



# Schedule of Fees and Terms of Trade©

We offer expert advice, guaranteed Agency security and legal protection when you entrust us with your ONLINE (Web) or OFFLINE (direct) travel Bookings.

In simple English language we have combined all ONLINE and OFFLINE Schedule of Fees and Terms of Trade into this 4 page document to save your time in searching and deciphering jargon. Fees here are levied in addition to those imposed by Airlines and other Suppliers. You must always check their fees/conditions as well. Contact Axis Travel Staff if you are unclear, before commitment.

ABBREVIATIONS: ONLINE = via our website only. OFFLINE = via our Office staff, via phone-email-fax or walk in. PP = Per Person. ONLINE Direct Travel Bookings and OFFLINE Travel bookings made with us are protected by our participation of the Travel Compensation Fund (TCF), International Air Transport Association (IATA), Australian Federation of Travel Agents (AFTA), Members of Travelscene-American Express, an authorized American Express Foreign Exchange and Cardmember Office but also via our reputation plus being a recipient of over 39 Travel and Business Awards since 1978.

ALL RATES ARE INCLUSIVE OF GST. These conditions and Fees apply to Travel Bookings & associated services made with Axis Travel Centre Pty Ltd... We are in business to survive long term delivering service excellence to our valued clients.

Our motto "When professional advice and quality service matter most" ..

- All fees, terms and conditions are levied in addition to those specified by the Airlines, Carriers and Suppliers. All fees below are Nonrefundable except if stated otherwise.
Fees are levied to cover costs to ensure delivery of services and our viability that has elevated our Agency reputation as it is today. In good faith, if at any stage Axis Travel Centre is at fault, no fees hereon will be levied. We will assume responsibility & incur all associated fees to rectify the fault in your favor. (eg. A "name change" mistake by us).

PLEASE NOTE: TRAVEL INSURANCE can usually protect most FEES noted hereon & those imposed via Airlines / Suppliers. Professionally certified Travel Consultants of AXIS TRAVEL CENTRE can issue your relevant Travel Insurance policy immediately you Deposit/make payment. "Cancellation" cover begins at the day that the Insurance Policy is purchased with the remainder of the Insurance cover commencing when you actually depart. It therefore costs you no more to have us issue your Insurance Policy in advance - to protect you under the "Cancellation" clause. To assist in possible refunds of fees, a good Insurance Policy is essential. We recommend that our staff advise and issue Travel Insurance on your behalf to ensure best protection is afforded and allowing us to communicate and seamlessly to assist you should a Claim or Emergency be invoked. If you take your own Insurance Policy, then we are not aware of what coverage's you may or may not have and we will impose a maximum SERVICE FEE of \$500 per person if we are asked to assist in any Travel services or supplying any confirmations, Invoices, Receipts or answers to any third party Insurance Company or Travel supplier on your behalf. It will then be up to you to claim those costs against your Insurance provider - as to whether they pay or not. The Insurance companies that we advise you of that we issue DO COVER Travel Agency Service fee costs and many other areas that we are aware of that many Travel insurance companies do not protect you with.

WARNING : Do NOT obtain false security via cheap or non-travel related Insurance providers who may not be travel specific or issued via un-accredited Insurance staff or unclear Web sites. Bad travel insurance can ruin your trip when traveling and afterwards.

ALL DEPOSITS PAID ARE DEDUCTED FROM YOUR FINAL BALANCE DUE, ALTHOUGH NON-REFUNDABLE. P/P

NOTE that most Airtickets in Economy class have stricter conditions, than First or Business class, hence the "up to" notation below.

