



# KT Online User Guide

## Booking UK Rail



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2. Managing your trips
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# Booking your UK rail trip



## RAIL SEARCH

Round trip

One way

1 Adult ▾

Manage Railcards

☐ Direct Services Only

☐ Open Return

From

London (GB)

To

Edinburgh (Waverley) (GB)

Departure

16/04/2024



Leaving by ▾

10

00

Return

19/04/2024



Leaving by ▾

15

00

find trains

### Previous searches

Newport (South Wales) (GB) ↔ London Paddington (GB)

11 Mar - 12 Mar (1 seat)



Manchester (GB) ↔ London (GB)

21 Mar - 22 Mar (1 seat)



London (GB) ↔ Manchester (GB)

- Enter your journey details into the search fields and click 'Find Trains'
- Railcards should be added at this stage
- The 'previous searches' section will store up to 10 rail searches







# Select your outbound journey

AVEL



My trips

KT Business Travel ▾

London (GB) ⇌ Edinburgh (Waverley) (GB)  
Tuesday, 16 Apr 2024 — Friday, 19 Apr 2024 1 traveller(s) edit

^earlier

16 Apr 2024	Standard	1st Class
<b>10:00 - 14:22</b> 4h 22m, 0 changes	<b>from £109.40</b>	from £263.70
<b>10:16 - 16:18</b> 6h 02m, 0 changes	from £82.90	from £250.10
<b>10:30 - 15:09</b> 4h 39m, 0 changes	from £101.90	from £252.00
<b>10:45 - 15:11</b> 4h 26m, 0 changes	from £99.80	
<b>11:00 - 15:24</b> 4h 24m, 0 changes	from £105.40	from £267.50

▽later

Rail Search

Continue to next step >

By booking your ticket you accept National Rail [Conditions of Travel](#)

- The results contain all available train times with different train operating companies
- All ticket types are shown, including standard and first-class
- Click 'earlier' or 'later' to view additional journey times
- Select your journey time and travel class
- Then click 'continue to next step'



# Select your return journey and ticket type



My trips

KT Business Travel ▾

London (GB) ⇄ Edinburgh (Waverley) (GB)  
Tuesday, 16 Apr 2024 — Friday, 19 Apr 2024 1 traveller(s)

edit

Rail Search

^earlier

19 Apr 2024	Standard	1st Class
15:00 - 19:38 4h 38m, 0 changes	£146.10	£201.60
15:30 - 19:49 4h 19m, 0 changes	£146.10	£205.40
16:00 - 20:38 4h 38m, 0 changes	£139.50	£195.10
16:13 - 20:44 4h 31m, 0 changes	£109.40	
16:30 - 20:53 4h 23m, 0 changes	£146.10	£195.10
v later		

Total: £146.10

Continue  
to next step >

By booking your ticket you accept National Rail Conditions of Travel

advance single

advance single

advance single

anytime single

£146.10

£266.10

Show all tickets ▾

Outward journey:

London Kings Cross → Edinburgh (Waverley)  
0 changes

- Select your return journey time to view all available ticket types
- All ticket types including standard and first-class advance
- For more prices expand the “View all single tickets” section





# View journey details and fare conditions

4h 23m 0 changes

Fare conditions

**TICKET TYPE**  
ADVANCE

**DESCRIPTION**  
Non-refundable ticket, only valid for the date, time and trains specified.

**VALIDITY**  
You must travel on the date, time and trains specified. You may not start, break and resume, or end your journey at any intermediate station except to change to/from connecting trains as shown on the ticket(s) or other valid travel itinerary.

**BOOKING**  
Can be booked up until the day before travel, subject to availability.

**REFUNDS**  
No refunds available.

**AMENDING YOUR BOOKING**  
Yes - date/time of tickets can be changed up until time of departure (except if you have chosen to print your own tickets) subject to an administration fee of up to GBP 10.00 per ticket per person and any difference in fares. If you change to a train on which a cheaper fare is available, the difference will not be refunded. Not possible to change the origin or destination.

**DISCOUNTS**  
Railcard discounts apply.

**Code**  
BTP

**ACCESSIBILITY**  
View information about wheelchair spaces and accessibility on board your train here  
[www.nationalrail.co.uk/stations\\_destinations/formations-and-facilities.aspx](http://www.nationalrail.co.uk/stations_destinations/formations-and-facilities.aspx). Find out how to book travel assistance here  
[www.nationalrail.co.uk/stations\\_destinations/plan-assistance.aspx](http://www.nationalrail.co.uk/stations_destinations/plan-assistance.aspx).


Outward journey:


**London Kings Cross → Edinburgh (Waverley)**  
0 changes

**1 x Adult: Advance Single**  
Specified train only. No refunds.

**Route restriction:**

Only valid on booked London North Eastern Railway services and required connecting services.

