

T: 08 84331111
E: axis@axistravel.com.au
W: www.axistravel.com.au

Axis Travel Centre is the accredited travel agency operated under Priority Portfolio Travel Pty Ltd

We have a long history of assisting clients and also referred travellers in times of need.

Our expertise in many areas of travel, our expertise and experience and our ability to make contact with trusted travel industry partners and suppliers has created our "AID" service to assist.



AID AfterHours + Emergency assistance

AXIS TRAVEL CENTRE, was established in July 1978 We maintain a very proud tradition of honesty, integrity and longevity maintaining professional Agency accreditations that are above the standard Travel Industry requirements complemented with [Travel and Business Awards](#) bestowed to our company and our advisors.

No internet, no website and no Phone booking service can compete or match the totality of expertise, security, travel choices, explanation of conditions, human services and mature advice that we deliver. The business motto of AXIS TRAVEL CENTRE "When professional advice and quality service matter most" ©

This is a deliberately long document as we prefer to clearly explain, without industry jargon, the applicable conditions, and fees so all can make an informed choice.

[CLICK TESTIMONIALS](#)

- **We will not offer travel options if they compromise our professional services and advice** which may not suit our business model or expose us to be legally liable and accountable. We have a vested interest to keep clients updated and informed, but we will not be swayed by misleading marketing campaigns, various "lowest price" deals or heavy advertising campaigns who tend to steer away from providing appropriate service levels or usually omit the "fine print".
- **Validation of what we have achieved since 1978 via our peers and external business associations** [CLICK HERE](#).
- **We respect and focus on preserving the intangible qualities of time, civility and the personal human touch** that remain solid elements that no computer, no anonymous toll-free phone number, anonymous website or inexperienced person can ever emulate.
- ✓ **To protect clients we adhere to and abide by ATIA (Previously AFTA), ACL, ACCC, ASIC, DFAT, AUSTRAC, IATA regulations and strict protocols.**

THE AGREEMENT WHEN BOOKING WITH US:

Our Agency acts as an Agent for Airlines, Cruises and Suppliers, with all travel bookings made by or with us being based upon Airline, Supplier, Government and our conditions and fees. When we communicate with a client and they with us, this will imply, and we will assume that all AXIS/PPT conditions and fees have been read and understood and accepted as a condition to continue our communications going forward. Additionally it is assumed that any conditions and fees imposed by relevant Airline, Supplier or Government departments also form part of this acceptance.

- All relevant conditions and fees apply to the client(s) with whom we communicate and also to their travelling parties, who may also appear on relevant quotes, invoices, receipts, Itineraries and confirmation letters. Refer to website www.axistravel.com.au and/or relevant Supplier websites, brochures or other communication sources before making any data or financial commitment please. If a client is uncertain of any Supplier conditions or fees that participate in a clients travel itinerary, please ask us otherwise we will assume that a client is in agreement and accept the AXIS and Supplier conditions/fees.
- ✓ [CLICK CHECKLIST](#) compare us even more against other Agents or Airlines etc etc
- ✓ [CLICK ABOUT US link](#) alongside our [CLIENTS COMMENTS](#) to evidence what we do and how we have previously and still continue to service our valued clients since 1978, whilst maintain quality accreditations, credentials and securities to maximize a clients' travel investment.
- ✚ ***"If a travel agent advisor cannot "add-value" to the travel equation for a client, then the client should reconsider using that travel agency or travel advisor and maybe that agency should not exist. The concept to "add-value" should never be based upon price alone as the true test to "add-value" should include such qualities as being able to deal with a trusted person, relying on their professional expertise and experience, and to rely upon the advisors' ability to truthfully advise and manage travel arrangements. Such qualities should also be complemented with bonafide levels already in place to protect a clients' data and monies supported by the highest levels of credentials and accreditations. Combine these elements with the ability of the travel advisor to save time, reduce stress levels and to "deconfuse the confusion"© in their delivery of relevant travel options and bookings with simple explanations of complex booking conditions and a client should have a composite of "true value" benefits that validate the worth in making a clients' final decision in engaging a professional travel advisor in this travel equation to make it a worthy investment or not."***
© MN 1978.

The AXIS PCF- Professional Consultation Fee(s)- PCF©

When a client commits- we also commit. * Respect for time, expertise, experience, human support and an advisor's Intellectual property underpins PCF.

WHY A PCF is required by us:

Each of us have limited time and space on any one day. Since COVID the demand from travellers to receive professional advice, options, professional services have far exceeded supply throughout the world on so many levels within the travel, hospitality and tourism sectors.

We levy our PCF as we passionately invest our time, our expertise, our personal experiences, our office facilities, our computer skillsets using privy Reservation and "Closed User Group" systems in addition to communicating with our trusted travel partners to consider relevant travel option to plan and match specific client needs, wants and desires. Our advisors maintain rigid ongoing Professional Development courses, that exceed Industry standards. The Intellectual Property (IP) of our advisors includes relevant travel industry product knowledge, educational visitations and inspections, adherence to Australian and International travel related Government laws, Insurance regulations, privy Computer Reservations language skills, knowledge of Airline and Supplier rules and conditions, important Health, Visa, Passport, Immigration, Customs and International currency updates.

