



Edinburgh Contact Details

Your dedicated reservations team is located in Edinburgh and they can be contacted on:

T - 0161 819 8849

E – strathclyde@keytravel.com

The team are managed by:

Dean Masterton – Team Manager
dmasterton@keytravel.com

Rebecca Smith – Assistant Team Manager
rsmith@keytravel.com

Both Dean and Rebecca are there for you if you have any operational/service issues

Strategic Partnership Manager

Mike McDonald
07801 663816
mmcdonald@keytravel.com

Agents:

Sandra Milliken
Lawrie King
Chris Brough
Maureen Meade
Lacey McLachlan (due back in November 2017 after maternity leave)
Boglarka Fekete
Caroline Massie
Alistair Gaeta
Clare Monro

You could speak to any of the agents above if calling the Edinburgh office or receive a response to your email through strathclyde@keytravel.com Please remember that in busier times the overflow system might mean you speak to someone in one of our other offices.

Groups – Gordon Mapleson

Groups are classed as 10 or above. If you have an initial enquiry please email groups@keytravel.com

Accounts – Lynne Muir

Lynne is the credit controller in Scotland and will help with any initial enquiries you might have

Please also remember that every member of staff has access to the 24 hour emergency number:

24 Hour Emergency Contact Number

+44 (0)20 7843 9602

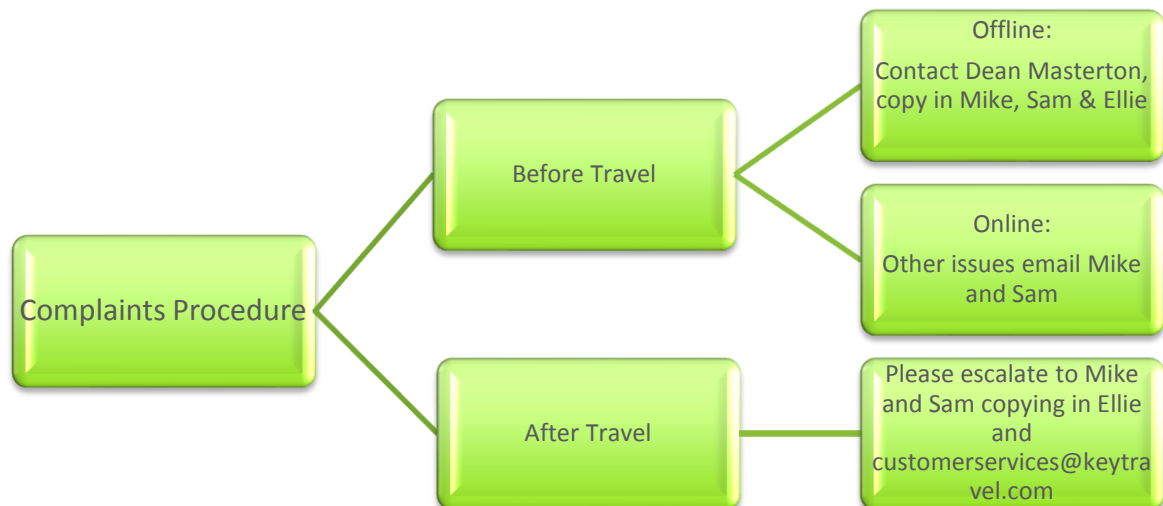
Visas & Passports	020 7843 9678	visa@keytravel.com
European Rail/International Rail, Eurotunnel and Ferries	0161 819 8940	rail@keytravel.com
Online Technical Support	0844 335 0260	online@keytravel.com
Group Bookings	0161 819 8935	groups@keytravel.com
Finance Department	0161 819 8945	finance@keytravel.com
First & Business Class - Platinum Team	0845 268 0255	platinum@keytravel.com

How to get set up as a booker with Key:

To be added into the system as a booker please contact bookers@keytravel.com with full name, email address, department and contact telephone number. This will give you access to the online tool as well as the ability to book through the Opal team.

Complaint Escalation Process:

For any problems or complaints please see below process with Key Travel



In all cases, should the booker/academic remain unsatisfied with the outcome, this will be escalated to Sam Whittle - swhittle@keytravel.com – Strategic Partnership Director and Ellie Lockwood – elockwood@keytravel.com – Head of Academic Travel