



Axis Travel Centre – 18 POINT CHECKLIST – to compare.

NO other Travel Agency, Airline, Supplier, Cruise Company or Travel Website can provide clients with the benefits and advantages of our awards, monetary securities, accreditations and office facilities. **Compare • Invest wisely!!**

“Where professional advice and quality service matter most”

OUR CREDENTIALS+SERVICES • YOUR SECURITY+SAFETY

	AXIS	THEM	
(1) “AUSTRALIA’S MOST Awarded Travel Agency” : As quoted by media, winning over 39 National & International Travel & Business Awards since 1978. Examples are <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>Chairman’s</i> awards from AMEX for delivery of exceptional travel assistance, travel services and implementing outstanding Management techniques.	✓		
(2) UNBIASED CHOICES : We are Australian based and independently owned, employing local staff, offering competitive quality choices, to survive this long! We are not Airline or foreign owned.	✓		
(3) “SECURITY” UMBRELLA” © PROTECTION : When you book travel with us, we guarantee to protect your travel investment under our exclusive “SECURITY UMBRELLA”© PROTECTION umbrella. This FREE protection package includes SAFI (Scheduled Airline Failure) Insurance coverage that will refund client monies, should an Airline financially default. Other “SECURITY” UMBRELLA”© PROTECTION package inclusions are our adherence to the professional standards and securities via our accreditations with AFTA, ATAS, CLIA, ITG & CRUISECO , enhanced with the application of our mature IP (Intellectual Property), proudly acknowledged via the Awards we have received.	✓		
(4) MEMBERS OF ITG : We maintain membership of the Independent Travel Group, Australia’s largest independent group of Travel Agents, providing buying power, exclusive deals & industry contacts.	✓		
(5) MEMBERS OF AFTA : (Australian Federation of Travel Agents): Bound by strict Code of Ethics, Grievance arbitration, Financial audits, required indemnity Insurance and Staff training.	✓		
(6) MEMBERS OF ATAS : We contract AFTA Travel Accreditation Scheme 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) CRUISECO OFFICE : We are full members of CRUISECO, the world’s most successful and powerful Cruise purchasing consortium, delivering the BEST Cruise offers, upgrades & prices.	✓		
(8) MEMBERS OF CLIA : Cruise Lines International Association accreditation allows us to experience, advise and deliver Cruises specific to each individual on a value-for-money basis.	✓		
(9) PRIORITY PORTFOLIO TRAVEL™ © : Axis Travel proudly services & supports VIP clients of world-renowned Travel “guru” Max Najar, utilising his expert skills, experience knowledge & contacts.	✓		
OUR EXCLUSIVE SERVICES + BENEFITS – FOR YOUR CONVENIENCE			
(10) FREQUENT FLYER DEPARTMENT – “REDEEM2GO”™ : 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 “deconfuse the confusion” .	✓		
(11) 48-HOUR REFUND POLICY : 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) 24 x 7 AXIS ACCESS ASSIST - EMERGENCY SERVICES : We deliver 24 x 7 travel advice and services via our AXIS ACCESS ASSIST service to most clients. Service Fees may apply.	✓		
(13) HUMAN CONTACT. HUMAN INTEGRITY : 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) SECURED CLIENT CARPARK : No parking metres or hassles. Drive and park at front or rear...	✓		
(15) DISABLED FACILITIES : 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) AXIS TRAVEL OFFICE INHOUSE QUALITIES : 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 /odour & anti-static benefits. We serve boutique in-house coffees, locally roasted with Teas from Harrods or Marks and Spencer.	✓		
(17) AXIS EDUCATIONAL REPORTS : We invite you to read our (often emulated) unbiased, internal reports on Hotels, Airlines, Cruises, Tours & destinations – without the hype..	✓		
(18) APPOINTMENT POLICY : Priority is given to appointments with Axis Travel Centre staff. We respect each other’s time . At all times, Max Najar conducts business via appointments only.	✓		

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