When a client engages our professional services, we are liable, accountable and responsible for what we say and what we deliver, based on conditions herein. If a client deals with any other entity, please consider what is not only purportedly "promised", but also truly delivered, their legal standings and responsibilities, their staff skillsets, their efficiencies, their security of all data, their international legalities **against our adherence to ATIA(Previously AFTA), ACL, ACCC, ASIC, DFAT, AUSTRAC, IATA standards** .



AID AfterHours + Emergency assistance

- **This service usually applies outside of South Australian Office Hours {MON-FRI 0900am-4pm} or on any Australian Public Holidays but can apply at any time**
- **With use our extensive experience and expertise with worldwide contacts to assist our valued clients and proceed with this service.**

This "AID" service -EMERGENCY TRAVEL SERVICES / AFTER HOURS ASSISTANCE usually takes considerable time to organise results. We list here 15 considerations that tend to form part of the importance in us delivering this service to our valued clients.

1. Using mature logic and industry expertise.
2. Adopting lateral thinking processes,
3. Using patience and personal expertise.
4. Interrupting personal sleep patterns of our advisor(s) and possibly that of our required contacts,
5. Extracting oneself from social gatherings-a funeral, wedding, social gathering or whatever.
6. Adopting Afterhours communications with multiple contacts,
7. Physically needing to access a physical CRS (Computer Reservations Systems) that may not be physically reachable at any given time,
8. Needing to access in-house Agency and other suppliers' data programs,
9. Reading and interpreting already forwarded E- Tickets regulations
10. Reading and interpreting already issued vouchers, Itineraries or our issued for client(s) Travel insurance PDS.
11. Reviewing past discussions made via various communication platforms,
12. Delaying appointments or rebooking current clients travel bookings to accommodate this "AID" service.
13. Asking for favours from our trusted and respected travel industry contacts.
14. Investing time and energy to re-schedule, rebook, re-issue, amend, update and/or forward the new travel components and data to clients and suppliers.
15. Following up on what has been activated to ensure travel or changes as requested have been or are being followed and delivered.

APPLYING "AID" FEES/COSTS IF "AID" service is requested and it is a client(s) voluntary request or error, that requires major changes, or if it is a Suppliers or Government change/decreed/mistake/error or any other unforeseen Emergency situation, Evacuation or other request, this "AID" service FEE/COST will be levied.

At all times we hold sole discretion on what does or does not require fees/costs to be paid.

- **AXIS travel advisor(s)"AID" Fee is \$330 per trip/file (not PP) per hour-or any part thereof to engage our "AID" - EMERGENCY/AFTER-HOURS SERVICES**
- **"AID "Fee levied by Max Najar is \$550 per trip/file (not PP) P/P per hour or any part thereof to engage our "AID" -EMERGENCY/AFTER-HOURS SERVICES**

PRIOR PAYMENT REQUIREMENT TO INSTIGATE OUR "AID"

Any instigation to engage our "AID" - EMERGENCY/AFTER-HOURS SERVICES asked of us via any mode of communication will require an immediate payment to our advisors of a minimum of **1 hour, plus any additional costs required by us to satisfy any Airline, Supplier or Government entity costs and fees noted on our standard Fee schedule. Since 1978 we have used this service facility for Evacuations, Medical help, Warzone escapes, Humanitarian assistance, Repatriations etc.

- This "AID" Service may be happening "live" with dynamic ongoing requests for assistance, replies and other services unfolding over a fast paced time period hence we may require extra monies to be paid otherwise the finalization of this "AID" service and other linked entities may stop and whatever outcome was envisaged will be lost/forfeited.. We will keep all parties informed in all aspects of what is taking place but we recommend the adoption of our standard "**Signature On File" (S.O.F.)** facility which allows us to debit valid bonafide Credit/Charge card(s) as an effective and efficient method of backup payments. This is especially critical if our "AID" service is enacted, whereas Bank Transfers may be slow and ineffective. There are no refunds made on any monies paid to either us or any other linked entity requiring payments, hence our "AID" service is only enacted when specifically required.
- **Unlike many other professions, who "surprise" a client with costs applicable after an event has taken place, we will provide ongoing estimation of costs as PCF and other costs are known (usually) as the "AID" service is active and live. Fees are non-refundable but may be tax deductible and in some cases Travel Insurance may cover such costs as per the Insurers PDS (Policy Disclosure Statement) states which is to be researched and noted by the affected persons.**

Most quality Travel Insurers will cover costs applied, hence a quality Policy is strongly recommended

IF "AID" service is requested but we determine that our Agency or our registered travel advisors have made an error or if a problem emanates directly from AXIS we will levy zero "AID" fees . We always believe in honest and fair business ethics.