

Western Power Online Booking Portal

User Manual

KEY RESERVATIONS

[HOME](#) [HOTELS](#) [CONFERENCE](#) [TRAVEL](#) [CONTACT](#) [MY BOOKINGS](#)



Quick Book:

Your Destination

Hotel

Arrival Date

Welcome to **Key Reservations**

Key Reservations has over 20 years experience and book in excess of 100,000 room nights annually. Our reputation has been built on integrity, excellence in customer service and delivering a quality product. Our highly skilled and dedicated friendly professionals are at your service to assist with enquiries made by telephone, email or online.

This is our private booking area for Western Power Distribution. Simply sign up using your WPD code (contact your HR representative) to benefit from our preferential WPD rates when you are booking a business trip or conference.



Welcome to the support pack for the Online Booking Portal for Western Power Distribution employees.

The site is loaded with all of your preferred hotels in your preferred locations. These hotels have contracted negotiated and discounted rates. We are also adding locations and hotels that have been used by Western Power Distribution and these will be booked on the very best rate available at the time.

This guide is designed to help answer any questions about the site that you may have.

If you have any other questions, queries or comments please contact Craig Perkins on 0141 433 4700.

Page 2	Quick Book
Page 3	Hotels Pages
Page 4	Conference Bookings
Page 5	Travel bookings
Page 6	Contacts and Updates
Page 7	My Bookings - Amendments & Cancellations
Page 8	FAQ

Once you have registered your landing page has a quick book option:

Quick Book - If you know where you are going.

The screenshot shows the 'KEY RESERVATIONS' website header with navigation links: HOME, HOTELS, CONFERENCE, TRAVEL, CONTACT, MY BOOKINGS, ADMIN, COUCH. Below the header is a large image of a building. A dropdown menu titled 'Your Destination' is open, listing the following locations: Aberdeen, Bristol, Cambridge, Cardiff, Colchester, Dudley, Dunoon, East Midlands Airport, Exeter, Gloucester, Hemel, Huddersley, Inverness, Newport, Plymouth, South Norwanton, Swansea, Telford, and Trawsfynydd. Below the dropdown are fields for 'Hotel', 'Arrival Date', 'DB & B', 'B & B', and 'Nights'. There is also a 'View Hotel' button and a 'SUBMIT' button at the bottom.

Once you click the destination box a pop up of all the locations used by Western Power will appear. Click the town you need. Then the hotels box will be filtered to the hotels in that location.

The screenshot shows the 'KEY RESERVATIONS' website with a large image of a white building. The 'Quick Book' form has 'Dudley' selected in the 'Your Destination' dropdown. The 'Hotel' dropdown is open, showing a list of hotels: Cophthorne Merry Hill, Park Inn by Radisson Birmingham West, and Village Hotel Dudley. The 'Arrival Date' and 'Nights' fields are also visible. There is a 'View Hotel' button and a 'SUBMIT' button at the bottom.

So if you pick the town Dudley, you are given three hotels to choose from, Cophthorne, Village and Park Inn. Pick your hotel and put your date of arrival in. Choose if you want your rate to include Dinner or just Bed & Breakfast. Then Pick the number of nights.

The screenshot shows the 'KEY RESERVATIONS' website with a large image of a swimming pool. The 'Quick Book' form has 'Dudley' selected in the 'Your Destination' dropdown, 'Hilton Cardiff' selected in the 'Hotel' dropdown, and '26/05/2016' entered in the 'Arrival Date' field. The 'DB & B' and 'B & B' options are visible, along with the 'Nights' field. There is a 'View Hotel' button and a 'SUBMIT' button at the bottom.

Next is the booking for you, click "yes". If not click "no".

Once you click "no" fields will be available for guest name, staff number and MU Number.

Finally type in any notes on the booking such as later arrival, room on the top floor anything you want us or the hotel to know about your booking.

Click Submit

Conference Bookings

For making conference enquiries you can use this page, simply submit the details of your event and our events team will come back to you with the options that you are looking for.

KEY RESERVATIONS

[HOME](#) [HOTELS](#) [CONFERENCE](#) [TRAVEL](#) [CONTACT](#) [MY BOOKINGS](#) [ADMIN](#) [COUCH](#)

Key Reservations **Conferences**

Your choice of a conference booking agent can make the difference to an event helping to enable your planning and implementation to run smoothly.

Your booking agency can also help create the best surrounding and facilities to ensure that your conference or function creates the right impact.

So if you are looking for full support for simply to find the best venue for your event here is the first place to start.

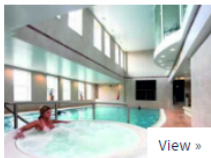
Alternatively call our events team on 0141 433 4703

<input type="text" value="Conference Date"/>	<input type="text" value="Duration (days)"/>
<input type="text" value="Number Attending"/>	<input type="text" value="Rooms Required"/>
<input type="text" value="Notes"/>	
<input type="submit" value="SUBMIT"/>	



Conference **Locations**

[Aberdeen](#) [Bristol](#) [Cambridge](#) [Cardiff](#) [Collumpton](#) [Dudley](#) [Dunoon](#) [East Midlands Airport](#) [Exeter](#) [Gloucester](#) [Hensol](#) [Hinckley](#) [Inverness](#) [Newport](#) [Plymouth](#) [Sou](#)



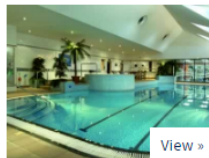
[View »](#)

BW Premier Yew Lodge
Theatre Style 330



[View »](#)

Radisson Blu East Midlands Airport
Theatre Style 400



[View »](#)

Hilton East Midlands Airport
Theatre Style 250

Travel Bookings

For making rail travel bookings you can use this page, simply submit the details of your event and our events team will come back to you with the options that you are looking for. You will also note a record of all your travel requests is shown on this screen.

