



Priority Portfolio Travel (PPT) [®]™ – Powered by Axis Travel Centre

Axis Travel Centre in cooperation with **Priority Portfolio Travel (PPT)** proudly offers two exclusive travel services Both concepts are managed by industry veteran Max Najar, director of the award-winning travel agency Axis Travel Centre since 1978. **PPT caters to a strictly limited portfolio of valued clients** who value their time and wish to have their travel advised and attended to via personalized professional services backed by mature experience and expert advice.

THE EXCLUSIVITY OF PPT SERVICES

- **Client Acceptance:** Clients are considered and accepted into this portfolio via a **pre-approved personal invitation or a new client invitation from Max, or via a new client referral from an already established PPT client.**
- **Selection Criteria:** Acceptance of each client is based on Max's workload availability linked with his ability to deliver on his promise to provide dedicated, uncompromising services.
- **Limited Client Base:** This ensures personalized attention and expert travel management of bookings hence a logical and common-sense approach has been implemented.
- **Comprehensive Travel Services:** All PPT bookings encompass tailored advice with monitoring and managing each travel service, before, during, and even after travel is completed.

PPT SERVICE PHILOSOPHY & VALUE

- **Quality Over Quantity:** The focus is on delivering expert guidance via human rapport to save time and stresses.
- **Industry Expertise:** Max provides clients with knowledge and expert advice extracted from his many decades of travelling experience, travel industry executive board roles, and his ongoing media roles—suitably acknowledged by his peers with a multitude of international awards.
- **Intellectual Property:** Is shared with clients as Max applies IP to each travel booking, complemented with his ability to access privy computer reservation systems while communicating regularly with trusted and reliable portfolio of worldwide travel industry colleagues
- **Monetary Security Commitment:** Travel booked through Axis Travel Centre adheres to all relevant travel industry accreditations and credentials, with monies paid protected under the **"Security Umbrella"****** package, which protects client monies if paid via Credit/Charge cards in case of Airlines or Suppliers booked and issued via Axis Travel Centre in case of Airline or supplier financial default or non-delivery of their services **via MINT PROTECT .CLICK HERE** for expanded details. Currently Visa/MasterCard merchant fees are 1.95% , Amex @ 2.3%.

PPT offers a choice of one of two Service Agreements : Casual or Retainer:-

1.Casual Priority Service Agreement- *For clients needing occasional professional travel services.*

- FEES:**
- **Domestic flights:** \$55 per person (one-way), \$110 (return).
 - **Domestic packages:** \$220 per person.
 - **International travel:** \$330 per person.

ENGAGEMENT OF SERVICES:

- Clients forward via email or phone their required travel requirements and if all details that are required are acceptable by all parties, then the travel booking(s) is then secured and issued.
- If the clients travel requirements are more complex or require professional advice and travel options, they can forward their initial travel questions/quotation to Max via phone or email, with this first request attended to for free. Max via PPT will respond with basic advice and a "skeleton" quote(s) if so required, noting that this first reply is free.
- If the PPT travel reply is client accepted, the above fee and any additional Airline, Supplier or Axis Travel Centre deposits/fees are payable as advised ;allowing full services to begin.
- If so requested, a physical in-office or other location personal travel appointment can be made but only after the appropriate fee(s) are pre-paid. No physical in-office or external appointment will be made without the appropriate fee (s) being paid. This simple protocol allows quality time to be apportioned to begin the process to engage Max with the delivery of professional travel services using extensive advice, planning ideas, quotations, to allow bookings to be made. Note that additional Airline, Supplier, and Axis Travel Centre fees may be required, which will be advised if required to hold and/or deposit and/or secure sometimes scarce, limited, or qualify for "earlybird" travel bookings.
- Unlimited travel bookings can be made under this concept, each attracting the relevant fees.
- Fees paid already encompass the required Deposits to begin the PPT travel booking process. All fees are non-refundable and levied in addition to other relevant Axis Travel Centre, Airline/Supplier fees with their relevant conditions. It is important to read, understand, and agree to all fees and conditions before making any bookings.

BENEFITS:

- Dedicated, personalised travel service attention, expertise, experience, and securities.
- 24m x 7 support by Max is included with each travel booking made. **

- **Emergency & After-Hours Support:** Available 24/7; noting that additional Airline and relevant Supplier fees will apply unless Max is at fault—in which case expect zero support costs to be levied by PPT or Axis Travel Centre. [CLICK HERE](#) or visit www.axistravel.com.au
- **Payment & Conditions:** Fees apply to each Adult/Child (with Infants under 2 years of age at time of travel free) .
- Clients may switch to the **Retainer Service Agreement subscription** concept upon request.
- Travel insurance policies usually repay such fees in case of a claim. Clients should read, understand and decide if the insurers PDS (Product Disclosure Statement) is suitable or not.