 **C28791, London North Eastern Railway**

<b>10:00</b>	London Kings Cross	4h 22m
<b>14:22</b>	Edinburgh (Waverley)	 20.709kg CO <sub>2</sub> e

- Scroll down to view the journey details including times, duration and emissions
- Click on the ticket type to view the fare conditions





# Add to your basket

London (GB) ⇌ Edinburgh (Waverley) (GB)  
Tuesday, 16 Apr 2024 — Friday, 19 Apr 2024 1 traveller(s) [edit](#)

Rail Search

19 Apr 2024

	Standard	1st Class
<b>15:00 - 19:38</b> 4h 38m, 0 changes	£146.10	£201.60
<b>15:30 - 19:49</b> 4h 19m, 0 changes	£146.10	£205.40
<b>16:00 - 20:38</b> 4h 38m, 0 changes	£139.50	£195.10
<b>16:13 - 20:44</b> 4h 31m, 0 changes	£109.40	
<b>16:30 - 20:53</b> 4h 23m, 0 changes	£146.10	£195.10

Total: £139.50

[Continue to next step](#)

By booking your ticket you accept National Rail Conditions of Travel

KT Business Travel EN

Tue, 16 Apr 10:00 - 14:22 London Kings Cross → seat  
Fri, 19 Apr 16:00 - 20:38 Edinburgh (Waverley) → London Kings Cross 1 seat £139.50 ×

Total cost: £139.50

[add a hotel](#) [add a car](#) [add a flight](#) [add a train](#)

[save quote](#) [send quote](#) [book](#) [hold](#)

1 x Adult: Advance Single  
Specified train only. No refunds.

- Click 'continue to next step' to add your journey to the basket
- The rail journey can be booked alone, or as part of a multi-item basket
- Click 'book' to continue to checkout



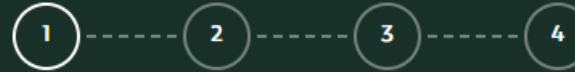




# Add Traveller information



## Traveller Information



Trip ID: 2424361

Department: KT Business Travel

Total cost: £140.63



London Kings Cross ↔ Edinburgh (waverley)



### Traveller Details

1st traveller

paul



☐ I am traveling

Paul Green  
(pgreen@keytravel.com)  
Paul Bullough  
(pbullough@keytravel.com)  
paul green  
(paul@keytravel.com)

Cancel

Total: £140.63

> Next

- Add a saved Traveller Profile by searching for name or email address
- If self-booking, click 'I am travelling' to load your own Traveller Profile
- Traveller Details can be added manually by click the '+' icon
- Click 'next' to continue



YOUR GUIDE TO KEY TRAVEL



# Ticket delivery and travel preferences



London Kings Cross - Edinburgh (Waverley)

£140.63



16 Apr 10:00 London Kings Cross ——— 16 Apr 14:22 Edinburgh (Waverley)  
19 Apr 16:00 Edinburgh (Waverley) ——— 19 Apr 20:38 London Kings Cross

Conditions

## Additional options



Select seats



Delivery method: E-ticket (+ £0.00)



### Seat allocation for London Kings Cross - Edinburgh (Waverley)

Seat preferences not selected

Seat reservation is mandatory for outward journey

Seat reservation is mandatory for return journey

Position Window

Facilities

Direction

Forward facing

Carriage Type

Near luggage rack  
Near toilet  
Table seat  
Power socket

Save

Cancel

Total: £140.63

< Back

> Next

### Delivery method

Delivery method

E-ticket (+ £0.00)

E-ticket (+ £0.00)

Collect Station (+ £0.40)

Close

Save

- Select your ticket delivery method
- Add your travel preferences
- Click 'next' to continue to your payment screen





# Completing payment information

London Kings Cross ↔ Edinburgh (waverley)

1 traveller

**Payment codes**

Cost Code\*

Cost Code 021

Reason for travel\*

RESEARCH

Project Code\*

Project 015

Do you wish to offset this travel? (€20/tonneCO2e)\*

Yes

Passport, Visa & insurance requirements in place?\*

Yes

Department\*

EW Research Services

Department\*

EW Research Services

**Payment method**

Invoice will be used to pay for all items in your trip.

Cancel

Total: £133.13

< Back

> Next

- To book a trip, complete the relevant payment information as per your company policy
- Click 'Next' to proceed and confirm the trip



# Managing your trips



# Managing your trips

✈️ 🛏️ 🚗 🚆 📧 **My trips** KT Business Travel ▾

## TRIPS

Search by: Trip ID or Trainline Reference 🔍 Traveller 🔍 Location: city, hotel... 🔍

Filter by: Trip Status All ▾ Date range From 📅 To 📅 ☐ Include past trips

<b>Trip Status</b> Quote	<b>Total</b> £140.63			<b>Trip ID</b> 2424361
<b>Travel date</b> 16/04/2024	<b>Type</b> 🚆	<b>Itinerary</b> London Kings Cross ⇄ Edinburgh (Waverley)	<b>Passengers</b> 1 Paul Bullough	
<b>trip details</b>				
<b>Trip Status</b> Quote	<b>Total</b> £117.13			<b>Trip ID</b> 2419807
<b>Travel date</b>	<b>Type</b>	<b>Itinerary</b>	<b>Passengers</b> No passengers added	

- Click on 'My Trips' to view all saved trips
- To view and amend or cancel a trip, click 'trip details'



