/2017	Birmingham → Beijing → Birmingham		Approved	£391.53

26 days left

- 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 on the relevant trip number/line item





Requesting a change



Processing a change – Flights and hotels

KEY TRAVEL Prof. Key Booker Online Help

TRIP TO DUBAI | ID:198663 **Confirmed - Approved**
All prices are subject to price fluctuations until ticket issue

View Costs verify history share print re-send confirmation request change cancel trip

1. Mrs Frances Halliwell Traveller information: Complete

Birmingham → Dubai → Birmingham 1 seat Wed, 7 Jun - Wed, 14 Jun

	Wed, 7 Jun	BHX → DXB	7h 15m	1839.3kg CO ₂ e	3,484 mi
Depart:	Wed, 14:20	Birmingham International Airport (BHX) GB,		Emirates - EK40	
Arrive:	Thu, 00:35	Dubai Airport (DXB) AE, 3		(Economy)	
	Wed, 14 Jun	DXB → BHX	7h 45m	1839.3kg CO ₂ e	3,484 mi
Depart:	Wed, 07:35	Dubai Airport (DXB) AE, 3		Emirates - EK39	
Arrive:	Wed, 12:20	Birmingham International Airport (BHX) GB,		(Economy)	
Confirmed		Rules	Academic Fare		£424.78

- 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





Rules and Conditions – Flights and hotels

KEY TRAVEL

RULES

Penalties

CHANGES
ANY TIME
CHANGES NOT PERMITTED.

NOTE -
CHANGE RESTRICTIONS MAY BE WAIVED FOR
DEATH/ILLNESS OF PASSENGER / TRAVELLING
OR IMMEDIATE FAMILY AS EVIDENCED BY A DE.
MEDICAL CERTIFICATE.

CANCELLATIONS
ANY TIME
TICKET IS NON-REFUNDABLE.

NOTE -

Travelodge London Richmond Central Fri, 20 Mar - Sun, 22 Mar

London ★★★★★

Check-in: Fri, 20 Mar
Check-out: Sun, 22 Mar

Paradise Road, Richmond

Cancel up until noon on the date of arrival

Cancelled Budget* Conditions KT Negotiated Rate

- Here is an example of the flight rules
- The hotel conditions are shown when hovering over the 'conditions' link





Requesting a change – Flights

KEY TRAVEL Prof. Key Booker Online Help

TRIP TO DUBAI | ID:198663 **Confirmed - Approved**
All prices are subject to price fluctuations until ticket issue

[View Costs](#) [verify history](#) [share](#) [print](#) [re-send confirmation](#) [request change](#) [cancel trip](#)

Once a change request is submitted the booking can no longer be managed online and must be completed offline by a Key Travel agent

Select product/s change/s apply to:

07 Jun - 14 Jun, Emirates to Birmingham - Dubai - Birmingham

Please describe change/s:

Please advise how much it would cost to change the outbound date to the 6th June.

Are the payment codes still valid if the cost changes? [View codes](#)

Yes No

[SEND](#) [CANCEL](#)

- 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





Processing a change – UK Rail

TRIP TO LONDON
EUSTON | ID:1353187

Confirmed
All prices are subject to price fluctuations until ticket issue

[View Costs](#) | [share](#) | [print](#) | [re-send confirmation](#) | [add to calendar](#) | [request change](#) | [cancel trip](#)

1. Mrs Frances Halliwell | Traveller information: ✔ Complete | [✉](#) | [✎](#)

Birmingham New Street → London Euston → Birmingham
New Street | Trainline Reference: 2552480780 | Wed, 18 Mar - Wed, 18 Mar | [✎ amend journey](#)

	Wed, 18 Mar	BHM → EUS	1h 25m	8.6kg CO ₂ e	161 mi
Depart:	Wed, 07:50	Birmingham New Street (BHM) ,		Avanti West Coast	
Arrive:	Wed, 09:15	London Euston (EUS) ,		(Standard) Anytime Single	
Conditions ALL DAY TRAVELCARD LONDON ZONES 1-4 Peak					
	Wed, 18 Mar	EUS → BHM	1h 27m	8.6kg CO ₂ e	161 mi
Depart:	Wed, 21:03	London Euston (EUS) ,		Avanti West Coast	
Arrive:	Wed, 22:30	Birmingham New Street (BHM) ,		(Standard) Advance Single	
Conditions					

Confirmed ✕ | £120.50

- The ability to amend a ticket online will be dependent on the ticket type booked
- Some tickets will not be eligible for changes





Processing a change – UK Rail cont...

Non-changeable
ticket example

The screenshot displays a UK Rail ticket for Mrs Frances Halliwell. The ticket is for a journey from Leuchars to Edinburgh (Waverley) on Monday, 23 March. The ticket is confirmed for £28.70. The interface includes options to view costs, share, print, re-send confirmation, add to calendar, request change, and cancel trip. A tooltip indicates that the journey has no items eligible for amendment.

