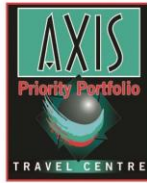




Contracted under the accreditations and professional services of Axis Travel Centre



**Priority Portfolio Travel (PPT) ©™ - is powered by Axis Travel Centre** and this VIP travel department offers **two** exclusive travel service options. **Both** concepts are managed by industry veteran Max Najar, director of the award-winning travel agency Axis Travel Centre, established in 1978. **PPT** caters to a strictly limited portfolio of valued clients who value their time, who 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.
- **Travel components value;** Clients can expect free value-added inclusions, travel upgrades, personal favours plus other priceless inclusions that will **easily negate any fees paid**, no matter which option below is chosen. *Past clients who have had their travel attended to by Max are aware of such priceless inclusions from past experiences.*
- **Industry Expertise:** Max provides clients with knowledge and expert advice extracted from his many decades of traveling 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 his IP to each travel booking, complemented with his ability to access privy computer reservation systems while 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 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 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.

### **CASUAL option : 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.

**CASUAL option BENEFITS:** Dedicated, personalized travel service attention, expertise, experience & securities.

- 24m x 7 \*\* support by Max is included with each travel booking made, as per Axis fee schedule conditions.
- **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](http://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.
- FYI- Travel insurance policies usually repay such fees in case of a claim. Check with policy PDS (Product Disclosure Statement).

**OR select this PPT option :-**

## **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.

### **RETAINER 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.

**RETAINER option 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..

**RETAINER option BENEFITS:** Dedicated, personalized travel service attention, expertise, experience & 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](http://www.axistravel.com.au) for full details.
- **Advice is that usually professional subscriptions can be tax deductible.** The onus is on clients to verify.

**RETAINER 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:** Bookings incorporates the acceptance of all agency, airline and supplier 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.

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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

[CLICK](#)



to read about our **security benefits.**

The conditions of protecting clients Credit/Charge cards when you book travel with us. [CLICK HERE](#)

### 7 Critical Benefits of Our Services

1. **Personalized Service:** Since 1978, clients deal with experienced advisors, not anonymous call centres.
2. **Legal Accountability:** We follow strict health, visa, customs, and immigration policies.
3. **Time-Saving & Stress-Free Travel:** Advisors handle research, bookings, and itinerary management.
4. **Expertise & Training:** Advisors undergo rigorous annual training.
5. **Exclusive Travel Offers:** Access to best rates and secured bookings through Closed User Group systems.
6. **Trusted Contacts:** Industry relationships for exclusive deals.
7. **24/7 Emergency Support:** Our "AID" service ensures client assistance anytime.

At **AXIS TRAVEL CENTRE**, we offer more than tickets; we provide expertise, security, and commitment to your travel success

### **OUR BUSINESS MODEL – OUR FEES AND DESCRIPTIONS-BOOKING AIRFLIGHTS / AIRFARES**

When we research, book, and issue air tickets, we:

- Clearly advise all clients of what is required, and we adhere to industry regulations and deadlines.
- Add Frequent Flyer data, seat, meal, and special assistance requests.
- Ensure minimum connection times and airport terminal awareness.
- Monitor, manage, and reconfirm flights-before, during and assist after travel has been completed.
- Provide relevant flight options and upload personal data to airlines and government departments.
- Offer FREE rebooking/re-issuing if an airline initiates changes or cancellations.
- Save clients' money, time, and stress by handling logistics.

### **AIRFARE BOOKING FEES**

#### **Australian Domestic Flights**

- Economy Class: One-way: \$33 PP Return: \$55 PP
- Business Class: One-way: \$55 PP Return: \$88 PP

#### **International Flights**

- Economy Class: One-way: \$110 PP Return: \$220 PP
- Premium Economy: One-way: \$150 PP Return: \$250 PP
- Business Class: One-way: \$180 PP Return: \$300 PP
- First Class: One-way: \$250 PP Return: \$350 PP

- Mixed Classes: Prorated fees apply.

#### **Important Notes on Airfares**

- Airtickets issued by us must be considered as nonrefundable unless otherwise advised by us in writing. This especially applies to "Earlybird" or "Instant Purchase" type fares in any class booked. As a bare minimum a 30% Cancellation fee per ticket will apply unless otherwise advised by us in writing. Travel insurance is essential to cover cancellations or changes. Airfare prices fluctuate and are only guaranteed upon full payment. Extra baggage fees and surcharges may apply.

### **ADDITIONAL TRAVEL SERVICES & FEES**

- **Cruise Bookings (Australian Waters):** \$150 per cabin
  - Includes expert advice, destination insights, and tour recommendations.
- **Accommodation Bookings:** \$55 per stay (per city/town)
  - Competitive rates and added inclusions.
- **Car Rental & Vehicle Hire:** \$55 per rental period
  - Work with accredited companies offering 24/7 roadside assistance.
- **Tour Bookings:**
  - Long Packaged Tours: \$55 PP
  - Short Sightseeing Tours: \$25 per booking
  - Tour Guide/Driver Hire: \$155 per city/town
- **Rail & Ferry Services:**
  - Rail Sector Bookings: \$25 PP
  - Rail Pass Bookings: \$55 PP
  - Ferry Bookings: \$55 PP
- **Flight Enhancements:**
  - Airline Seats: \$35 PP
  - Extra Baggage: \$35 PP (via our system)
- **Government & Visa Assistance:**
  - Research: \$110 PP
  - Visa Link Research: FREE (client is responsible for application)
- **Event & Concierge Services:**
  - Event Bookings: \$55 PP
  - Concierge Requests: TBA (customized per request)
- **Financial Services:**
  - Foreign Currency Exchange: 1% fee
  - Last-Minute Bookings: \$155 PP
  - Waitlist Requests: \$110 PP (non-refundable)
  - Retrieving Archived Data: \$250 PP (after 12 months)
  - Securing Refunds: \$75 PP

All above fees are payable in addition to any Airline or Supplier fees with both their conditions and those of Axis Travel Centre apply. It is important to note that if you cancel many Suppliers products then expectation of up to 100% cancellation fees can apply, hence suitable quality Travel Insurance is imperative.