- ONLINE: INTERNET AIR TICKETS: E-Tickets. (Electronic) are issued ONLINE by clients or Axis staff. Online per booking Fees of \$33 only apply to each booking, and you can have up to 7 passengers per booking. FEES are nonrefundable with airfares usually non-refundable once paid for, unless otherwise advised, with penalties involved if changes are required in any manner, unless otherwise advised. Please check individual fare rules and conditions before committing monies. Amendment fees apply to all bookings made.
OFFLINE : AGENCY REQUESTED AIR TICKETS: E-Tickets issued OFFLINE by Axis staff. Online per booking Fees of \$33 per person one-way and \$55 return fares applies to each booking, This allows our human staff to manage, control and advise you of Travel bookings easily and also merge Cars, Hotels, Tours, transfers etc that no Computer software program can seamlessly do. You have a choice. The Economy class fares are usually non-refundable once paid for, unless otherwise advised, with penalties involved if changes are required in any manner, unless otherwise advised. Please check individual fare rules and conditions before committing monies. Contact us by Phone, Email, Fax or self.

DEPOSITS: RESERVATION and/or ITINERARY PLANNING

International Travel - deductible from balance of trip cost, except if cancelled. \$220 P/P
Domestic Travel - deductible from balance of trip cost, except if cancelled \$110 P/P

These Deposits are deducted from final balance. This is your commitment to us, to proceed to deliver. Nonrefundable once paid-but deductible. Some CRUISE SHIPS and Special GROUP TOURS may require deposits of \$3,000+ P/P. We will advise you as each Operator has their own requirements. Deposits tend to secure air flights, hotels, cars, cruise cabins, tours and other component space-but not price, as only full payments confirm prices applicable at time of cleared full payment in most cases.

To # AMEND - # REISSUE - # EXCHANGE - # REVALIDATE - - @REFUND/CANCEL - ^ NAME CHANGES.:

Domestic - Either # \$ 55 pp or up to 100% loss or fare. Fees will be advised before we accept your commitment.
International : Either # \$220 pp or up to 100% . Fees will be advised before we accept your commitment.

Name changes can be denied by Airlines and Cruise Companies or may cost up to \$440 per person to do so, @ Cancellation of Tickets/Vouchers on Airfares, Cruises and Tours can be up to 100% nonrefundable.

Conditions are noted to travelers by our Staff : verbally, on written communications as well as via texting and emails.

BOOKING DOMESTIC RAIL / COACH / FERRY Tickets.

The Ticket cost for relevant Domestic or International Travel plus \$ 55 per ticket.

BOOKING HOTEL RESERVATIONS / VEHICLE HIRE RENTAL

via Computer / E-mail / Internet/Fax/Phone. Add communication costs if applicable. \$ 33 per booking.

ISSUING TRAVEL INSURANCE.

Issued by us immediately to protect you. Nonrefundable once issued. Policy price only.
If the Policy is amended or re-issued after Policy has been issued. \$ 110 per policy

OBTAINING VISAS / GOVERNMENT PAPERS:

GOVT FEE plus courier / postage costs, our verification of the correct documentation and return of your documents
Once we accept to assist you we are liable and responsible for application and security of your documents whilst in our hands..
Extra Govt fees may apply ,e.g.: "Urgent", "Rushed", "Multiple". \$ 50 P/P.

SEARCH /ARCHIVE FEES

No charges for past Itineraries, Invoices, receipts, Tickets issued within past 12 months.

Copying/delivery costs may apply:

FREE

After 12 months, computer & paper files are stored/archived off our premises. External searches @ \$5 per page plus .We will advise you of costs before Searching but a minimum charge will be \$ 50 per request



☐ **FREQUENT FLYER BOOKINGS** Called our "Redeem2Go© Department, We manage Frequent Flyer miles/ points to secure airtickets, hotels, cars and cruises. See our Website under ++"Redeem2go" for details. This complex area (esp. International Travel) that requires our expert advice & assistance, especially regarding Bonuses, special deals & rulings.

++Domestic Air: Issuing Air tickets with Land content. \$ 55 P/P

++Domestic Air: Issuing Air tickets without Land content. \$ 75 P/P

++International Air: Issuing Air tickets with Land content \$ 220 P/P

++International Air: Issuing Air tickets without Land content \$ 330 P/P

CHECKING YOUR STATUS: Booking Hotels, Cars, Tours, Vouchers, Tickets, Transfers, obtaining status, advising best options or transferring miles/ pts \$ 33 P/P

