

**AXIS TRAVEL CENTRE \***  
311 Glen Osmond Road, Glenunga, 5064,  
South Australia. TEL: 08 84331111  
EMAIL: [axis@axistravel.com.au](mailto:axis@axistravel.com.au)  
WEB: [www.axistravel.com.au](http://www.axistravel.com.au) FAX: 08 84331100  
"Where professional advice and quality service matter most"  
\*Trading under Priority Portfolio Travel Pty Ltd

Axis Travel Centre gives our clients FREE monetary protection via our agency insurance protection schemes against monetary failures by Airlines, Suppliers and agency, governed by our professional accreditations.



Axis Travel Centre will book, if requested, specially coded COVID-SAFE flights with applicable fares to protect your investments with our unique and free SAFI (Scheduled Airline Failure Insurance) should Airline suffer financial collapse. This combined safety protection is NOT available via any other travel agent or Online booking site or Airline direct. COVID SAFE flights will allow our clients to date change on same class, airline, route for either FREE or at a minimal cost as detailed below if COVID protocols deny travel on flights originally booked due to Government, Health Department or Airline advice/warnings/changes- but not applicable to clients' voluntary changes or cancellations.

### **Important Travel conditions :**

These pages contain relevant and important details of conditions and advice. There may be items here that need expanded explanations or advice (just ask us!) but we believe what is here will allow you to make informed choices. We apologize if it is a long document, but we regard it essential to protect your investment.

Most formalities below apply to International travel, with Australian travel having fewer formalities required.

**YOUR NAME AND YOUR TRAVELLING COMPANIONS must be exactly the same as your Passports.**

If we ask this information of you and we discover that names given by you or your traveling companions are not the same (against Passports) you will need to pay for new Air tickets and any other Travel documents to be issued at costs that can amount to up to \$550 per document. These high costs are levied in part by Airlines and Cruise Companies in particular and they do this solely at their discretion plus they also reserve the right to deny such changes with new airfares. Flights/cruise new cabin numbers to be issued at your expense. They need to report changes also to Immigration, Customs, Homeland security etc. It is critical that you provide us with Passport copies or an exact name that will appear on Passports at time of Depositing with us to confirm your travel booking for any component.

### **PAYMENTS / CONDITIONS:**

- DEPOSITS PAID are all nonrefundable on any travel component, unless otherwise stated.
- All monies paid are subject to our booking conditions and those of the relevant Airlines, Suppliers and travel providers. In many cases monies paid (in full) are not refundable and entail amendment, transfer and other fees.
- Quality-not cheapest!- Travel insurance is essential to be read, understood and paid for BEFORE monies are paid to us please.
- In in doubt please confer with our Travel Advisors BEFORE committing any monies.
- Payments via a Credit or charge card that may allow you to reverse changes back to you in case of an airline or supplier collapse is also suggested.
- Cash or cheque or Bank transfers made by you-without adequate Insurance protections in place before you take payments are not protected in case of financial defaults, except for Airfares that Axis Travel Centre issues on your behalf that we protect via our already included **SAFI (Scheduled Airline Failure Insurance)** scheme which we have in place for most Airtickets we issue whether paid for via cash or card or bank transfers. *As of Oct 2019 we were the only Travel Agency in South Australia with this free Insurance protection for our clients under our "Security Umbrella" © protection*
- Other Travel insurance conditions such as Pre-existing coverages, Car excess inclusion should be considered.
- Good quality Travel Insurance or your payments via credit – charge cards can protect you in most instances. Cash payments may not. Ask us or look at [axistravel.com.au](http://axistravel.com.au) for expanded **SAFI** Airline list or conditions of booking.
- Please diarize when the final payment dates are due on components booked. Travel components are non-refundable and cannot be credited to you if services paid are unused, unless noted otherwise in writing by us. A good quality Travel Insurance policy is therefore essential. Hotel bookings guaranteed against a Credit or Charge card can levy a minimum of one night plus a NO SHOW fee if you do not avail the booking or cancel at least 3 days prior to check-in. Some Hotels have a 30 day Policy to cancel during High Seasons or Convention/Holiday periods. We will advise you or Hotel will do so with you direct. .
- We must have "cleared funds" to guarantee Airline and Supplier costs quoted to you.
- Failure to have "cleared funds" may result in increased costs payable by you and maybe new bookings to be re-established at different dates/times/data/costs. Cleared funds means cleared funds, with an internal system that we need 10 work days to clear cheques, 24 hrs for Credit and charge cards and bank transfers.
- Using Credit cards will attract an additional fee of 1.8% for MasterCard, Visa Card or 2.2 % on AMEX.
- **SOF FACILITY:** Signature On File: We have a simple, effective, and proven SOF facility that has you complete simple A4 form with preferred card details, expiry date and CSV/PIN data noted. Once securely stored by us, you can refer to this card or cards and we will issue travel against such card(s) without the need to recite card data on emails, calls or letters. Monies you agree to be debited automatically ONLY after we advise you of exact amounts due via Invoice, email or Confirmation letter (s). SOF Form must initially be accompanied with Photo ID (Drivers Licence) PLUS Passport copy.

