



SECURITY UMBRELLA^(c)



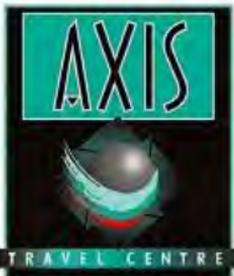
MEMBER



ACCREDITED

IPP

SCHEDULED
AIRLINE FAILURE
INSURANCE



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 ,**FREE** to clients, 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 our Professional Indemnity Insurance plus our adherence to legal standards required via our accreditations with AFTA, ATAS, CLIA, ETG and CRUISECO ,complimented with over 42 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 July 2021, 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 via cash, cheque, Bank transfer or credit or charge cards. Only **SAFI** approved airlines are protected when we issue tickets with Airline lists regularly updated via website www.axistravel.com.au . Be aware that many Airlines have financially collapsed, so we provide AXIS clients with free **SAFI** protection that others do not or will not. SAFI claims for refunds are processed within weeks, less a small service fee*.

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.** Chat with us to receive information about such Insurances.

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. Thorough reading and understanding of each Insurers PDS (Product Disclosure Statement) is critical. We suggest **not to purchase inferior or cheap insurance nor rely of the purported “free” credit card policies.** In our experience , the ability for an Insurer to quickly respond to you and pay claims is more important than a 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? *

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.

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