

AXIS TRAVEL ADL - Verbatim comments From a client, based in Adelaide, Australia.

From Raffaele T.

“ COVIT-19 – What have we learned? The COVID-19 coronavirus has caused disruption on a global scale with major problems erupting in travel, tourism and many other sectors of the world’s economy.

The pandemic will eventually come under control and life will return to normal. Before too long planes will be flying again, cruise ships will be sailing again, and people will be travelling again. So what lessons did I learn from COVIT-19 and what advice would I give to someone about to travel.

1: Use an accredited travel agent to organise your travel.

The internet has made it a breeze for anyone to book and pay for their travel online. It’s great fun playing travel agent and finding that absolute bargain, be it an airfare, accommodation, insurance, or a tour. It’s so easy. What could possibly go wrong? Well how about natural disasters, political and social unrest, airline bankruptcy, and of course COVIT-19 just to name a few. Thankfully these events are rare but if one of these things happens while you are overseas or about to travel, **then you need all the help you can get and a good travel agent is hard to beat.**

Once it was clear that the May 2020 trip would have to be cancelled, Max Najar of Axis Travel Centre and I were in constant contact with the singular aim of making sure that all of our clients would be looked after and would be out of pocket as little as possible as a result of the cancellation.

All our clients who booked their travel and insurance with Axis had little or no out of pocket costs. Those who did not book their travel and/or insurance with Axis also had their out of pocket costs kept as low as possible but they were on their own to deal with whoever they booked their travel with, and with their insurance company if they had to make a claim. At all times we made sure that everyone was kept fully informed of what was happening and what they had to do to minimise any losses.

2. Make sure you have good travel insurance

Our experience following the cancellation of the May 2020 tour during the COVIT-19 virus outbreak is very clear. **Quality travel insurance is absolutely essential.**

Cheap products including those linked with some credit cards are to be avoided and in the event of having to make a claim, you will be on your own. A low price will almost certainly mean significant claim limits and exclusions including not covering pandemics and epidemics. You should carefully read the PDS Product Disclosure Statement of the policy you intend to buy so you know exactly what it covers.

You are strongly urged to purchase your insurance at the time you pay your deposit. Some policies will not protect you if taken out after you have paid for your travel.

You are spending thousands of dollars on the holiday of a lifetime. So why risk all that money by skimping on insurance? It does not make sense and if something does go wrong, it will almost certainly be a case of false economy.

Our travel partners Axis Travel Centre offer quality policies, usually with no policy excess payable on claims. They will advise and assist you with any policy purchased through them. In the event of you having to make a claim, they will assist you with all the paperwork.