### **AIRFARE, CRUISE AND ALL TRAVEL COMPONENT OVERRIDING CONDITIONS:**

Many travel suppliers levy high change, amendment and cancellation fees. quality travel Insurance\*\* is essential as sometimes changes need to be made that are not via your voluntary desire but essential anyway.

- **FEES:** Unless otherwise advised by us in writing, no refunds will be made for unused services or unavailed (unused) tickets issued. Amendment, reissue and cancellation fees are usually imposed by Airlines, Suppliers, Hotels, Cruise, Car rental, Travel Insurance and other services, so please accept our advice and obtain the best quality Travel Insurance to protect your important investments. Not all Travel insurances are the same!

Axis Travel Centre will book, if requested, specially coded **COVID-SAFE** flights with applicable fares to protect your investments with our unique and free **SAFI (Scheduled Airline Failure Insurance)** should Airline suffer financial collapse. **This combined safety protection is NOT available via any other travel agent or Online booking site or Airline direct.** COVID SAFE flights will allow our clients to date change on same class, airline, route for either FREE or at a minimal cost of \$55 Domestic Australia or \$220 International flights if COVID protocols deny travel on flights originally booked due to Government, Health Department or Airline advice/warnings/changes- but not applicable to clients' voluntary changes or cancellations. We will advise, manage and rebook flights for our clients.

- Only Airfares paid in full will guarantee fares listed. Once paid, no increases will be payable unless forced by the decree of Governments or Airlines direct, exemplified via possible Security surcharges that can be imposed worldwide at Government, Airport or Airline discretion. Unless otherwise noted by us in writing to you, Airtickets have these conditions attached - Some "Advance Purchase" or "Instant Purchase" AirTickets are 100% non-refundable once issued (but not traveled) with zero changes or credits allowed. We will advise you of such conditional fares. If not so specifically advised, we will impose as a default that all other Airfares are 30% non-refundable once issued but not travelled, with zero

refunds once first sector is flown, with amendment, exchange or re-issue fees applicable as per our Schedule of Fees noted in our office, via staff and via [www.axistravel.com.au](http://www.axistravel.com.au).

**All airtickets issued by Axis Travel Centre, unless advised otherwise by us, are 30% nonrefundable once booked and issued, then nonrefundable once first sector flown.**

**BEWARE that some "Earlybird" and Instant Purchase airfares are now totally non-refundable with no chances of amendments allowed. Travel insurance protection is essential!**

- **Most Low Cost carriers airtickets are non-refundable, with no amendments allowed once paid.**
- **A suitcase fee may be payable at airports if travelling on Low Cost carriers worldwide of approx. \$45 EUR or \$30 to \$60 USD per 23kilo weight suitcase. The Airlines set the rules here-not us, usually applying morose to the lower cost fares.**

Expect a minimum amendment fee of \$550 per person per sector (for date / time / route / class - but not carrier amendments) in addition to any carrier new fuel levies, taxes, government fees or fares that they impose. Most Low Cost Carrier Airlines also charge between \$30 to \$80 EUR per bag or \$35 to \$65 USD per bag per flight. We will pre-advise you and this allowance is on E Tickets. It is also worth noting that sometimes when amending, the same class of travel or fare basis may be unavailable or a fare may disallow changes, so changes may not be possible or allowed. Axis Travel staff are trained in these complex rules and regulation areas that may be governed by Airline, Airport, Government and external Internal laws and other regulatory bodies.

