Strategic Partnership Managers:
Laura Macpherson
07702 264884
lmacpherson@keytravel.com
Mike McDonald
07801 663816
mmcdonald@keytravel.com

Opal Team Contact Details

Your dedicated reservations team is the Opal Team and they can be contacted on:

T - 0845 122 0117
E – opal@keytravel.com

The Opal team are made up of the following:

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

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
Ben Langridge

You could speak to any of the agents above if calling the Edinburgh office or receive a response to your email through opal@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 accounts receivable specialist 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