

## CORONAVIRUS (COVID-19) UPDATE



HERE today.  
HERE tomorrow.  
HEAR what we have to say.

### WHAT WE ARE DOING NOW AND INTO THE FUTURE:

Today, we are still busy assisting travelers stranded interstate or overseas.

Our office remains open for business with same staffing, email and phone response services, implementing minor adjusted office hours but adhering to Covid19 health and social distancing protocols, to allow in-office appointments. We are liaising daily with Airlines, Cruises, and Hotels and travel Suppliers. We welcome you to check with us about the viability of any travel booking. Our expert consultants are passionate in delivering the best travel solutions and happy to assist you through the maze and complexities we all face today such as attending to postponements, amendments, credits, refunds and new bookings.

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### AXIS MANAGEMENT COMMENT: A HISTORICAL PREDICTION EXAMPLE

*In Feb 2020 prior to the WHO COVID-19 pandemic classification, Axis management stated in a global media article that "... this is not just another virus but the catalyst for a world-wide Industrial revolution. It has already unthreaded our old social fabric and applied new sewing techniques into how we will live our lives in the future. Coronavirus has forced us to rethink our employment strategies; as business relationships are being destroyed and new ones established. Expect links within traditional manufacturing chains to be disrupted and new challenges will emerge daily about how we manage our health and technology. Sadly, we are living in a historical time that our children and grandchildren will study and reflect upon....."*

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### YOUR INVESTMENT + SECURITY + OUR CREDENTIALS + SERVICES:

Unlike many agencies and some "one-hit" travel businesses, airlines, suppliers, anonymous websites or outsourced phone numbers, we are maintaining our full accreditations with AFTA, ATAS, CLIA, CRUISECO and TIDS including our FREE and unique "[SECURITY UMBRELLA](#)" © Protection Package. for travel bookings made with us . At the time of writing we remain the only travel agent in South Australia giving free protection in case of the financial collapse of Airlines., with our free [SAFI \[Scheduled Airline Failure Insurance\]](#) protection.

Bookings made direct with Airlines or via a Supplier, as with most travel Insurers do not offer you such protections. Axis Travel Centre travel advisors accept accountability and liability in what we say and do, being also governed by our strict Travel Industry accreditations and all relevant Government and Consumer Affair standards.

It is worth considering these aspects when you invest in your travel needs.

### WE DO NOT RELY UPON CONSUMER WEBSITES OR PHONE NUMBERS:

It is now well known, but travel agents have access to a wealth of information and solutions that are not available to the public. Our travel advisors have a toolkit of private and trusted Closed User Group [CUG] booking sources, complemented with trusted industry contacts plus agent only websites.

We then use our expertise to decipher and deliver the best value, relevant, authentic and viable travel arrangements to you from the reservoir of our CUG options that include the many consumer advertised travel deals out there.

After over 42 years in travel, we do not need expensive consumer marketing, as more than 86% of our clients are derived from past clients or referred clientele. We prefer to invest money into staff training, new technology and unique FREE client protections such as [SAFI protection \(Scheduled Airline Failure Insurance\)](#) coverage that is part of our free "[SECURITY UMBRELLA](#)" © Protection Package .

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### YOUR COMPUTER SYSTEMS ARE DIFFERENT FROM OURS:

Professional travel agents rely upon a "CRS" Computer Reservation System that is password controlled via dedicated software firewalls. This "CRS" system is not available to consumers being accessible only via trained industry professionals who undergo a series of internationally accredited and recognizable courses.

We use "SABRE CRS" that uses MSDOS and not WINDOWS language keyboard strokes to access over 400 airlines, 50 rail carriers, 200,000 hotels, 300 tour operators, 40 car rental companies and over 180 cruise lines. Our staff must pass annual CRS software update courses to maintain their private CRS access.

### AXIS MANAGEMENT COMMENT: HOW SABRE CRS HELPED THE FBI and CIA:

*"...I remember that during the 2001 Sept 11 attack of New York city and the 2003 Iraqi war that the SABRE CRS and AMEX Satellite and software systems were commandeered by the US Government and their FBI and CIA departments to transfer their data worldwide as our CRS systems utilized satellites with software commands that were regarded as more secure with less chance of foreign interception than what IBM ,Windows and Apple had....."*

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### COMPARING A CONSUMER BOOKING PROCESS AGAINST OURS:

With the use of our dedicated CRS we ensure that clients get the best travel itinerary as our travel advisors compare all airlines on one-screen, complete a four-sector flight Itinerary, request seating and inflight meals, add frequent flyer numbers, add hotel bookings with or without hotel VIP floor access, add transfers or car rental, then issue E-Tickets and vouchers in less than 90 seconds. A fast typing consumer, using multiple websites, via two screens, adding the same

data as we have will lose at least 30 to 45 minutes to do the same booking assuming the systems do not time out!  
Mistakes made are worn by you-not us.