2. Retainer Service Agreement- For clients needing ongoing, consistent, professional travel services.

This Retainer Service Agreement is a monthly subscription, designed for clients who travel frequently and want continuous service requiring a continuum of travel services. It is suitable for an individual, duo, or family that requires a continuous flow of travel bookings.

SUBSCRIPTION LEVELS:

- **SOLO :** \$180/month per person.
- **DUO :** \$360/month per duo. Any two persons can be nominated on this level.
- **FAMILY :** \$500/month per family (up to four members included).
- **CUSTOMED :** Custom rates available for larger groups. Please ask.

ENGAGEMENT OF SERVICES:

- The chosen “subscription” starts on the day/date/time of payment for a one-month period from that day of payment. *Example being, if a Retainer Service payment is made on 15th April, (for a 3 month subscription) the April 15th payment for the initial 3 month period would secure the Retainer Service subscription until expiration on 15th July of that year etc.*
- PPT requires a minimum payment of two months for each Retainer Service Agreement subscription. *From many years’ experiences, it is suggested that blocks of 4, 6, or 12 months are prepaid to maintain the continuation of professional travel services, especially if the duration of travel is well ahead in the future or time away is extensive. If there is a cessation of the Retainer Service subscription due to subscription expiration or if the fee is unpaid for any reason, it will result in the cessation of the PPT travel services on the Retainer Service Agreement fee platform which will be replaced with the default platform of the (higher) standard Axis Travel Centre fees.*
- Unlimited travel advice and bookings can be made to travel solo, as a duo, or as separate family members at any time, to any destination based on the booking conditions being met.
- Retainer Service Agreement fees are non-refundable and levied in addition to relevant Axis Travel Centre, Airline/ Supplier fees and their conditions. It is important to read, understand, and agree to all fees and conditions before making any data or financial commitments..

BENEFITS:

- Dedicated, personalised travel service attention, expertise, experience, and securities.
- Extended business hours and direct weekend/holiday access for urgent matters are included. **
- Free physical in-office or other location personal travel appointments are allowed under this Retainer Service Agreement without any prepaid fee applicable. Note that additional Airline, Supplier, and Axis Travel Centre fees may be required, which will be advised if required to hold or secure scarce, limited, or “earlybird” travel bookings.
- Receive Invitations to exclusive events and access to relevant travel industry articles -not accessible by others.
- Enjoy personalized concierge services at the discretion of Max, such as free extra-value travel components and/or free upgrades or unique surprises.
- **Emergency & After-Hours Support:** Available 24/7; noting that additional Airline and relevant Supplier fees will apply unless Max is at fault—in which case expect zero support costs to be levied by PPT or Axis Travel Centre. [CLICK HERE](#) or visit www.axistravel.com.au for full details.
- **Advice is that usually professional subscriptions can be tax deductible.** The onus is on clients to verify.

PAYMENT & CONDITIONS:

- The Retainer Service fees must be paid two months in advance.
- Unpaid fees will cease the services. From experience, it is suggested to adopt automated debiting of a client’s nominated Bank Account or Credit/Charge card via (Signature On File – S.O.F.) to ensure smooth and seamless subscription maintenance, especially if travelling internationally—to ensure services remain active.
- Cancellation requires a minimum of 7 days’ written notice to ensure the correct completion of all requested travel arrangements and that all finances are balanced. Max will advise when booking file finalization is completed.
- Fees apply to each Adult/Child (with Infants under 2 years of age at time of travel free).
- Clients may switch to the **Casual Priority Service Agreement** concept upon request.
- Travel insurance policies usually repay such fees in case of a claim. Clients should read, understand and decide if the insurers PDS (Product Disclosure Statement) is suitable or not.

Industry Compliance & Legal Standards: Max adheres to International and Australian travel regulations, including ATIA (formerly AFTA), ACL, ACCC, ASIC, DFAT, AUSTRAC, IATA, and CLIA standards, utilizing secured reservation systems such as SABRE, VTO, and 3-factor (3FA) authentication.

- **Legal Accountability:** Booking with Max via Axis Travel Centre means accepting agency, airline, and supplier terms, conditions and fees .
- **Value Proposition:** Max Najar via PPT is obliged to provide a complete travel experience, including expert advice, detailed planning, various cost options (if relevant), and professional support.
- **Respect for Time:** Unlike impersonal call centres, PPT prioritizes efficiency and direct rapport.
- **Family Definition:** Family is designated as the immediate (blood) family members—and not in-laws, cousins, etc.