- As there are millions of complex Airline fares and conditions that change regularly, we must state that Cancellation fees per Airline Ticket per carrier must be assumed as being totally nonrefundable unless otherwise advised by us in writing, hence suitable Travel Insurances must be in place to protect you.

- Hotels, Tour Companies and Cruise change Fees will incur a minimum fee of \$55 Axis Travel Admin fee per change per person with some Hotels-Resorts imposing first night cancellation fees as additional forfeiture. Ask Axis Travel staff or view website for expanded conditions fees in addition to those of the Airlines/Suppliers.
- Some Business Class, Premium economy class and First class tickets can be more flexible and lenient with conditions, and we will advise you of this if it is indeed the case. No traveler name, carrier, route or class changes are allowed once tickets are issued hence exact names as per Passports required by Axis Travel Centre and each Airline. **CONDITIONS ON YOUR TRAVEL COMPONENTS, [Airfare-Cruise-Land content],**

In some cases, amendments may be made if possible, subject to Airline, Tour, Hotel, Cruise, Insurance or other travel components conditions with minimum fees of \$55 to \$330 per amendment per person applicable. Ask us before committing please. Any Balance due Dates must be diarized and adhered to by you but we recommend earlier payments to be sure of holding costs stable.

Unfortunately, fuel levies, exchange rates amongst other facts put all costs subject to variation hence we recommend full Payment of Travel components as soon as you can to guarantee rates. Failure to make cleared funds paid to us before deadline Due Dates will cancel all booked/deposited components with no refunds or rebooking of components possible in most cases. Please diarize and adhere to. Cleared funds means cleared funds, but Axis Travel Centre requires 0 work days to clear cheques, 24 hrs for Credit + charge cards and bank transfers, instant clearance for cash.:

#### **TRAVEL INSURANCE:\*\* TRAVEL INSURANCE PROTECTION AND SERVICES:**

Axis Travel Centre is authorized to provide, assist and issue travel insurances.

With our Insurance policies, as soon as we issue your policy, monies paid to us are protected as per the Policy conditions, so it costs you no more to have it paid and issued to protect you in the clause of "Cancellation conditions"

We therefore recommend you pay for Insurance as soon as you have any money at risk.

#### **IMPORTANT TRAVEL INSURANCE ADVICE**

We recommend you have us secure and advise and back you up with our internally issued Travel Insurance, to afford you our 24 x 7 staff afterhours assistance and emergency assistance, with your family contacts, as we know the Insurance conditions and contacts in case of Claim formalities and correct advice.

Changes, amendments or cancellation to any Air or land Travel will incur fees as noted on all Carrier and Supplier leaflets/brochures/websites in addition with Axis Travel conditions and fees.\*Unless otherwise noted in writing from Axis Travel Centre monies paid are non-refundable in most cases, hence Travel Insurance is strongly recommended.

We suggest that you ask Axis Travel Centre to advise and issue "quality tried and tested" Travel Insurance Policies as we are authorized to do so and can assist you with adjusting Travel plans, communicating with Travel providers and dealing with (sometimes complex) requirements issued by the Insurance claims Departments. Our efficiencies and direct contacts will assist you whilst saving you internal administration and communication fees.

Hence when we issue your Travel insurance policy- we can save you money, time and improve efficiencies.

**If you obtain external Travel Insurances we may not be able to assist you effectively with urgent claims or advice as we are unaware of the externally issued coverage (Or exclusions) conditions.** Please be advised that we will levy and require immediate pre-payment of a minimum \$220 Service Fee per person up to a maximum \$800 fee per person to provide you or your Insurance provider any requested information or activate travel assistance for you. Any communication and afterhours service fees and emergency levies incurred by us or any other supplier or carrier are additional costs and will also be payable by you, hence make sure travel insurance protects you. **Insurance.** Please read and understand the policy conditions and any excess payable to ensure protection. Insurance Policies issued by our Agency will protect most of these costs in most claims made, hence we recommend our Policies. It is your responsibility to check this out before committing as we will levy the relevant fees as will the Airlines and other suppliers no matter what.

**YOUR PERSONAL DATA DISCLOSURE:** In the event that you are traveling to a country or countries which do not require a visa for Australian passport holders, you must tell us if you have been arrested or convicted in respect of any offence or breach of law. Non-disclosure of this information may lead to your being refused entry on arrival in certain countries. In that event, we take no responsibility whatsoever. Each country has their own rules and regulations and can change at their will. We will utilize our professional contacts and expert advice to assist you but will not accept responsibility for variations of Country rules or their decision to deny entry.