*AXIS MANAGEMENT COMMENT: A BOOKING EXAMPLE When we create a clients' travel bookings we use an integrated two-screen CRS system. On first screen assembles multiple airlines into one sequential flight booking in chronological order, checking airline interline agreements, adding transfers, hotels, cruises, tours and car rentals, checking for airport minimum transit connection allowances, international transit allowances, then applying our travel advisor constructed multiple fare quotes from hundreds of permutations. On the second screen, we mesh data from the first screen to allow us to check the International Governments health and visa advice, finally creating your personalized travel insurance quotations. Lastly the "domino effect" may occur. This means that if one-travel component changes for whatever reason, they will affect others. We would use our expertise to rebook, rearrange and reissue all affected travel elements into a logical and chronological order"*

### **WEBSITES, BLOGSITES AND TAKING RISKS:**

Minimize your exposure to risks when researching or booking travel by using a recognized bricks and mortar, credentialed travel agency or a website that is Australian based. Some websites can appear one day and disappear the next. Most blogsites cannot be verified for their authenticity or even honesty. You could simply be reading unsubstantiated and insecure data .If you ever need to legally challenge the voracity of bookings, the cost of lawyers will be substantial. Personally we like the acronym of BLOG translated as Big Load Of Gossip.

Booking travel with us reduces your risks. We abide by accreditation standards set via AFTA, ATAS, ACCC, ASIC and strict Australian Government regulations, extending the free benefits "SECURITY UMBRELLA" © Protection Package.

### **RESPECTING TIME:**

Many airlines and suppliers waste your time by placing phone calls "on-hold" or use unclear overseas-Call-Centre's or ask that you reveal your personal data. This disrespects both your time and your privacy.

"Time" is the one priceless component of life that cannot be reversed, bought, credited or traded, no matter how much money or assets you may have.

We adhere to appointment times, returning phone calls and emails quickly and provide you with direct access to your human professional advisor. ☛To see how we deliver, Click [TESTIMONIALS](#) on [www.axistravel.com.au](http://www.axistravel.com.au)

We thank our loyal clients, some who have been with us since 1978+, for the loyalty and support given to us ,as we welcome new clients, and COVID19 fades.

### **AXIS TRAVEL CENTRE PREDICTIONS BEFORE MID-2021**

1. We predict a higher monetary spend from our mature, elderly or retired travelers as they focus on making up for lost time and satisfy their bulging bucket-list to allow them to enjoy their travel desires.
2. We predict that consumers will increasingly shift their reliance and allegiance towards accredited travel agents. This reliance is born from the fact that thousands of consumers have lost money, trust and confidence in travel services ranging from airlines to cruise companies and web based operators.
3. New travel insurance policies will be written in plain English with an expansion on what is and what is not covered. Expect clarification of virus cover, higher premium costs and disclaimers to be "signed-off".
4. We expect a positive return of our loyal clients and an increase of new clients as the virus nightmare fades away. Hopefully referred clients that we recently guided into satisfactory solutions, that would not have materialized otherwise, will book their future travel with us. From late 2020 to early 2021 we expect a slow but more measured demand from leisure travelers, who will want to minimize their booking risks. Business travel will grow quickly with their focus on securing a dependable, reliable, one-stop travel service.
5. Expect that only passionate, strong, resilient, accredited travel agencies with the highest levels of credentials and qualified staff will voluntarily choose to stay open whilst others will either be forced to close or voluntarily exit .
6. Future travel agencies will reduce the size of their physical offices, employing less in-house staff but contracting home based experts, adopting new technology to deliver clients a better travel experience.
7. The travel experience will change. We predict Pre, During and Post protocol checks to be introduced. These [P.D.P CHECKS]© will be ever-changing as new travel rules and layers of security and health checks evolve, until a vaccine is adopted. Expect longer travel delays with new monetary fines to be levied against non-abiding travelers, agents, airlines and travel operators.
8. Reduced capacity allowances will be introduced for seats, cruise cabins, site entries and hotel rooms with initial higher prices reducing as time passes.
9. An "Express Scheme" might be introduced for travelers impatient with departing and arrival protocols, but at an optional cost though.

Our motto remains⇒"Where professional advice and quality service matter most"