RESPECTING TIME: -“ We respect the priceless life asset of “time.” Many suppliers waste a client’s time via “on-hold” phone calls, unclear overseas call centres, or demands to obtain and use personal data. This disrespects a client’s time and privacy, as “time” is a priceless component of life. It cannot be reversed, bought, credited, or traded, no matter how much money or assets one has”. © MN1999

THE LEGAL STUFF. EXPANDED CONDITIONS. IMPORTANT FACTS AND EXPLANATIONS :

SCHEDULE OF FEES AND TERMS OF TRADE©

When a client or corporation makes a travel booking or requests services from **Axis Travel Centre / Priority Portfolio Travel Pty Ltd**, our Schedule of Fees and Conditions apply, along with those of any linked Airline, Travel Supplier, Government Department, or other relevant entities involved in the client’s booking or request. Please read these conditions or inquire about them before committing any data or funds. We will assume that engaging our services via any communication mode—whether or not payments are made—indicates acceptance of these terms.

Indemnity and Ownership In contracting our services, a client indemnifies **AXIS** from all actions, claims, suits, demands, liabilities, costs, or expenses arising from the use of the facility by the client or any other person using the client’s membership or password. A client acknowledges that all rights, titles, and interests in **AXIS implemented software** and **SABRE/VTO Travel Software**, as well as associated manuals and documentation, are owned by **AXIS** and protected by copyright and trademark laws. A client must not modify, copy, adapt, translate, manipulate, reverse-engineer, decompile, disassemble, rent, sub-license, assign, lease, loan, resell, distribute, network, transmit, display, perform, publish, license, or create derivative works from any information, software, manuals, or documentation accessed via the facility or any services we provide. When engaging our services, the client acknowledges that **AXIS** may receive negotiated revenue from transactions conducted using our services.

Changes to Terms and Conditions **AXIS** has the authority to modify or change any part of these terms at any time. Most deposits or planning/booking fees are deducted from the final balance due, although they may be non-refundable. If this is not the case, we will inform the client before any payment is made. These terms must be read with those imposed by Airlines, Cruises, Suppliers, and other travel-related services. Clients are encouraged to ask our advisors for clarification.

Client Responsibilities

- A client must read, understand, and agree to our conditions and fees, as well as those of relevant Airlines, Suppliers, and Government Departments.
- A client must also read the specific travel terms and conditions at the end of these terms and communicate this information to any other parties covered by the booking.
- We will assume that continued requests and bookings indicate agreement with these terms.
- Clients are responsible for keeping secure any means of identification provided by **AXIS** to access the facility.
- Clients must not resell our services or permit unauthorized persons to use their user identification to access the facility.
- Clients must not use the facility for illegal activities, infringe on others’ rights, or interfere with other users. Harassment, defamation, or menacing behavior is prohibited.

Our Responsibility **AXIS Travel Centre / PPT** accepts responsibility for the performance of its role and for the negligence of its employees and contractors. However, to the maximum extent permitted by law, **AXIS** disclaims all liability for:

- Technical errors
- Data corruption
- Unauthorized access to personal data
- Inaccuracies in information supplied by third parties
- Failure to complete bookings due to circumstances beyond our control

This applies especially to third-party suppliers like airlines and travel service providers that may experience technical issues, lack complete data, or have sparse or inconsistent communication. **AXIS** is not responsible for failures or delays caused by third parties in providing travel services. If **AXIS** is liable under these terms, its liability will be limited to re-providing the relevant booking services or refunding the money paid for services not provided due to **AXIS’s** default. We will assist clients in claiming refunds from third-party suppliers, but we are not liable for direct, indirect, consequential, or incidental damages, including lost profits, savings, or disappointment.

General Provisions

- The laws in force in South Australia govern these Terms and Conditions.
- Clients irrevocably submit to the non-exclusive jurisdiction of the courts and tribunals of South Australia for any disputes concerning this agreement.

Accuracy of Information **AXIS** cannot guarantee the accuracy of all information provided by third-party service providers, such as airlines and hotels. Listings, descriptions, quality ratings, and facilities may contain errors. Travel service providers are encouraged to regularly update their information. Clients should independently evaluate the suitability and accuracy of any travel services purchased through the facility. **AXIS** is not liable for any inconvenience or expenses incurred due to inaccuracies or unsuitability of services. Our role is limited to facilitating the booking, arranging travel documentation, payments, and refunds as applicable.

Air Carriage and Airline Bookings

- Airline bookings are usually stable, but airlines reserve the right to change, cancel, or make flights unavailable.
- Airfare prices are subject to change until full payment is received and tickets are issued.
- Airlines can amend flight schedules, routes, and other details without notice.
- **AXIS** is not responsible for any Airline or linked suppliers delays, operational issues, weather conditions or any additional charge’s airlines may impose (e.g., baggage, seating, upgrades, in-flight services). Clients should check the airline’s website for full terms, conditions, and fees. **AXIS** is not responsible for delays or issues caused by airlines.