**PASSPORTS AND VISA:** Totally, your responsibility to ensure valid and Visa formalities noted BUT we will always advise and assist. You must ensure your Australian passport has a validity of six months from day of last stay in the last country before you re-enter Australia after your return date to Australia and advise us if you wish us to make any necessary visa application on your behalf. We will assist you with Visa advice and accept responsibility to apply for your Visa, subject to each Government final discretion to issue or deny, but only if you give us ample time to do so. Once we accept your Passport or Travel documents to obtain Visa, we will provide forms, advise of correct documentation, track the application(s) and assume responsibility until document delivery back to you. You may opt to obtain own Visa and assume that responsibility and Visa/Passport/Application correctness of issue. We cannot advise you of such Applications if you do so independently as that is your decision to proceed in this manner. If you do not wish to disclose such information to us, then you must contact the embassy of each country of destination and make your own arrangements about entry to that country. This is totally your responsibility and may affect your Travel plans, so please do so as early as possible. Travel Insurance tends not to protect you in claims if a Government denies you a Visa, entry or deports travelers or you have had and intake of alcohol before a claim happens.

**TRAVEL SAFETY:** Due to safety precautions to protect persons and countries, as a default, unless you advise us otherwise in writing, we will disclose your Travel data and personal details relating to Travel documentation to the relevant authorities. In the event that an accident, disaster or emergency being reported to have occurred in a country where You or your traveling companions are or may be traveling, We will disclose to the Australian Government Department of Foreign Affairs and Trade details of itinerary (including without limitation, transport and accommodation arrangements) your contact details within Australia and overseas.

**HEALTH:** We recommend that you obtain your doctor's advice as we are not Doctors.

**GENERAL CONDITIONS:** As previously advised, all travel bookings are subject to the various conditions listed herein, in addition to those stated in the respective Travel/Tour Company brochures/leaflets and our attached Terms of Trade. Copy. Should you require further clarification of your chosen associated Travel operator's conditions we welcome you to contact us to obtain these, as they are numerous and vary in detail. Our Agency acts as an Agent for operators, Carriers and Accommodation locations and we emphasize that any travel undertaken anywhere in the world is at your own risk. Travel Insurance and your consideration to travel are essential. Travel bookings made by us for you are all conditional upon strict Airline, Supplier and Axis Travel booking conditions plus schedule of fees as noted on emails sent to you, confirmation letters, invoices, receipts and available 24x7 via our web site [www.axistravel.com.au](http://www.axistravel.com.au). Also, please note that all Frequent Flyer bookings made have strict Airline/Supplier/Card Company conditions applicable to all travelers in addition to those noted by us to you via our website under the **REDEEM2GO** © section plus relevant Airline/Supplier phone.email.web and printed materials.

#### **ACQUIRING YOUR FOREIGN MONIES**

**CASH PASSPORT WITH MASTERCARD :** We can automatically obtain a MASTERCARD CASH PASSPORT card that you can use at millions of ATM machines worldwide to extract foreign monies. This excellent form of instant monies will be explained and issued by our qualified staff to facilitate a seamless way to carry no money with you worldwide or within Australia, using a PIN controlled card. Valid for Adults and children.

**FOREIGN EXCHANGE FOREIGN CASH NOTES.** We will provide you with .real-time. We will advise you of the best Foreign monies in cash notes advice to take with you .These can be ordered via our staff , giving us at least 48hrs notice.

**AXIS WEB SITE:** [www.axistravel.com.au](http://www.axistravel.com.au)

**Use our unbiased website for updated advice, travel bookings, Media releases, testimonials, having Travel insurance Policies issued 24 x 7 and communicating with us.**

**Bookings made via our website are protected under our umbrella of accreditations, credentials, security and staff ability to assist you in case of need as we can research and retrieve bookings made thus.**

- Additionally our website allows you to compare Flights and Hotels and Cruises and Tours and Insurance via one screen, rather than searching via hundreds of screens. A simple one-screen comparison
- Don't risk unsecured websites, biased solo Supplier sites, risking the sending of your personal data and credit card details thru weird cyberspace. Also we have direct links for you into specific Government warning sites, updated Travel hints from our staff and regular clients, Travel Specials that are normally not advertised in mainstream

**Baggage Allowances: This is generic and may vary from Airline to Airline and also within each city/country.**

First Class:: Usually 50 -40 kg free baggage allowance per person.