**NOTE: PCF PROFESSIONAL CONSULTATION FEE** *These are levied at only 50% for Australian –Domestic Travel.*

PCF are always pre-advised to clients and levied towards specific and/or requested Travel itineraries, research, planning, arrangements and/or intense use of Agency facilities, contacts and product knowledge beyond the norm to ensuring to match specific client needs, wants and desires. We will invest extra time, utilizing our contacts and IP to deliver the best travel options, solutions and advice to each traveler. AXIS staffs maintain rigid ongoing Professional Development courses whilst in our employ that exceed Industry standards. Our staff Intellectual Property include Travel Product knowledge, Educational visitations and inspections, Government laws, Insurance Council regulations, Computer Reservations language skills, Knowledge of Airline and Supplier rules and conditions + Health, Visa, Passport, Immigration, Customs and International currency updates.

☐ **[STAFF] PROFESSIONAL CONSULTATION FEE [ P.C.F.]™** *These are levied at only 50% for Australian –Domestic Travel.*

After agreement with clients, our professionally Certified Travel Consultant [CTC] STAFF may levy PCF(fees) in addition to Purchased Travel item costs of \$ 55 P/P or \$110 P/couple or \$220 P/Family or \$550 P/Group booking for complex Itinerary planning, extra Travel services or advice. You will always be advised of this beforehand, based on itinerary complexity.

☐ **[PRIVATE PORTFOLIO™] PROFESSIONAL CONSULTATION FEE [ P.C.F.]™** After agreement with our clients & acceptance into his exclusive "Private Portfolio"™ stable of clients, our **Chairman and Director ,Max Najar**, will levy nominal PCF (fees) to engage his long-standing professional Travel and Lifestyle services in addition to purchased Travel item costs of \$ 220 P/P or \$440 per couple or \$660 per Family or a negotiated Group Booking rate for personalized specialized attention, utilizing over 32 years experience, personal Intellectual Property advice & expertise, 24 x 7 After Hours access, Emergency contacts, complex Itinerary planning, extra Travel services and/or planning advice. *Clients within PRIVATE PORTFOLIO™ are exclusively attended to only via personal invitation by Max Najar.* Client numbers are restricted, with all forms of Domestic, International, Group, Incentive + unique "personalized" Travel attended to.

☐ **CONCIERGE SERVICES**

Theatre tickets/Restaurants// Concerts/ Opera/Events/Sporting games/Functions etc \$ 55 /Ticket-Reserve

☐ **COURIER or "EXPRESS"/"PRIORITY" POSTAGE**

Domestic Delivery within 48hrs (normal workweek). Extra costs apply if different. \$ 45 per delivery.

International Delivery within 10 days, based on 250 gm item. Extra costs apply if different.\$ 110 per delivery.

☐ **EMERGENCY TRAVEL SERVICES / AFTER HOURS** : *Outside of our South Australian Office Hours.*

**Please note that we DO NOT LEVY any Emergency/After Hours Fees if an Agency error has been made by our staff.**

**We believe in honest and fair business ethics at all times.** *Only voluntary or Axis Travel unrelated reasons will be charged.*

For any Travel mode requiring our urgent attention + other costs via Suppliers or those noted hereon.

➢ \$110 P/P per hour- engaging "Emergency and/or After Hours" services of staff excluding Max Najar.

➢ \$220 P/P per hour- engaging "Emergency and/or After Hours" services of Max Najar.

➢ **Available 24 x 7 direct to your nominated staff member.** { not a call centre, not a computer- but a human!!}

Axis Travel has won many Travel and Business Awards plus had many media publicized examples since 1978 in constructing, activating and delivering exceptional services, advice and ticketing solutions to our clients and ask that you understand that good quality travel and correct Travel Insurance play integral parts in the overall Travel arrangements you acquire. Price is absolutely forgotten when an Emergency or personal survival is at stake.

☐ **FAX COSTS/ PHONE COSTS** - outgoing only. Advised before levied. Only for excessive use beyond normal practices. Fax \$2 per page/ Calls \$3 per minute for International.

☐ **INTERNET / WEB pages** : **Internet pages.** Downloaded disc @ \$5 per Disc or E-mail plus add per page.B&W \$2/ Color \$5

☐ **LATE BOOKING FEE As advised by us.**

International Travel. Maximum costs applicable. \$ 220 P/P.