# Changing your rail booking





# Processing a change – UK Rail

TRIP | ID:2390780 **Confirmed**

All prices are subject to price fluctuations until ticket issue

print re-send confirmation add to calendar request change cancel trip

**Changeable ticket example**

**Make Changes**

**amend journey**

**cancel**

**SELECT TICKETS TO AMEND**

<input checked="" type="radio"/> <b>Outward— StandardAdvance Single</b>	<a href="#">Conditions</a>		
London St Pancras International — Nottingham	Thu, 9 Dec	seat(s)	<b>£28.50</b>
<input type="radio"/> <b>Return— StandardAdvance Single</b>	<a href="#">Conditions</a>		
Nottingham — London St Pancras International	Thu, 9 Dec	seat(s)	<b>£33.50</b>

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)

**cancel** **continue**

Outward journey

1 x Adult: Advance  
[Ticket conditions](#)

Fri, 12 Apr

Depart: Fri, 09:21  
Arrive: Fri, 12:39

[Conditions](#)

Rail fare: £41.60  
Booking fee: £1.13

- For those tickets which can be amended, click 'amend journey'
- Select the journey(s) to be amended and click 'continue'
- Follow the search & select steps to proceed with the change





# Processing a change – UK Rail cont...

Non-changeable  
ticket example

TRIP TO LONDON KINGS  
CROSS | ID:1449422

**Confirmed**

All prices are subject to price fluctuations until ticket issue



share



print



re-send confirmation



add to calendar



request change



cancel trip

1.

Traveller information: Complete



Cambridge → London Kings Cross

Thu, 9 Dec

Trainline Reference: 2651981886



Thu, 9 Dec

CBG → KGX

0h 49m

4.1kg CO<sub>2</sub>e 76 mi

Depart: Thu, 12:14

Cambridge ( CBG ),

Great Northern

Arrive: Thu, 13:03

London Kings Cross ( KGX ),

(Standard) Anytime Day Single

[Conditions](#)

Travel also permitted from stations near Cambridge and to stations near London Kings Cross. [View stations](#)

Confirmed

£27.50

**Total £27.50**

- Click 'amend journey' to see if changes are permitted
- If changes are not permitted, a refund may be possible
- To check this, click the 'Conditions' link to check the fare conditions



# Cancelling a trip



# Cancelling a booking – UK Rail

TRIP TO LONDON EUSTON | ID:1449031

**Confirmed**

All prices are subject to price fluctuations until ticket issue

book or hold



verify



share



print



cancel trip

1. Mr Bruno Fernandes

Traveller information: Complete



Make Changes

amend journey

remove



Manchester Piccadilly → London St Pancras International →  
Derby → Nottingham → Manchester Piccadilly

Tue, 1 Mar - Fri, 4 Mar



Tue, 1 Mar

MAN → EUS

2h 10m

13.8kg CO<sub>2</sub>e 259 mi

Depart: Tue, 08:35

Manchester Piccadilly ( MAN ),

Avanti West Coast

Arrive: Tue, 10:45

London Euston ( EUS ),

(Standard) Advance Single

[Conditions](#)



ALL DAY TRAVELCARD LONDON ZONES 1-6 Peak



Fri, 4 Mar

STP → DBY

2h 41m

9.6kg CO<sub>2</sub>e 179 mi

Depart: Fri, 00:15

London St Pancras International ( STP ),

East Midlands Railway

Arrive: Fri, 02:56

Derby ( DBY ),

(Standard) Super Off-Peak Single

[Conditions](#)



Fri, 4 Mar

DBY → NOT

0h 20m

1.1kg CO<sub>2</sub>e 21 mi

Depart: Fri, 04:47

Derby ( DBY ),

East Midlands Railway

Arrive: Fri, 05:07

Nottingham ( NOT ),

(Standard) Super Off-Peak Single

[Conditions](#)

- Please check the fare conditions prior to cancelling – click ‘Conditions’
- 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 LONDON EUSTON | ID:1449031

Confirmed

All prices are subject to price fluctuations until ticket issue

book or hold

verify

share

print

cancel trip

There is no charge for cancelling this trip, are you sure you wish to continue ?

continue

cancel

1. Mr Bruno Fernandes

Traveller information: Complete

Confirmed

£35.50

Have you collected the tickets for the journey you are about to change?

☐ Yes ☐ No

- 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



# Returning your tickets

If you have collected your tickets, Trainline can't process your refund until they receive the printed tickets. Trainline recommend recorded delivery.

Print your confirmation email (or write the booking reference on a piece of paper) and attach all tickets to be refunded.

Then post the tickets back to:

**Trainline**  
**PO Box 23972**  
**Edinburgh**  
**EH3 5DA**

Once Trainline have received your tickets and processed the refund, you will receive a refund from Key Travel via the agreed method.

**Please note:** You have 28 days from expiry of the ticket to request a refund and return your tickets.

[Click here for more details](#)



# THANK YOU

We invite you to read our [Frequent Asked Questions](#) for more details.

If you require further training, please refer to the KT Online guides on Key Travel [Training Academy](#) or contact your Account Manager.