



# Key Travel Price Match Promise

We provide a no quibble Price Match Guarantee to all Key Travel customers on 'like for like' airfares, as part of our commitment to ensuring our clients get the best possible value from their travel spend.

Due to fluid nature of travel related pricing, there will be occasions where cheaper airfares may be identified when making a price comparison. Key Travel's Price Match Promise to all customers offers an assurance that we will source the lowest available, logical published airfare according to the traveller's requested itinerary.

The important bits....

- 1** **Contact us within 1 hour of identifying a cheaper airfare.**  
**Why?** The dynamic nature of airline pricing means prices can change at any time.
- 2** **The cheaper fare must be on an exact like for like basis, including all rules, booking classes, payment fees, etc.**  
**Why?** There may be hidden costs in the payment fees and we can only price match for the exact same itinerary.
- 3** **Ensure you have gone right through to the payment screen at the end of the booking process.**  
**Why?** The price, particularly for airfares, can change minute to minute, often this means prices can vary between the initial flight search and the price quoted at the check-out page.
- 4** **Any difference in fare relating to 'handling fees' will not form part of the price match promise.**  
**Why?** Handling fees do not form any part of the airfare, they are a pre-agreed contracted amount between Key Travel and its clients.
- 5** **The cheaper fare must be sourced from a live UK based third-party internet site or travel management company with the relevant licenses to sell these fares.**  
**Why?** Some websites do not show live availability and are not a true reflection of an airline's inventory.

*Please note: We are unable to price match in the event the departure flight originates outside of the UK, the benchmarked fare is not on a like for like basis, is not from the final payment screen or has been sourced from a non-UK registered travel provider.*