Domestic Travel. Maximum costs applicable. \$110 P/P

Usually administered for Travel booked / ticketed / delivered within 72 hours before Travel. Add any urgent communication costs.

☐ **MONEY CLEARANCES/ "BOUNCED" CHEQUES-MONIES**

To clear funds. Add any imposed financial institution / Bank fees imposed by them on us +\$ 60 per clearance.

Please also note that uncleared monies or "bounced" cheques may result in total cancellation of all Travel components and any Government Visa or admission paperwork being cancelled as well.

☐ **PHOTOCOPYING** We provide Free original copies of Itineraries & attachments. Excess costs thereafter @ \$ 2 per page

☐ **WORLDWIDE CUSTOMER CARE™ SERVICING FREE to our valued clients.** \*As detailed by our staff and

AMERICAN EXPRESS INTERNATIONAL® regulations. We extend these advantages and benefits to our valued clients worldwide.

**TERMS OF TRADE;** *All monies paid or commitments made are accepted subject to these conditions in addition to those stated by our staff, on Invoices, receipts, Confirmation letters and all coupons, receipts and Tickets issued and subject to but not restricted to supplier/carrier terms and conditions. By accepting the coupons and tickets and utilizing our services, you agree that, apart from certain rights you have under the Trade Practices Act, neither Axis Travel Centre Pty Ltd nor Travelscene/American Express© shall be liable for any loss, injury or damage to you or traveling companions or your belongings or otherwise in connection with any travel, accommodation, transportation or other services or resulting directly or indirectly from any occurrence beyond the control of the travel agency, its subsidiary or representative. Axis Travel Centre Pty Ltd acts as an Agent on behalf of Carriers, Suppliers, Tour operators and associated Travel related companies only. You should familiarize yourself with the associated Travel and Tour Operators "Terms" or "Fees" that may apply to yourself, your family or traveling companions that you represent or make payments on their behalf.*

**Travel Insurance WARNING:**

We recommend that our staff advise and issue Travel Insurance on your behalf to ensure best protection is afforded and allowing us to communicate and seamlessly to assist you should a Claim or Emergency be invoked. If you take your own Insurance Policy, then we are not aware of what coverage's you may or may not have and we will impose a maximum SERVICE FEE of \$500 per person if we are asked to assist in any Travel services or supplying any confirmations, Invoices, Receipts or answers to any third party Insurance Company or Travel supplier on your behalf. It will then be up to you to claim those costs against your Insurance provider - as to whether they pay or not. The Insurance companies that we advise you of that we issue DO afford you protection for Travel Agency Service fee costs and many other areas that we are aware of that many Travel insurance companies do not protect you with.

**Our Motto: "When professional advice and quality service matter most"**

**BOOKING CONDITIONS AND FEES apply to all Travel bookings and services offered by Airlines, Suppliers and Axis Travel Centre at all times, whether booked online or offline.**

These can be very strict and complex. Axis Travel Centre professionally accredited human staff will gladly explain these to you PRIOR to any commitment being made. We offer and are authorized by the Insurance Council of Australia to advise you of specific Travel Insurance protection - that we strongly recommend you have us explain and issue to you for any Domestic, International or Cruise travel undertaken.

It is important to note that most economy class Airfares are totally nonrefundable with no amendments allowed once paid for, unless otherwise advised. The other factor is that once any travel component is paid for (Air or land or cruise) these are totally nonrefundable whether used or not, unless otherwise advised with amendment fees (\*if allowed) applicable; hence we stress that a good Travel insurance Policy is essential, with Axis Travel having authorized staff to issue on your behalf or you may do the same and have issued ONLINE via our website. FEES apply to all travel components booked through our agency in addition to those applicable by the relevant carriers/suppliers. Axis Travel Fees and Conditions are applied in conjunction with and in addition to all other Airline and Supplier fees and conditions. Axis Travel Centre and its suppliers reserve the right to cancel, terminate, adjust or refuse any delivery of any travel component should the relevant Form Of Payment given or promised by you or your sponsor to us is cancelled, in-dispute, refused or lacking in any financial funds towards Travel booked by you or on your behalf. At all times cleared monies must be in our possession or in the possession of our entrusted suppliers before any service is given to you. All paid components should be regarded as being non-refundable-unless otherwise advised by us in writing. NO refunds made for any unused services or advice.

