



Humanitarian

Supporting people and teams travelling to some of the world's most vulnerable and remote locations often requires complex and frequently changing itineraries as well as a constant focus on keeping travellers safe and secure.

“Key Travel is critical to our day to day management and operations”

SAVE THE CHILDREN

Our specialist humanitarian team has the skills to expertly address the sensitivities, destination requirements and routes involved. Our team creates hundreds of tailored trips every day using exclusively negotiated humanitarian airfares and flexible ticket conditions.

Whether you have an immediate need for a large team to travel and deliver emergency relief aid or are working on a long-term development solution that improves the welfare of people around the world, we are able to fulfil your travel needs so that you can focus on your task at hand.

As your travel partner, our primary concern is to deliver great value for money and a seamless trouble-free service that ensures travel helps you achieve your objectives rather than act as a barrier to progress.

We do that through utilising our extensive knowledge and expertise in the humanitarian sector:

Providing full-service travel management

We help our clients by simplifying complex travel problems. We do this by providing exclusive access to specialised humanitarian fares, a dedicated reservation team delivering excellent service and the flexibility you need – all focused on getting your traveller or team where they need to be precisely when they need to be there.

We provide all our services with our own experienced staff (including our out-of-hours support team). This allows us to maintain complete focus on our clients reflecting their specific needs and requirements. The combined benefit of all these services would be impossible to find anywhere else in the market.



“Although we might occasionally be able to find a flight for a few pounds cheaper online, it is always worth using Key Travel, because if something goes wrong with the travel plans, I know they will do their best to help solve the problem”

SAVE THE RHINO

Delivering 24-hour emergency assistance

Humanitarian care is not always predictable. Crises and unrest do not adhere to a calendar of events. Situations change fast and surprises happen. Our 24-hour emergency assistance service is there to meet these uncertainties. Our specialists are trained to provide active crisis support and fast reaction times. When your travellers may be facing the most risk or danger, and stress levels are at their highest, our agents focus on finding and implementing the most appropriate solution.

Catering for your funding requirements

As a humanitarian organisation, you depend upon a wide variety of funding sources. Whether governmental or private, each has their own requirements for transparency, service level agreements, purchasing guidelines and travel policies. Through our award-winning booking and data technology platform we offer customised management reporting that can easily track spending to budget, cost centre and project code. You can be assured you are maximising both your financial and human resources and have the tools needed to meet the reporting requirements of your funders and donors at a project, individual or funder level.

Supporting across borders

Through our offices in the UK, USA and Europe, we deliver a high-quality service to your people wherever they're based in the world and whatever major currency they're transacting in. Today, our global reach supports clients across every continent and time zone.

Your global travel programme may require multiple policies and approvals, reflecting the needs, structure and cultures of your regional offices or affiliate organisations. It will feature global fares, local travel partners and central or decentralised travel approvals. Whatever your organisational profile, we have the experience and technology to assist you in developing your global travel programme.

Becoming a Partner

We invest our time and resource to develop a strong and successful travel programme with you; from careful planning of the initial implementation and the introduction of new humanitarian programmes to ongoing joint account plans. We can deliver tangible cost and time-savings in tickets, rates and effective administration.

We will also work closely with you through travel and carbon reporting, benchmarking data and consultative services. This will encourage more objective, data-driven decisions across the institution to maximise budgets and minimise resource.