



# AXIS TRAVEL CENTRE 18 POINT CHECKLIST

*"Where professional advice and quality service matter most"*

Please use this **18 POINT CHECKLIST** to compare what we offer you.

✔ No other Travel Agency, Airline, Supplier or website offers all of these advantages and benefits.

OUR CREDENTIALS. OUR ACCREDITATIONS. YOUR SECURITY		AXIS	THEM
(1)	<b>"AUSTRALIA'S MOST Awarded Travel Agency"</b> : As quoted by media, winning over 39 National & International Travel & Business Awards since 1978. Exemplified as <i>Best Travel Agency in World Network</i> awarded by American Express Travel, <i>NTIA Award Best Travel Agency in Australia</i> , <i>Best AFTA National and State awards for Australian Travel Agency of the Year</i> and <i>Best Travel Consultant Awards</i> plus recipient Max Najar receiving prestigious International awards such as <i>The Grand Performer</i> , <i>Great Performer</i> and <i>Chairmans</i> awards from AMEX for delivery of exceptional travel assistance, travel services and management techniques.	✔	
(2)	<b>UNBIASED CHOICES</b> : We are an independently owned Agency, working on your behalf. We offer many competitive choices since 1978. We are not Airline or foreign owned.	✔	
(3)	<b>"SECURITY UMBRELLA"® protection</b> : When you book travel with us, we guarantee to protect your travel investment under our exclusive <b>"SECURITY UMBRELLA"® protection umbrella</b> . This <b>FREE</b> protection includes the <b>"BOOK SAFE"</b> Insurance and IPP (Scheduled Airline Failure) Insurance coverages that will refund most monies should an Airline, Supplier or our Agency financially default. <b>Credit or charge card payments</b> in particular are afforded full protections when travel is booked with us. <i>Don't risk your monies.</i>	✔	
(4)	<b>MEMBERS OF ITG</b> : Travel Agency membership of the Independent Travel Group, Australia's largest independent group of Travel Agents, providing <b>"BOOK SAFE"®</b> monetary protection	✔	
(5)	<b>MEMBERS OF AFTA</b> : (Australian Federation of Travel Agents): Bound by strict Code of Ethics, Grievance arbitration, Financial audits, Indemnity Insurance and Staff training.	✔	
(6)	<b>MEMBERS OF ATAS</b> : We contract <b>AFTA Travel Accreditation Scheme</b> professionals to deliver to you their skill-set that is updated regularly based upon strict criteria to ensure we meet high standards of business discipline, training, compliance with Australian Consumer Law and compliance with a strict code of conduct – ensuring your piece of mind when booking travel.	✔	
(7)	<b>CRUISECO OFFICE</b> : We are full, original members of CRUISECO, the worlds most successful and powerful Cruise purchasing consortium, delivering the BEST Cruise offers, upgrades & prices.	✔	
(8)	<b>MEMBERS OF CLIA</b> : Cruise Lines International Association accreditation allows us to experience, advise and deliver Cruises specific to each individual on a value-for-money basis.	✔	
(9)	<b>PRIORITY PORTFOLIO TRAVEL™ @</b> : Axis Travel Centre proudly services & supports VIP clients of world-renowned Travel "guru" Max Najar, utilising his expert skills, knowledge & contacts.	✔	
OUR EXCLUSIVE SERVICES + BENEFITS – FOR YOUR CONVENIENCE			
(10)	<b>FREQUENT FLYER DEPARTMENT – "REDEEM2GO"™</b> : We advise & can manage your Frequent Flyer programs. Our dedicated knowledge of major Airline/Card/Hotel/Car rental schemes allows us to advise, research, redeem, transfer, book & have all Tickets/Vouchers issued. We are among a rare breed of professional Travel Agents' who can <i>"deconfuse the confusion"</i> .	✔	
(11)	<b>48-HOUR REFUND POLICY</b> : After verification, we refund any monies due, within 48 hours of receipt as we operate a separate audited Client Account for monies paid and, unlike direct dealings with Airlines, Hoteliers & other suppliers we do not "hold onto" your monies.	✔	
(12)	<b>24 x 7 AXIS ACCESS ASSIST - EMERGENCY SERVICES</b> : We deliver 24 x 7 travel advice and services via our <b>AXIS ACCESS ASSIST</b> service to most clients. Service Fees may apply.	✔	
(13)	<b>HUMAN CONTACT. HUMAN INTEGRITY</b> : We are humans. We work from a solid bricks + mortar office not via an unknown anonymous cyberspace location. Our Government and Industry accreditations exceed Industry standards, abiding by strict International laws We use technology to support what we deliver but we are humans with integrity, trust & empathy.	✔	
(14)	<b>SECURED CLIENT CARPARK</b> : No parking meters or hassles. Drive and park at front or rear.	✔	
(15)	<b>DISABLED FACILITIES</b> : Our Office is ergonomically designed to facilitate our physically challenged clients, with flat entry areas, wide seating facilities, no elevated steps, plus we assist in booking any required Australian and International Travel.	✔	
(16)	<b>AXIS TRAVEL OFFICE INHOUSE QUALITIES</b> : We respect differing human allergies and tastes. Our Paint and Carpets were applied using Taubmans Endure NG paint and NDC carpet that has asthma and allergy friendly qualities that are antimicrobial, with low VOC + low odor & anti-static benefits. Our Coffees are freshly roasted locally using beans - not commercially available	✔	
(17)	<b>AXIS EDUCATIONAL REPORTS</b> : We invite you to read our (often emulated) unbiased, internal reports on Hotels, Airlines, Cruises, Tours & destinations – without the hype..	✔	
(18)	<b>APPOINTMENT POLICY</b> : Priority is given to Appointments. We respect each others time. Max Najar conducts business via appointments only.	✔	



AXIS TRAVEL CENTRE: Suite 8 / 311 Glen Osmond Rd, Glenunga, South Australia, 5063.

T: 08 84331111 E: [axis@axistravel.com.au](mailto:axis@axistravel.com.au) W: [www.axistravel.com.au](http://www.axistravel.com.au) F: 08 8433 1100