



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

Why You Should Only Book Greek Ferries with Axis Travel Centre who uses trusted travel industry local professionals .??

What you may not know, is that Greek Ferry Tickets are still mostly paper tickets. They are printed using a specialised ticket machine on individually numbered paper, which is issued by the Greek Ferry GDS. Check out our in-house printer with our paper below:



Now you might be asking yourself - if we have access to our own Greek Ferry ticket printer, with the tools to print their own tickets, why aren't they doing so?

You may recall that Excite Holidays used to print their own Greek Ferry tickets. They used the same method, with the same printer and GDS issued printer paper. But there are big downsides to this method, which don't support the customer. They failed!

Once you print a ticket, it is difficult to amend or cancel.

If you have printed a ticket and wish to change ferry company, date or time, the ticket needs to be sent to the Ferry Company. Not to the ticket issuer (i.e. Axis Travel Centre trusted local travel industry GREEK based contacts), but to the actual carrier. A practical example: say you wish to add an extra night to your itinerary. You will need to send the tickets back to Axis Travel then we need to send them via registered mail to Greece (to ensure they arrive) and request a refund. We then will issue a new ticket and post the new ticket to the customer. **This process is not without costs and a lot of time. There are amendment fees, postage fees (both to the ferry company in Greece and to the customer in Australia) as well as any ferry company amendment fees.**

So if you are definitely not changing your dates, times or carrier, then why not go with the paper tickets? Well... Greek ferry companies also love changing their schedules. Constantly. It is one of the main reasons our team does not advise exact ferry times in advance. They are subject to change and they often do. Every year ferry schedules are changing due to strikes, insufficient numbers or, commonly, weather.

You may have heard of the Meltemi Winds. In Greece they are also known as the Etesian Winds which translates to 'annual wind'. They are high winds which blow throughout the summer period in the Aegean Sea. Whilst most days they are not too bad, they can often create choppy seas which force ferry companies to reschedule or cancel their departures. I recall in September 2019, all ferries in Greece were completely cancelled, except for a few days throughout the month.

So if the ferry company changes departures, it means you will need to get a new ferry ticket issued. Again, that requires the customer to send the ticket back to Sun Island so we can send it to the Greek Ferry company in Greece via registered mail, and then

issue a brand new ticket and send it to the client.

It is costly, confusing, and takes an inordinate amount of time.



So how does our trusted local GREEK based contacts issue ferry tickets?

We have our ferry tickets issued by our local partners in Greece. We have been using the same partners for over 30 years in Greece, with over 500,000 Australian travellers booked on our Greek ferries.

This means, we have a team of experts in Greece who are able to handle any amendments, resheduling or cancellations by the customer or the ferry company. We issue the ferry tickets two weeks before departure and deliver them to the customer's hotel. If accommodation is not booked through Axis Travel Centre trusted local travel industry GREEK based contacts we ensure that the customers can collect their tickets from our local agents in Greece - whether their first stop is Athens, Mykonos, Santorini, Crete or any other destination in Greece.

- If the customer changes dates, then there are no additional supplier amendment or postage fees. If the customer wishes to cancel the ferry all together (outside of our terms and condiiotns), **there are no additional cancellation fees.**

- If the ferry company amends or cancels the departure due to strikes, weather or insuffient numbers, then **our on-the-ground, local, Greek agent is there to support**

- If there is an 11th-hour time change made for the date of departure, then our local agent will notify the clients via their hotel, and amend any transfers to and from the port - **at no extra cost.**

- If the ferry company cancels their departure, but our local agent can find a departure with another ferry company, they will amend accordingly, and deliver the new ticket and process the old ticket refund - **at no extra cost.**

- If ferries are cancelled, and there is no alternate ferry departure, then our local agent will book a flight on the same day, or if not possible, they will book the next available ferry. If this means that the departure is now the following day, **then our local agent will be first to select any available seats, and amend accommodation and transfers accordingly (if these were booked with Axis Travel Centre trusted local travel industry GREEK based contacts).**

With all this extra ground support, it means our ferry tickets are more expensive. But I will be putting our ticket machine back in storage because I would rather our customers have a safe and hassle free trip to Greece than be stuck in an unfamiliar country, at the port without a paddle.....