Business Class: Usually 40 - 30 kg free baggage allowance per person.

Economy Class: Usually 20 -23-25-30-40kg free baggage allowance per person based on fare paid/Airline and route booked.

AXIS TRAVEL CENTRE will offer you the options and variable costs.

*For travel to and from the USA, the free baggage allowance is usually 2 pieces per person. But can vary .*

**Frequent flyer points/Miles:** Airlines and hotels and cruise Companies and even some Touring suppliers will now offer you ZERO or heavily discounted points/miles based upon the fares-costs you are willing to pay and also subject to strict conditions. Without the marketing spins, we will advise you of the options and you can make that choice. E N D



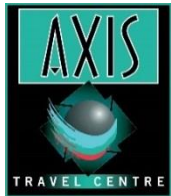









## Axis Travel Centre – 18 POINT CHECKLIST – to compare.

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) <b>“AUSTRALIA’S MOST Awarded Travel Agency”:</b> 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) <b>UNBIASED CHOICES:</b> 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) <b>“SECURITY” UMBRELLA” © PROTECTION:</b> When you book travel with us, we guarantee to protect your travel investment under our exclusive <b>“SECURITY UMBRELLA”© PROTECTION</b> umbrella. This <b>FREE</b> protection package includes <b>SAFI</b> (Scheduled Airline Failure) Insurance coverage that will refund client monies, should an Airline financially default. Other <b>“SECURITY” UMBRELLA”© PROTECTION</b> package inclusions are our adherence to the professional standards and securities via our accreditations with <b>AFTA, ATAS, CLIA, ITG &amp; CRUISECO</b> , enhanced with the application of our mature IP (Intellectual Property), proudly acknowledged via the Awards we have received.	✓		
(4) <b>MEMBERS OF ITG:</b> We maintain membership of the Independent Travel Group, Australia’s largest independent group of Travel Agents, providing buying power, exclusive deals & industry contacts.	✓		
(5) <b>MEMBERS OF AFTA:</b> (Australian Federation of Travel Agents): Bound by strict Code of Ethics, Grievance arbitration, Financial audits, required indemnity Insurance and Staff training.	✓		
(6) <b>MEMBERS OF ATAS:</b> We contract <u>AFTA Travel Accreditation Scheme</u> 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) <b>CRUISECO OFFICE:</b> We are full members of CRUISECO, the world’s most successful and powerful Cruise purchasing consortium, delivering the BEST Cruise offers, upgrades & prices.	✓		
(8) <b>MEMBERS OF CLIA:</b> Cruise Lines International Association accreditation allows us to experience, advise and deliver Cruises specific to each individual on a value-for-money basis.	✓		
(9) <b>PRIORITY PORTFOLIO TRAVEL™ ©:</b> Axis Travel proudly services & supports VIP clients of world-renowned Travel “guru” Max Najar, utilising his expert skills, experience knowledge & contacts.	✓		
<b>OUR EXCLUSIVE SERVICES + BENEFITS – FOR YOUR CONVENIENCE</b>			
(10) <b>FREQUENT FLYER DEPARTMENT – “REDEEM2GO”™:</b> 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 <i>“deconfuse the confusion”</i> .	✓		
(11) <b>48-HOUR REFUND POLICY:</b> 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) <b>24 x 7 AXIS ACCESS ASSIST - EMERGENCY SERVICES:</b> We deliver 24 x 7 travel advice and services via our <b>AXIS ACCESS ASSIST</b> service to most clients. Service Fees may apply.	✓		
(13) <b>HUMAN CONTACT. HUMAN INTEGRITY:</b> 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) <b>SECURED CLIENT CARPARK:</b> No parking metres or hassles. Drive and park at front or rear...	✓		
(15) <b>DISABLED FACILITIES:</b> 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) <b>AXIS TRAVEL OFFICE INHOUSE QUALITIES:</b> 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) <b>AXIS EDUCATIONAL REPORTS:</b> We invite you to read our (often emulated) unbiased, internal reports on Hotels, Airlines, Cruises, Tours & destinations – without the hype..	✓		
(18) <b>APPOINTMENT POLICY:</b> Priority is given to appointments with Axis Travel Centre staff. <b>We respect each other’s time.</b> At all times, Max Najar conducts business via appointments only.	✓		

