



Edinburgh Napier University

Getting in touch



BOOK ONLINE

Log into KT Online at www.keytravel.com to book **flights, worldwide hotels, UK Rail, European Rail** and **Eurostar** quickly and easily.



24/7 TRAVEL SERVICE TEAM

Tel: **0161 819 6873** Email: opal@keytravel.com





Submit a quote request via [Travel Enquiry Form](#)

Your dedicated team is on hand to handle any offline booking enquiries, including specialist airfares, rail, hotels and ancillary services.

The team can be contacted **24/7 service** including for **emergency assistance – use the following number for emergencies only : 0207 843 9602.**



OTHER SERVICES

SERVICES	TELEPHONE	EMAIL
 VISAS AND PASSPORTS	T: 0207 593 6227	E: keytravel@cibtvisas.com
 GROUP TRAVEL, MEETINGS AND EVENTS OVER 9 PAX	T: 0161 819 8935	E: groups@keytravel.com
 KEY TRAVEL APP	PLAY STORE	APP STORE
 CREATE / UPDATE login details	n/a	E : bookers@keytravel.com

KEY TRAVEL 'TRAINING ACADEMY'

In the Key Travel 'Training Academy', you'll find visual 'How To Guides' and short videos as well as insight and tips on travel-related matters which are important to organisations.

All you need to do is login to our [website](#) and choose Key Travel 'Training Academy'.

If you have any questions about your online bookings, please contact our helpdesk:

T: 0844 335 0260 or E: online@keytravel.com

Versatile service solution



YOUR SERVICE, YOUR WAY

New Omni Channel Communication

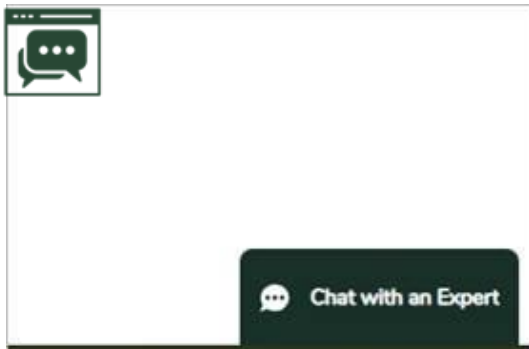
***Contact us through the Portal using Webchat / WhatsApp or SMS**

During Business Hours

****Contact us through the Webchat function via your Customer Portal***

****if you have a query on your booking or need to communicate a change, you can chat with an agent through the portal***

<https://keytravel.my.site.com/login>



24/7 Urgent assistance

****Contact us through WhatsApp or SMS when travelling for emergency support***

****When travelling, if you can't get through on phone, try WhatsApp or SMS to ask our agents for assistance***



WhatsApp

+44 207 843 9602 (available 24/7/365)



SMS

+44 7860019411 (available 24/7/365)

[Click here](#) for a guide on how to change or cancel your trip online

For step by step guides, FAQs and more, go to the [Training Academy](#)