



### 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 can only be 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:** Focus is on delivering expert guidance via human rapport allowing for reduced stressful issues to evolve.
- **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 also communicating regularly with his 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 airline or supplier defaults. for expanded details or ask. . As of 2025 Mastercard and Visa card Merchant fees of 1.95% apply. Amex fee is 2.3%..These fees may change but we will advise you of any such changes.

**Service Agreements-** There are two categories of Service Agreements to consider:

#### 1. 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.
- These fees encompass the required Deposits to begin the PPT travel booking process. The Domestic and International Booking Fees noted in the Axis Travel Centre Schedule **will not apply** in addition to these fees. 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 data or financial commitments.

##### 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:**  
Respectfully 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](http://www.axistravel.com.au) for full details.

- **Payment & Conditions:**

- Fees apply to each Adult/Child (with Infants under 2 years of age at time of travel free) and apply per composite trip.
- 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.

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## **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
- **FAMILY** : \$500/month per family (up to four members included).
- **CUSTOMED** : Custom rates available for larger groups.



### **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 15<sup>th</sup> April, *(for a 3 month subscription)* the April 15<sup>th</sup> payment for the initial 3 month period would secure the Retainer Service subscription until expiration on 15<sup>th</sup> 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.
- Expect invitations to exclusive events and access to relevant travel industry articles usually not accessible by other consumers.
- 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:**  
Respectfully 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](http://www.axistravel.com.au) for full details.
- **Advice has been 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, [CLICK \(Signature On File – S.O.F.\)](#) or ask us to ensure smooth and seamless subscription maintenance, especially if travelling internationally—to ensure services remain active. . As of 2025 Mastercard and Visa card Merchant fees of 1.95% apply. Amex fee is 2.3%..These fees may change but we will advise you of any such changes.
- 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 the finalization of travel under this Agreement 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 **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.

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**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 and conditions and fees .
- **Value Proposition:** Max Najjar 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.

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**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