**AXIS TRAVEL CENTRE:** Suite 8 / 311, Glen Osmond Road, Glenunga, South Australia 5064.

**T: 08 8433 1111**

**E: axis@axistravel.com.au**

**W: www.axistravel.com.au**

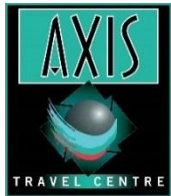









## Axis Travel Centre – 18 POINT CHECKLIST – to compare.

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) <b>“AUSTRALIA’S MOST Awarded Travel Agency”:</b> 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) <b>UNBIASED CHOICES:</b> 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) <b>“SECURITY” UMBRELLA” © PROTECTION:</b> When you book travel with us, we guarantee to protect your travel investment under our exclusive <b>“SECURITY UMBRELLA”© PROTECTION</b> umbrella. This <b>FREE</b> protection package includes <b>SAFI</b> (Scheduled Airline Failure) Insurance coverage that will refund client monies, should an Airline financially default. Other <b>“SECURITY” UMBRELLA”© PROTECTION</b> package inclusions are our adherence to the professional standards and securities via our accreditations with <b>AFTA, ATAS, CLIA, ITG &amp; CRUISECO</b> , enhanced with the application of our mature IP (Intellectual Property), proudly acknowledged via the Awards we have received.	✓		
(4) <b>MEMBERS OF ITG:</b> We maintain membership of the Independent Travel Group, Australia’s largest independent group of Travel Agents, providing buying power, exclusive deals & industry contacts.	✓		
(5) <b>MEMBERS OF AFTA:</b> (Australian Federation of Travel Agents): Bound by strict Code of Ethics, Grievance arbitration, Financial audits, required indemnity Insurance and Staff training.	✓		
(6) <b>MEMBERS OF ATAS:</b> We contract <u>AFTA Travel Accreditation Scheme</u> 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) <b>CRUISECO OFFICE:</b> We are full members of CRUISECO, the world’s most successful and powerful Cruise purchasing consortium, delivering the BEST Cruise offers, upgrades & prices.	✓		
(8) <b>MEMBERS OF CLIA:</b> Cruise Lines International Association accreditation allows us to experience, advise and deliver Cruises specific to each individual on a value-for-money basis.	✓		
(9) <b>PRIORITY PORTFOLIO TRAVEL™ ©:</b> Axis Travel proudly services & supports VIP clients of world-renowned Travel “guru” Max Najar, utilising his expert skills, experience knowledge & contacts.	✓		
<b>OUR EXCLUSIVE SERVICES + BENEFITS – FOR YOUR CONVENIENCE</b>			
(10) <b>FREQUENT FLYER DEPARTMENT – “REDEEM2GO”™:</b> 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 <i>“deconfuse the confusion”</i> .	✓		
(11) <b>48-HOUR REFUND POLICY:</b> 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) <b>24 x 7 AXIS ACCESS ASSIST - EMERGENCY SERVICES:</b> We deliver 24 x 7 travel advice and services via our <b>AXIS ACCESS ASSIST</b> service to most clients. Service Fees may apply.	✓		
(13) <b>HUMAN CONTACT. HUMAN INTEGRITY:</b> 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) <b>SECURED CLIENT CARPARK:</b> No parking metres or hassles. Drive and park at front or rear...	✓		
(15) <b>DISABLED FACILITIES:</b> 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) <b>AXIS TRAVEL OFFICE INHOUSE QUALITIES:</b> 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) <b>AXIS EDUCATIONAL REPORTS:</b> We invite you to read our (often emulated) unbiased, internal reports on Hotels, Airlines, Cruises, Tours & destinations – without the hype..	✓		
(18) <b>APPOINTMENT POLICY:</b> Priority is given to appointments with Axis Travel Centre staff. <b>We respect each other’s time.</b> At all times, Max Najar conducts business via appointments only.	✓		

**AXIS TRAVEL CENTRE:** Suite 8 / 311, Glen Osmond Road, Glenunga, South Australia 5064.

**T: 08 8433 1111**

**E: axis@axistravel.com.au**

**W: www.axistravel.com.au**