



# Parliamentary Travel Office – IPSA-funded Travel

The Parliamentary Travel Office is managed by Reed & Mackay and provides an extensive range of travel services for Members and staff of both Houses.

Members and their staff can arrange IPSA-funded travel online via either R&M/Book or R&M/Mobile (see page 4 for details). For support queries, the team can be contacted via email at [parliamentarytraveloffice@parliament.uk](mailto:parliamentarytraveloffice@parliament.uk) or via phone on (0207 219) 4232.

Please note that the online service will be available approximately two weeks post-General Election.

The Travel Office is located on the lower ground floor in the Palace of Westminster, signposted and approached by Star Chamber Court, or via the Members' Lobby.

## Travel Services

**Tickets:** Air & Rail, domestic & international

**Hotels:** UK & overseas

**Special Assistance:** help with arrangements when booked in conjunction with the above

**Delays / cancellation support** for confirmed trips

**Travel Profile Management:** no need to repeatedly provide essential information (i.e., passport information, seating requirements, airline & hotel memberships)

**In-person support:** from Monday to Friday, 09:00-17:00

**Telephone & email service:** from Monday to Friday, 08:30-18:00

**Emergency Travel Service:** full access to existing bookings, supporting travellers when the Travel Office is closed. (Please note that an additional call fee is charged to the House for this service. The Travel Office phone line automatically diverts to the Emergency Team).

## IPSA Allowances

IPSA will cover up to the following for Parliamentary travel purposes:

Rail	Standard Class Anytime fare
Air	Economy Class flexible fare
Hotels in London	£210
Hotels outside London	£150

Choose the Parliamentary Travel Office for the **faster, easier** way to book travel.



## Payment Solutions

Rail and Air bookings are automatically invoiced to IPSA by the Parliamentary Travel Office, payment is not required from the traveller.

Hotel reservations must be guaranteed to a credit card, (usually the MP's IPSA credit card) and the cost settled upon check-out. The hotel issued invoice **must** be retained for IPSA's reconciliation process. Card details are encrypted and securely stored within their Travel Profile.

## Travel Preferences

The Parliamentary Travel Office will hold Travel Profiles for MPs, these will be automatically created approximately two weeks post-General Election.

Travel Profiles for MP Staff will only be automatically created if the Primary Contact Email Address with IPSA is their Parliamentary email address.

Any preferences or memberships should be stored here, such as seating preferences, specific rail cards or accessibility requirements, along with airline and hotel membership numbers. It is useful for the Parliamentary Travel Office to have your mobile telephone number in the event of any impacts to travel plans.

Updates can be saved directly, either online via R&M/Book or within the R&M/Mobile app.

## Air Travel Documents

Once travel is confirmed, the Parliamentary Travel Office will provide an itinerary via email. This will include the airline reference which will be required for any online check-in.

## Rail Travel Documents

The Parliamentary Travel Office offer the following rail ticket options (which are not interchangeable once booked):



### E-tickets

- Available for most routes and tickets that do not include London Underground.
- PDF ticket is sent directly to the traveller via email.
- Avoid the need to queue at stations to collect paper tickets.
- Refund processing time is much faster than with a paper ticket.



### Collection from onsite ticket kiosk

- Ticket can be collected from the Evolvi Ticket Kiosk in the Palace, located in Cash Machine Corridor using the Ticket Collection Reference and PIN detailed in your booking confirmation.
- In the event of a refund, the paper ticket must be returned to the Parliamentary Travel Office within 14 days of the date on the ticket.
- Refund processing time can be up to four weeks.



### Ticket on Departure

- Ticket can be collected from any mainline railway station which is either manned or has a ticket machine using the Ticket Collection Reference detailed in your booking confirmation.
- There is an additional £1.50 Rail Delivery Group fee charged per ticket.
- In the event of a refund, the paper ticket must be returned to the Parliamentary Travel Office within 14 days of the date on the ticket.
- Refund processing time can be up to four weeks.

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**Negotiated Discounts for Parliament**

The Parliamentary Travel Office have access to negotiated fares and rates. These can only be obtained via R&M/Book, R&M/Mobile, and the Travel Office.

<b>Air</b>	British Airways
<b>Rail</b>	Avanti & LNER
<b>Hotels</b>	See below for full list of preferred properties
<a href="#">Park Plaza Riverbank</a>	<a href="#">Please find walking directions here</a>
<a href="#">Park Plaza Waterloo</a>	<a href="#">Please find walking directions here</a>
<a href="#">Park Plaza Westminster Bridge</a>	<a href="#">Please find walking directions here</a>
<a href="#">Hilton Westminster Curio</a>	<a href="#">Please find walking directions here</a>
<a href="#">The Wellington by Blue Orchid Hospitality</a>	<a href="#">Please find walking directions here</a>
<a href="#">The Rochester by Blue Orchid Hospitality</a>	<a href="#">Please find walking directions here</a>
<a href="#">Hampton by Hilton London Waterloo</a>	<a href="#">Please find walking directions here</a>
<a href="#">Hyatt Regency Albert Embankment</a>	<a href="#">Please find walking directions here</a>
<a href="#">Trafalgar St. James London, Curio by Hilton</a>	<a href="#">Please find walking directions here</a>
<a href="#">Conrad London St. James</a>	<a href="#">Please find walking directions here</a>

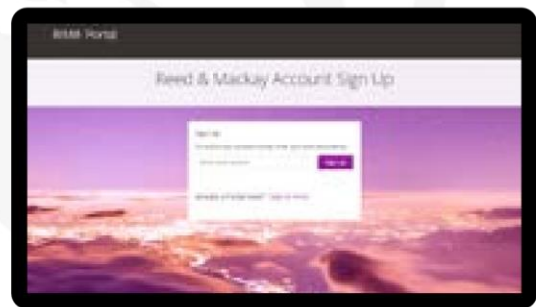


# Get started in three simple steps.

1.

## Create your online account

Register [here](#) for instant access to R&M/Book, our online booking tool, using your UK Parliament email address. If your primary contact email address with IPSA is not your Parliamentary email address, please amend with IPSA online first and allow 24 hours before creating your online account.



Scan to download  
R&M/Mobile

2.

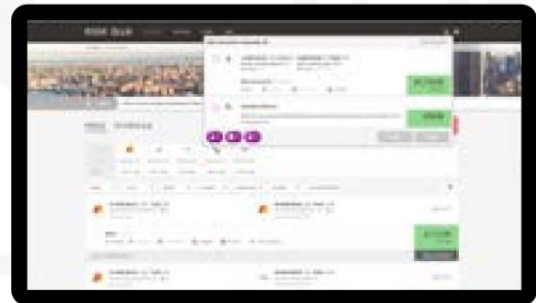
## Download the Reed & Mackay mobile app

Search 'Reed & Mackay' or 'R&M/Mobile' on the app store. Or scan the QR code on the left.

3.

## Get started!

You're all set for your next trip! Choose, reserve and manage your air, rail and hotel bookings with R&M/Book and R&M/Mobile.



GET STARTED

**N.B. The online service will only be available approximately two weeks post-General Election.**

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