**Definitions;** The Facility means the AXIS TRAVEL CENTRE Pty Ltd's and/or SABRE/SAM/SABRE site or any of its sub-sites or links you means the legal entity gaining access to the Facility

AXIS TRAVEL CENTRE Pty Ltd means AXIS TRAVEL CENTRE Pty Ltd, established and registered in South Australia. ACN 007869123.

Lic:TA27. **Preamble;** All information, goods, services, etc on this facility are provided subject to your acceptance of these Terms and Conditions. By using the Facility you are deemed to have read and accepted each of these Terms and Conditions.

**General Provisions;** The laws in force in South Australia govern these Terms and Conditions. You irrevocably submit to the non-exclusive jurisdiction of the Courts of South Australia and Courts of Appeal from them and/or any relevant tribunals for determining any dispute concerning this agreement. **Accuracy of information**

AXIS TRAVEL CENTRE Pty Ltd do not endorse or recommend any particular travel service provider. AXIS TRAVEL CENTRE Pty Ltd and its third party suppliers have taken reasonable care that the content of this travel SABRE/SAM site, including all travel information and listings is correct but all information is subject to amendment at any time without notice. AXIS TRAVEL CENTRE Pty Ltd publishes such information in good faith.

**As a user of this Facility you acknowledge and accept that:**

AXIS TRAVEL CENTRE Pty Ltd has not checked and cannot check the accuracy of all information provided by travel service providers such as airlines and hotels. The hotel listings may include errors and travel service providers such as airlines, hotels, wholesalers and car suppliers are requested and encouraged to correct and update their information regularly and as needed. AXIS TRAVEL CENTRE Pty Ltd will not be responsible for errors, omissions or misleading information in travel information and listings. You should make your own evaluation of the accuracy or completeness of any information, opinion, advice or other content available through the facility.

You are solely responsible for the suitability of any travel services, which you purchase by means of the Facility. In particular, AXIS TRAVEL CENTRE Pty Ltd are not liable for any inconvenience caused or expense incurred as a result of any unsuitability or incorrectness of travel services for use in association with other travel services. AXIS TRAVEL CENTRE Pty Ltd's role in relation to your travel arrangements is limited to facilitating your booking and arranging travel documentation, payments and refunds as applicable.

**Agent's Responsibility;**

AXIS TRAVEL CENTRE Pty Ltd accepts responsibility for the performance of this role and for the negligence of its employees. However, to the maximum extent permitted by law, AXIS TRAVEL CENTRE Pty Ltd disclaims all liability for any technical errors, corruption of any data, unauthorized access to your personal data, inaccuracies in information supplied by third parties, or failure by AXIS TRAVEL CENTRE Pty Ltd to complete bookings where that failure is due to circumstances beyond their control.

AXIS TRAVEL CENTRE Pty Ltd accepts no responsibility or liability for any failure or delay on the part of any third party in providing travel services to you where your booking has been properly processed by it; nor is AXIS TRAVEL CENTRE Pty Ltd responsible for any acts or omissions of airlines or other third parties in the course of delivery of such travel services. Where AXIS TRAVEL CENTRE Pty Ltd is liable to you under these terms and conditions its liability will be limited to providing the relevant booking services again or to refunding money paid in relation to services not provided because of AXIS TRAVEL CENTRE Pty Ltd's default. Where refunds are due to you from third party suppliers of travel products or services, AXIS TRAVEL CENTRE Pty Ltd will provide reasonable assistance to you in claiming such funds from those suppliers. Under no circumstances will AXIS TRAVEL CENTRE Pty Ltd be liable for direct, indirect, consequential or incidental damages including but not limited to lost profits or savings or damages for disappointment. **We can issue suitable Travel Insurance for you. ASK.**