KEY RESERVATIONS

[HOME](#) [HOTELS](#) [CONFERENCE](#) [TRAVEL](#) [CONTACT](#) [MY BOOKINGS](#) [ADMIN](#) [COUCH](#)

Request **Travel**

Key Reservations can provide all aspects of travel to Western Power Distribution travellers using out partner Clyde Travel.

This form has been designed for booking Rail Travel which is the primary method within Western Power Distribution, should you wish to book flights please call our travel res desk on 01463 226 007.

If your travel is within the next three days please also call our office to make your booking to ensure we can get the tickets to you on time.

If travel is more imminent we can arrange for tickets to be collected at most stations, but this carries an additional fee imposed by rail companies.



<input type="text" value="Outbound Date/Time"/>	<input type="text" value="Return Date/Time"/>
<input type="text" value="From"/>	<input type="text" value="To"/>
<input type="text" value="Via"/>	<input type="text" value="Ticket Type"/>
<input type="text" value="Additional Information"/>	
<input type="submit" value="SUBMIT"/>	

My Travel **Requests**

Show entries

Search:

From	To	Outbound	Inbound	Status	View
No data available in table					
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Showing 0 to 0 of 0 entries Previous Next

Contact Page

On this page you will be able to download all of our newsletters and any Western Power Distribution travel updates. This user guide is also available here.

KEY RESERVATIONS

[HOME](#) [HOTELS](#) [CONFERENCE](#) [TRAVEL](#) [CONTACT](#) [MY BOOKINGS](#) [ADMIN](#) [COUCH](#)

Contact Us

If you need additional assistance or would prefer to speak with one of our management team please contact them on their direct telephone line listed opposite. Alternatively, if you require to make emergency hotel bookings outwith our normal office hours of 8.30am to 5.30pm Monday to Friday, please call **0141 433 4777**.



Updates

Date: 19/05/2016
Update: User Guide
[Click to download](#)

Date: 19/05/2016
Update: Apr Newsletter
[Click to download](#)

Date: 19/05/2016
Update: Rates
[Click to download](#)

Date: 19/05/2016
Update: Jan Newsletter
[Click to download](#)

Contact Details

Key Reservations
Suite 10, Red Tree Business Suites
24 Stonelaw Road, Rutherglen
G73 3TW

Main Reservations: 0141 433 4700
Out of Hours: 0141 433 4777



Ian Nisbet

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ian@keyreservations.co.uk



Michelle Dorman

Reservations Manager
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My Bookings

This screen gives you access to all of your past Hotel and Travel bookings.

Here you see a table of all the bookings you have made.

KEY RESERVATIONS HOME HOTELS CONFERENCE TRAVEL CONTACT MY BOOKINGS ADMIN COUCH

Vital Statistics

So far at Key Reservations, we have booked **3** hotel rooms for WPD.
This has saved WPD and their staff a total of **£55**.

So far Craig Perkins, we have booked you **1** hotel rooms.
This has saved you a total of **£0**.

£55

My Hotel Bookings

Show **10** entries Search:

Hotel	Arrival	Nights	Guest	Admin	Status	View
The Test Hotel	19/09/2016	10 Nights	craig@keyreservations.co.uk	Cancelled	View this Booking	

Showing 1 to 1 of 1 entries Previous 1 Next

My Travel Requests

Show **10** entries Search:

From	To	Outbound	Inbound	Status	View
No data available in table					

Showing 0 to 0 of 0 entries Previous Next

In this screen if you click on "View this Booking" you can amend or cancel your booking.

KEY RESERVATIONS HOME HOTELS CONFERENCE TRAVEL CONTACT MY BOOKINGS

Your Booking:

Key Admin: craig@keyreservations.co.uk

Status: Confirmed

Hotel: The Test Hotel

Cost/Type: DBB: 1

Arrival: 05/05/2016

Nights: 1

Notes: test

Amend Your Booking:

Your booking will be amended when we send you your cancellation paperwork. If the amendment is for today or tomorrow call 0141 433 4700.

Amendment Notes

AMEND

Cancel Your Booking:

Your booking will be cancelled when we send you your cancellation paperwork. If the cancellation is for today or tomorrow call 0141 433 4700.

Cancellation Notes

CANCEL

Frequently Asked Questions

Why is the town I am looking for not listed on the booking portal?

The locations listed have been agreed with WPD Purchasing and are based on the towns/cities that WPD travellers visit regularly. If the location you want is not listed email your booking to mail@keyreservations.co.uk, your booking will be processed and the town will be added at the end of the month.

On an odd occasion the rate confirmed is higher than the WPD preferred rate, why is this?

When hotels have very limited availability, they are within their right to close out all agreed preferred rates. On occasions when this does occur you will be offered the very best rate available at your chosen hotel, however, we will also make you aware of an alternative hotel if rates are cheaper.

Can I make a group booking through the booking portal?

As most group bookings have special terms and conditions we would ask you to call or email our reservations office for all group bookings.

How do I know what the Best Available Rate is?

Before confirming the booking we will advise you of the best rate in the hotel that you have chosen.

Can I book an external meeting or conference through the booking portal?

As meeting, conference & event bookings are more involved and also have special terms and conditions, we would ask you to submit your enquiry and all the details will be forwarded back to you offline.

I prefer a bedroom on the top floor of a hotel. How do I request this?

Any special requests can be entered into the Notes box and we will advise the hotel accordingly.

Can I pay on departure if making a personal booking?

Yes, this is not a problem. Please put a note in your notes box at the time of booking.

What if I have more questions to ask?

Simply call our office on 0141 433 4700 and one of the Western Power res team will be more than happy to help you.