

## **COVID SAFE POLICY©**

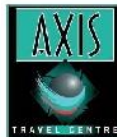
Axis Travel Centre has a special policy in place with unique computer booking codes to protect your travel bookings .We also include free [SAFI \(Scheduled Airline Failure Insurance\)\\*](#) in case of the financial default of an Airline , that we book and issue tickets against. No Airline offers this free protection coverage nor any other travel agency or business in South Australia. [SAFI \(Scheduled Airline Failure Insurance\)\\*](#) is free protection for our valued clients as many Airlines, Cruise companies and Tour operators have gone broke in the past few years. [CLICK SAFI.](#)

**TRAVEL CHANGES:** As COVID variants continue to affect the travel industry, our **COVID SAFE POLICY©** protects your travel investment. Any Australian State or Federal Government, International transit point or overseas arrival Government, Health or associated authority may impose new COVID related conditions that may alter your travel booking to proceed as originally booked ,either before, during or after travel has begun. Many such changes can occur without your knowledge or whilst you are travelling, unconnected to such new regulations.

**We may need to change your original travel dates, that will affect all other connected travel components** or we may need to perform route change(s), cancel your booking, place monies in credit or in some cases apply for a refund. As part of our professional services, we will immediately keep you informed and then complete the legally required paperwork to assist you in adjusting, rebooking, cancelling or refunding all travel bookings made by us for you. *Airline and travel supplier conditions/fees do change regularly but usually to perform any such variations tend to either be free or incur a nominal fee of \$55 to \$220 per person. Some Travel Insurers will cover these costs if they apply.*

**MARKETING ISSUES WE HAVE NOTED:** A huge amount of website links, photos, videos, online (real/fake!) reviews and advertising deals are old and/or incorrect and have not been updated. With the effects of COVID related issues, some Airlines, Airport lounges, travel supplier products have been service impacted with a loss of experienced staff, levels of staff shortages, the non-re-establishing of past services, an inability to update COVID facilities or maintain quality accommodation housekeeping or security facilities. Axis Travel Centre advisors use our long-term, trusted, industry contacts to review and/or monitor the travel products offered to you, to ensure that they meet what you are paying for (and expect to receive), including adopting Covid-appropriate guidelines required by respective consumer affair, government, health and safety bodies. **We will not offer travel options** if they compromise our professional services and advice which exposes us to be legally liable and accountable We have a vested interest to keep you updated and informed, *as we have been doing so since 1978*, not swayed by misleading marketing, the perceived lowest price or heavy advertising campaigns who tend to not explain critical booking conditions, fees or the “fine-print”.

Although our **COVID SAFE POLICY©** does not apply if you make voluntary changes etc.,our **free SAFI (Scheduled Airline Failure Insurance)** remains intact to protect you. We suggest we quote and issue you with comprehensive Travel Insurance coverage to protect you for other eventualities. \* Correct as at March 2022. .



[www.axistravel.com.au](http://www.axistravel.com.au)

[axis@axistravel.com.au](mailto:axis@axistravel.com.au)

TEL: 08 84331111