**Your responsibility;** In respect to our Booking Engine (SABRE-Virtually There or other Supplier) and any other E-mail request to us, by using this service, you warrant to us that you are at least eighteen years old and have sufficient funds to meet all charges for travel services you book through this SABRE/SAM site. You must read the travel-specific terms and conditions at the end of these terms and conditions and convey all information set out in those terms and conditions to any other parties covered by any booking you make. We will assume that your continuation of requests and Travel bookings indicates that all parties to respective terms, conditions, duties and responsibilities have agreed upon total agreement. You must keep secure any means of identification that we provide to you in order to access the Facility. You must not resell the service or any products or services accessed by means of the Facility, or permit any other person without your express permission and under your personal supervision, to use your user identification to access the Facility. You are responsible for all use of the Facility, and all transactions entered into by means of the Facility, using your user identification. You must not use the Facility for any activities which breach any laws, infringe any party's rights, or breach any standards, content requirements or codes promulgated by any relevant authority. You must not use the Facility in any way that interferes with other users or defames, harasses or menaces anyone.



You indemnify AXIS TRAVEL CENTRE Pty Ltd from and against all actions, claims, suits, demands, liabilities, costs or expenses arising out of or in any way connected to use of the Facility by you or any other person using your membership identification or password. You acknowledge that all right, title, interest, trademarks and copyright in the AXIS TRAVEL CENTRE Pty Ltd Software and SABRE/SAM Travel software associated manuals and documentation provided in association with the Facility are owned by AXIS TRAVEL CENTRE Pty Ltd or Travel Bytes and are protected by copyright and trademark laws, international treaty provisions and all other applicable national laws. You must not modify, copy, adapt, translate, manipulate, reverse engineer, decompile, disassemble, rent, sub-licence, assign, lease, loan, resell, distribute, network, transmit, display, perform, publish, license or create derivative works from any information or software or associated manuals and documentation accessed by means of the Facility. Where copying or transmission is expressly permitted, you must not change or delete any author attribution, trademark notice or copyright notice from any part of the software, including, but not restricted to, the following: AXIS TRAVEL CENTRE Pty Ltd ©2003 & SABRE/SAM/SABRE Travel Copyright © 2006.

You acknowledge that we may receive any/all revenue as we have negotiated from transactions entered into using the Facility.

### Travel Related Terms and Conditions

**Fares & Prices;** Airfares and prices displayed when booking online or on this site may not include taxes or airport charges and are subject to availability. The general booking form constitutes a request only and we do not guarantee fares or prices until the booking has been confirmed by one of our consultants and paid for in full. The fast E-Ticketing facility, utilizing your Card details (Charge or Credit) are usually conditional so you must be aware and accept full responsibility for Agency/Supplier/Carrier financial / Travel related penalties imposed. Please be sure of the details before you allow your finances to be debited.

Bookings made through the booking engine constitute a firm booking, and the correctness of this booking in regards to abiding by the rules of the applicable fare is your responsibility. We do not guarantee the fare quoted until the booking is confirmed by one of our consultants. Airlines and other suppliers may change their prices and conditions without notice.

Availability, fare conditions and class of travel booking code can change at any time. Routing restrictions and other special conditions may apply. Taxes, airport charges and any additional costs will be advised to you when your booking is confirmed.

**Booking Acknowledgment;** Acknowledgment of your booking request will be sent via e-mail, mail, fax or telephone call within 48 hours of your request being received. Please ensure that you check your mode of delivery regularly sent from AXIS TRAVEL CENTRE Pty Ltd. Failure to pay for tickets within this time may result in automatic cancellation of the Bookings/requests made. Payment must be received within 72 hours of booking confirmation unless otherwise agreed by us for that booking. We accept no responsibility for losses incurred due to automatic cancellation or failure of any mode of delivery. **Travel Documentation;**

Passport, Visa and Health requirements are the responsibility of all individual travelers.

An example is that you must have at least 6 months life available (before expiry) if traveling on Australian Passports before you enter each country and, if traveling on Foreign Passports, you must have valid Visa to enter and exit each country foreign to that issuing Passports origin country. This is imperative and your responsibility. Do not risk travelling with invalid or a lack of correct documentation whether you hold an Australian or Foreign passport. Advising us of exact Passport details will allow us to advise you beforehand.

