

KEY TRAVEL | GROUP BOOKINGS

OVERVIEW

Group travel is considered ten (10) or more people traveling together on the same itinerary. Key Travel can provide reservations for flights (both domestic and International), hotel, lodging, ground transportation, tours, and other related travel services for all group bookings.



BOOKING PROCESS

Follow the instructions below for booking group travel on the same itinerary.

1. The requesting UConn department will call Key Travel's dedicated group desk (See below for contact information). *Key travel will assign a dedicated agent to the group booking.*
2. The requesting UConn department will work with their assigned Key Travel group agent to obtain preliminary itinerary and rates.

NOTE: As early as eleven (11) months prior to travel, an itinerary and rates can be quoted. The airline will typically guarantee this quoted rate for two (2) weeks from the original quote date.

3. Once a decision is made and the rates are locked in, Key Travel will provide a Group Travel Contract (including the group travel form).
4. The requesting UConn department will review and sign the contract, which includes the deadlines, pricing, and airline and/or hotel terms and penalties.
5. The requesting UConn department will process a requisition and attach the unsigned Contract for Purchasing to review and finalize. If a deposit is required, please process requisition with two lines (one for the deposit amount and one for the estimated balance).

NOTES: **(1)** A deposit is typically \$100 per person, however the deposit amount can vary based on the airline. **(2)** Up to 100 days prior to departure changes can be made without forfeiting the deposit. (The administrative fee is non-refundable). **(3)** Hotels may require deposits as well.

6. Purchasing will provide the final, signed Contract to the assigned Key Travel agent, copying the requesting UConn department along with the approved purchase order.
7. The requesting UConn department will complete the Key Travel group travel form by entering the name and date of birth (for each traveler) as it appears on the passport (or official travel document being used). Key Travel will provide a confirmation of the space with the airline, hotel, or ground transportation service, etc. once the signed agreement is received from UConn.

NOTE: The requesting UConn department should forward all itineraries to plans@concur.com to receive Duty of Care coverage.

ADDITIONAL SUPPORT

For help with group bookings contact:

- Emily Newcomer, Key Travel Dedicated Group Agent enewcomer@keytravel.com .
- Allison Hestick, Travel Services Specialist travel@uconn.edu .
- Kristin Allen, Business Services Category Manager kristin.allen@uconn.edu.

NOTE: For additional reference material, refer to <https://travel.uconn.edu/>.