

# QUICKIE QUESTIONNAIRE



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Axis Travel Centre is the accredited travel agency operated under Priority Portfolio Travel Pty Ltd

## AXIS TRAVEL CENTRE SERVICES DURING COVID-19

Since COVID19 has disrupted our world, Axis Travel Centre advisors have utilized their expertise, experience and adapted their professional skillsets to benefit our valued clients and assist with new client referrals. We have maintained the services of our staff and our office has remained open and operational.

We know that travel is embedded within our human soul and we believe that we will adapt our lifestyles to engage with the new COVID19 protocols but with a heightened desire and need to travel again. We remain dedicated and passionate to deliver the same trusted professional advice, expertise and security that our clients come to expect from us, as we have been delivering since July 1978. **We welcome you to participate in our very short questionnaire.**

Please tick the boxes and comment where appropriate. Thank you.

If we assisted you through the complexities and travel issues affected by COVID19, please answer all Questions. If we did not, please answer Questions 5 +6 only.

1) Did you voluntarily change your travel with Axis Travel Centre or were you required to do so?  YES – Voluntarily  NO - I/We had to.  
Please comment if you wish: \_\_\_\_\_

2) Was the Axis Travel Centre advisor efficient and clear in what needs to be done?  YES  NO  
Please comment if you wish: \_\_\_\_\_

3) How did our Axis Travel advisor handle the process of cancellation, refund, amendments or credits?  Badly  Fair  Good  Excellent  
Please comment if you wish: \_\_\_\_\_

4) Were you satisfied or not with the time taken to receive your refund(s) or credits for your unused travels?  YES  NO  
Please comment if you wish: \_\_\_\_\_

5) If you wish us to remind you or send you any travel information for 2022 travel onwards, please comment below and we will respond:  
(Free format): \_\_\_\_\_

6) Lastly, would you recommend the services of Axis Travel Centre in the future?  YES  NO  
Please comment if you wish: \_\_\_\_\_

***We survive on return clientele and referrals! Please do so.***

**YOUR NAME:** \_\_\_\_\_ If you wish us to do so, your preferred contact is via :  EMAIL or  AUST POST or  PHONE

Please complete, save questionnaire + email to: [manager@axistravel.com.au](mailto:manager@axistravel.com.au) All comments are respected. ***We don't send data to any 3rd party marketer..*** Born in 1978 , the Axis Travel Centre, motto: ***"Where professional advice and quality service matter most"***™