As a courtesy only, AXIS TRAVEL CENTRE Pty Ltd will assist in providing you with travel related information in conjunction with your booking. While this information is provided in good faith, you should keep in mind that these regulations can and do change at any time without notice.

AXIS TRAVEL CENTRE Pty Ltd cannot be held responsible for such occurrences. The final responsibility for correct documentation lies with the individual traveller. The delivery of travel documentation is your responsibility. AXIS TRAVEL CENTRE Pty Ltd will not be held responsible for tickets lost by a third party and any charges associated with the reissue and re-sending of documentation will be at your expense.

**"Signature on File" facility;** We offer a free facility that allows us to debit your personal or company Credit/Charge card without the need to continuously place those details via WWW or E-mail or Phone or Fax or Personally to us each time you wish to secure a Travel booking.

You complete ONE FORM and place only your name or others who you may nominate to offer this facility to. We need the original form returned to us with copies of your preferred Card. This SOF facility is ongoing (usually only with Expiry date changes) hence the Card(s) utilization will continue unless you advise us of cancellation or changes to that facility. This will save us both time and motion PLUS there is no Internet security questions or re-typing long numbers and expiry details. Please contact our office to allow this facility to commence.

**Credit Cards;** Credit/charge card transactions will be accepted by telephone/fax/letter or email during normal office hours- subject to our conditions asked of you for verification. No responsibility can be accepted for any breaches of security. On some Travel components a Merchant Fee will be levied. Currently up to 2% on MasterCard or Visa card and 3% on American Express or Diners card. You need to consider this when paying, balancing the advantages of using your Card to acquire Frequent Flyer points and/or extended payment plans and their (limited) Travel Insurance protections.

AXIS TRAVEL CENTRE Pty Ltd clients who have established bonafide, secured, signature on File (S.O.F.) facilities with us will find it much easier to perform transactions as we will allocate you with a special FILE number and not require any re-inputting of your Card numbers. Please ask us today about becoming a regular "secured" Signature on File client. It is a free service.

**Liability;** We cannot accept responsibility for any travel service, rules and conditions that are incorrectly represented within this Facility. The data and services shown are provided in good faith and 'as is'. We do not warrant the accuracy, completeness, or fitness for a particular purpose of any data or services provided and to the maximum extent permitted by any law disclaimer all implied warranties in connection with such data or services. In no event shall we be liable for any injury, loss, claim, damage or any incidental or consequential damages, including but not limited to lost profits or savings, arising out of or in any way connected with the use of any display within this site. If we advise you to obtain correct Passport, Visa or Health data or any Travel documents-you will be deemed liable to obtain same and also abide by any Airline, Carrier, Supplier, Hotel or any other Travel Industry,, Government or Official request that is deemed to be necessary to facilitate your (or your companions) Travel. At all times Axis Travel will work alongside bonafide Government and industry bodies on legally required levels.

**Booking Cancellation and Amendment Charges and other fees;** Certain fees may be payable in respect of transactions entered into using the Service, as notified at the time of the relevant transaction. These fees may include cancellation fees and, where amendment is permitted, amendment fees. In some cases, Agents may charge cancellation and/or amendment fees in addition to those imposed by travel service providers amongst other fees. Before entering into a transaction, you should carefully check to see whether any cancellation or amendment or other communication service fees apply and whether any amendments are allowed at all.

**Changes to these Terms and Conditions;** AXIS TRAVEL CENTRE Pty Ltd has the authority and the right to change or modify all or any part of these terms and conditions to at any time it sees fit.

**AXIS TRAVEL CENTRE Pty Ltd: 176 Glynburn Road, Tranmere, South Australia.**

Tel: 08 83313222. Fax : 08 83642922. Email:[axis@axistravel.com.au](mailto:axis@axistravel.com.au) Web: [www.axistravel.com.au](http://www.axistravel.com.au)

**Born in 1978 : "When professional advice and quality service matter most"**