



# SECURITY UMBRELLA<sup>(c)</sup>



MEMBER



ACCREDITED

## IPP

SCHEDULED  
AIRLINE FAILURE  
INSURANCE



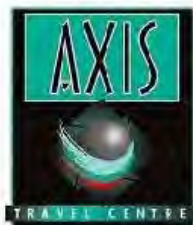
Member of the  
**Independent**  
TRAVEL GROUP

# CLIA

OFFICIAL TRAVEL AGENCY FOR THE CRUISE INDUSTRY 2019  
AUSTRALASIA

# cruiseco

The Cruise Specialists



**AXIS TRAVEL CENTRE \***

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

*\*Trading under Priority Portfolio Travel Pty Ltd*

\*Airline, supplier and Axis fees and conditions apply to all bookings made

## AXIS TRAVEL **“SECURITY UMBRELLA®”** CONDITIONS + FAQ

Axis Travel Centre clients are given **FREE** protections under our unique **SECURITY UMBRELLA®\*** protection package.

This package includes the [SAFI \[Scheduled Airline Failure Insurance\]](#) coverage that protects you in case of the financial failure of an Airline, repaying you for your paid ticket cost.\*\*Additionally, this protection package includes Client Trust Account Fidelity Insurance coverage , Professional Indemnity Insurance plus our adherence to legal standards required via our accreditations with AFTA, ATAS, CLIA, ETG and CRUISECO ,complimented with over 43 years of expertise and experience Any bookings **not made via Axis Travel Centre** but via another Agency, Airline, Hotelier, Operator, Cruise, website or any other source **are not protected** by our **SECURITY UMBRELLA®\*** protection package.

*# As at Sept 2020,NO Airline offered [SAFI protections](#) if you booked travel with them direct. We remain the only travel agent in South Australia offering the full benefits of **SECURITY UMBRELLA®\*** protection package.*

***What happens in the event of losses due to Airline insolvency? \*\****

We assist with your ticket claims on your behalf, less a small service fee\*.

***What payment method is acceptable to purchase Airline tickets?***

Any cleared funds such as cash, cheque, bank transfer or credit or charge cards. If a [SAFI protection](#) claim is made, expect refunds to be processed within a few weeks.Only the SAFI approved airlines that appear via our [www.axistravel.com.au](http://www.axistravel.com.au) website listing, updated regularly, are protected. Please check or ask us before booking, as airline \$\$ viability can change.

***What happens in the event of losses due to Supplier or Cruise collapse?***

Whilst nothing can be guaranteed, , we suggest that prior to paying any monies, you accept our advice to consider any tour company , cruise or other relevant suppliers schemes or conditions in addition to various travel insurers clauses that may assist you in case of financial defaults .

**PLEASE NOTE: Our free **SECURITY UMBRELLA®\*** protection package is not a replacement for full comprehensive Travel insurance.**

***Do I still need a comprehensive Travel Insurance policy?***

Yes. You still need a separate comprehensive travel insurance policy.

We are qualified to quote from the Insurers that we use, using our decades of claims experiences, to allow you to make an informed choice. It remains your choice to compare and decide but you must read the relevant PDS (Product Disclosure Statements). Please do not purchase inferior or cheap insurance nor rely of the purported “free” credit card policies. An Insurers ability to quickly respond and pay claims is more important than any policy cost, especially if emergencies erupt or if there is a major health scare, an evacuation or a travel supplier collapses.

***What is the best way to pay for to protect overall travel bookings? \****

Bookings made with us receive free Airline protection\* via [SAFI coverage](#) plus we can monitor the travel industry closer than you can. Using a credit/charge card for travel we book remains the best choice (*even if a Merchant fee applies!*) as this may allow you the ability to ask your card provider to “chargeback” what you paid, if they allow this.

*\*Airline, supplier and Axis conditions and fees apply to all bookings made.*