



# KEY TRAVEL

## Strategic Partnership Managers:

**Laura Macpherson**

07702 264884

[lmacpherson@keytravel.com](mailto:lmacpherson@keytravel.com)

**Mike McDonald**

07801 663816

[mmcdonald@keytravel.com](mailto: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](mailto:opal@keytravel.com)**

The Opal team are made up of the following:

**Dean Masterton – Team Manager**

[dmasterton@keytravel.com](mailto:dmasterton@keytravel.com)

**Rebecca Smith – Assistant Team Manager**

[rsmith@keytravel.com](mailto: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](mailto: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](mailto: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**

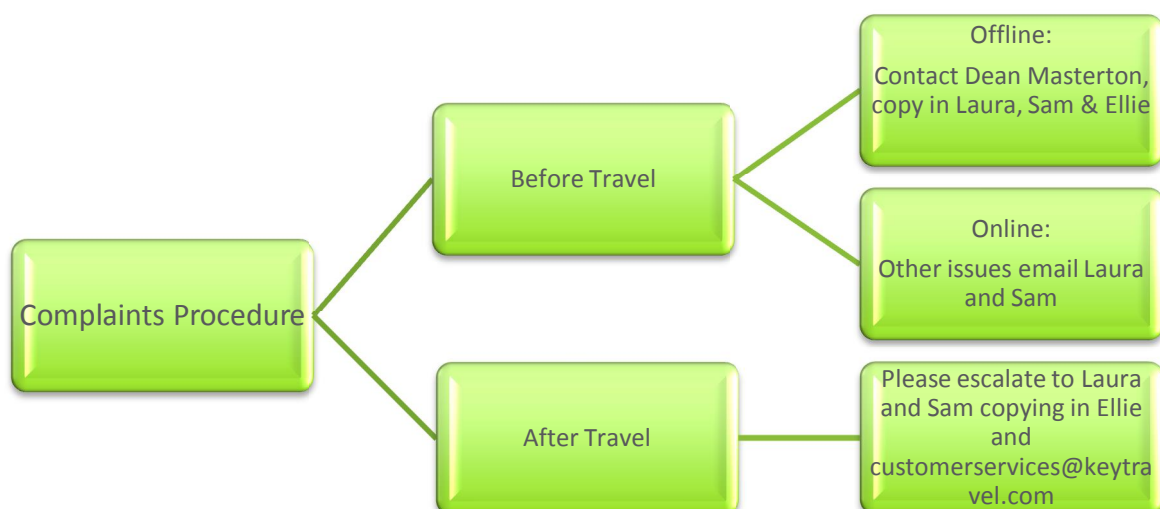
Visas & Passports	020 7843 9678	<a href="mailto:visa@keytravel.com">visa@keytravel.com</a>
European Rail/International Rail, Eurotunnel and Ferries	0161 819 8940	<a href="mailto:rail@keytravel.com">rail@keytravel.com</a>
Online Technical Support	0844 335 0260	<a href="mailto:online@keytravel.com">online@keytravel.com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

How to get set up as a booker with Key:

To be added into the system as a booker please contact [bookers@keytravel.com](mailto: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](mailto:swhittle@keytravel.com) – Strategic Partnership Director and Ellie Lockwood – [elockwood@keytravel.com](mailto:elockwood@keytravel.com) – Head of Academic Travel