Traveller information: ✓ Complete	
1. Mrs Frances Halliwell	
Traveller information: ✓ Complete	
Leuchars → Edinburgh (Waverley) Trainline Reference: 2552753346	
Mon, 23 Mar	
This journey has no items eligible for amendment	
amend journey	
Mon, 23 Mar	LEU → EDB
1h 13m	2.7kg CO ₂ e
50 mi	
Depart: Mon, 11:41	Leuchars (LEU) ,
Arrive: Mon, 12:54	Edinburgh (Waverley) (EDB) ,
Scotrail	
(Standard) Anytime Return	
Conditions	
Confirmed ⊗	£28.70

- 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.





Processing a change – UK Rail cont...

Changeable
ticket example

SELECT TICKETS TO AMEND ✕

<input type="radio"/>	Outward – Standard Anytime Single Birmingham New Street – London Euston	Conditions Wed, 18 Mar	seat(s)	£92.00
<input checked="" type="radio"/>	Return – Standard Advance Single London Euston – Birmingham New Street	Conditions Wed, 18 Mar	seat(s)	£15.00

Have you collected the tickets for the journey you are about to change?
 Yes No

 Changes to Advance tickets are restricted to date and time only. The original ticket will be cancelled and a refund request sent to Trainline (Refund value is ticket cost less the applicable refund fees)

- For those tickets which can be amended, complete the section as shown
- Click 'Continue'
- Follow the steps to proceed with the change





Canceling a booking



Cancelling a booking – Flights & Hotels

KEY TRAVEL Prof. Key Booker Online Help

TRIP TO DUBAI | ID:198663 **Confirmed - Approved**
All prices are subject to price fluctuations until ticket issue

View Costs verify history share print re-send confirmation request change **cancel trip**

1. Mrs Frances Halliwell Traveller information: Complete

Birmingham → Dubai → Birmingham 1 seat Wed, 7 Jun - Wed, 14 Jun

	Wed, 7 Jun	BHX → DXB	7h 15m	1839.3kg CO ₂ e	3,484 mi
Depart:	Wed, 14:20	Birmingham International Airport (BHX) GB,		Emirates - EK40	
Arrive:	Thu, 00:35	Dubai Airport (DXB) AE, 3		(Economy)	
	Wed, 14 Jun	DXB → BHX	7h 45m	1839.3kg CO ₂ e	3,484 mi
Depart:	Wed, 07:35	Dubai Airport (DXB) AE, 3		Emirates - EK39	
Arrive:	Wed, 12:20	Birmingham International Airport (BHX) GB,		(Economy)	
Confirmed		Rules	Academic Fare		£424.78

- We recommend to check the rules and or conditions before cancelling a trip
- To proceed, click 'Cancel trip'
- To cancel one part of the trip, click the 'x' next to the relevant product





Cancelling a booking – Flights & Hotels cont...

TRIP TO LONDON | ID:1354254 **Confirmed**

All prices are subject to price fluctuations until ticket issue

[View Costs](#) [share](#) [print](#) [re-send confirmation](#) [add to calendar](#) [request change](#) [cancel trip](#)

Please check the conditions for the item/s you wish to cancel as costs may be incurred, are you sure you wish to continue?

[CONTINUE](#) [CANCEL](#)

- A message will indicate if costs will be incurred for cancellations
- Click 'continue' to proceed with the cancellation





Cancelling a booking – UK Rail

TRIP TO EDINBURGH (WAVERLEY) | ID:1354244 **Confirmed**
All prices are subject to price fluctuations until ticket issue

[View Costs](#) [share](#) [print](#) [re-send confirmation](#) [add to calendar](#) [request change](#) [cancel trip](#)

1. Mrs Frances Halliwell Traveller information: ✔ Complete [✉](#) [✎](#)

Leuchars → Edinburgh (Waverley) Mon, 23 Mar [✎ amend journey](#)
Trainline Reference: 2552753346

	Mon, 23 Mar	LEU → EDB	1h 13m	2.7kg CO ₂ e	50 mi
Depart:	Mon, 11:41	Leuchars (LEU) ,		Scotrail	
Arrive:	Mon, 12:54	Edinburgh (Waverley) (EDB) ,		(Standard) Anytime Return	

[Conditions](#)

Confirmed ⊗ **£28.70**

- 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'





Cancelling a booking – UK Rail cont...

TRIP TO EDINBURGH (WAVERLEY) | ID:1354244 **Confirmed**
All prices are subject to price fluctuations until ticket issue

[View Costs](#) [share](#) [print](#) [re-send confirmation](#) [add to calendar](#) [request change](#) [cancel trip](#)

Please check the conditions for the item/s you wish to cancel as costs may be incurred, are you sure you wish to continue?
Please specify ticket collection information for each train item in the trip

CONTINUE **CANCEL**

Leuchars → Edinburgh (Waverley) Mon, 23 Mar [amend journey](#)
Trainline Reference: 2552753346

Mon, 23 Mar	LEU → EDB	1h 13m	2.7kg CO ₂ e	50 mi
Depart: Mon, 11:41	Leuchars (LEU) ,		Scotrail	
Arrive: Mon, 12:54	Edinburgh (Waverley) (EDB) ,		(Standard) Anytime Return	
Conditions				
Confirmed ✕				£28.70

Have you collected the tickets for the journey you are about to change?
 Yes No

- 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





THANK YOU

**If you require further training please refer to
the KT Online guides located in the online KT
Academy**