Client Data A client’s name and the names of traveling companions must match the passport or driver’s license for international travel.

Denied Boarding In most cases, if a client is involuntarily denied boarding, they may be entitled to compensation, depending on the circumstances and country rules. **AXIS** will assist a client with understanding and navigating the compensation process and regulations, usually at no cost. Travel insurance policies may also cover such events.

Airline Seating and Special Requests

- Flights may be overbooked, and a seat may not be available until final boarding.
 - Even if a seat is assigned, the airline may ask the client to move.
We will do our best to ensure seat reservations are made, but we cannot guarantee availability until final boarding.
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Our Travel System (SABRE) We utilize the **SABRE** Computer Reservations System (CRS), which provides access to a vast array of travel services, including over 400 airlines, 200,000 hotels, and 180 cruise lines. This system enables our advisors to offer superior travel planning, comparisons, and booking services.

Important Note for Online Bookings If a client makes a travel booking online, they are responsible for all arrangements and any issues that arise. **AXIS** can only intervene or assist if the booking was made through us.

General Provisions

- The laws of South Australia govern these Terms & Conditions.
 - The client irrevocably submits to the non-exclusive jurisdiction of the Courts of South Australia and Courts of Appeal from them and/or any relevant tribunals for determining any dispute concerning this agreement.
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Accuracy of Information on Our Website Clients acknowledge and accept that **AXIS** or **PPT** cannot check the accuracy of all information from travel service providers like airlines and hotels. The hotel listings, descriptions, quality ratings, and other data may contain errors. Clients should independently assess the accuracy of this information. **AXIS** is not liable for any inconvenience or expenses due to unsuitability or incorrectness of travel services.

Air Carriage and Airline Bookings

- Airline bookings can change, be canceled, or become unavailable due to the airline or Computer Reservations System.
 - Airfare prices may change until payment is received and tickets issued.
 - Airlines can amend flight schedules, routes, classes, aircraft types, and cancellations without notice.
 - **AXIS** is not responsible for additional charges (baggage, upgrades, seating, in-flight services).
 - **AXIS** accepts no liability for third-party changes, delays or failures in providing travel services.
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A Client's Data • Client and companions' names must match their passport (for international travel) or ID.

Denied Boarding If denied boarding involuntarily, clients may be entitled to compensation, depending on circumstances and local rules. **AXIS** will assist in interpreting regulations, typically at no cost. Travel insurance may cover this.

Airline Seating and Special Requests

- Flights may be overbooked, and seats may not be available until final boarding.
 - Seat assignments are not guaranteed until boarding. **AXIS** has more control over bookings than most third-party services, but assistance is available for external bookings made via us.
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SABRE CRS (Computer Reservations System) **AXIS** uses **SABRE**, the world's leading CRS, offering access to over 400 airlines, hotels, car rentals, and more, ensuring faster, more efficient itineraries.

Note on Online Bookings Clients making online bookings are responsible for their own arrangements.

Passports and Client Identification Data

- Clients must provide updated passport details for themselves and their companions.
 - We take precautions to protect data but cannot guarantee 100% security.
 - Clients are responsible for informing **AXIS** of legal issues (e.g., deportations, arrests) that could affect entry or exit from any country.
 - Passports must be valid for at least 6 months after the last stay before re-entering Australia.
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Country Visa Requirements

- Visa requirements are the client's responsibility. **AXIS** may provide guidance, but is not liable for errors.
 - Some countries may require transit visas. Clients should check with relevant authorities.
 - Clients should apply for visas well in advance, as processing can take weeks and fees can be high.
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Health

- Clients should consult their doctor before traveling. We are not medical professionals.
 - Extra medications should be carried in original containers with a doctor's note and additional supplies in cabin bags.
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Force Majeure

AXIS, its staff, or contractors will not be held liable for failure or delay in performing obligations due to uncontrollable events (e.g., pandemics, wars, strikes, accidents).

- This clause may be suspended or terminated if the force majeure event continues.
 - Force Majeure does not include financial distress or changes in market prices.
 - Refunds or service resumption are not guaranteed during Force Majeure. **AXIS** recommends comprehensive travel insurance.
 - **AXIS** reserves the right to enforce Force Majeure when necessary and will notify clients when triggered.
 - Delays due to Force Majeure may last up to 12 months.
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AXIS' Responsibility **AXIS** will deduct agency costs before processing any refunds during Force Majeure events. Clients are responsible for their own travel insurance and should review supplier terms.
