

The AXIS *Success Fee*® CHALLENGE CONCEPT:

The **PPT *Success Fee*®** has been introduced by Max Najar in 1990. This *Success Fee*® is designed on the basis that a client can forward a detailed travel component that requires a quote to be provided by PPT or AXIS which we regard as a “challenge”. **A client advises us of what they wish to achieve or do for a travel booking.**

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.

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- ✓ **We do not levy any fees** to consider for reviewing to accept this *Success Fee*® “challenge per client file. It is FREE to ask us to do so or we will suggest this Option to a client. We use our vast expertise, experiences and trusted contacts and wisdom to decide if we will accept this “challenge” or not.
- ✓ Generally, only if we are confident of a successful outcome would we accept this “challenge” with any travel component{s} that is worthy of a client’s investment into this *Success Fee*® should be of a high financial or a quality value-added component to be a worthwhile “challenge” for us to contemplate. If we agree with this “challenge” our agency will invest our valuable time to research, secure relevant price and/or value-added comparisons, the availability and the suitability to afford us the ability to quote a client.
- ✓ After we have applied our expertise to this “Challenge” our professional travel advisors will either accept or deny this “challenge” with a brief description of what is proposed. We then provide a summation estimation as to the final *Success Fee*® cost involved.
- ✓ If a client accepts what is proposed by us which could be based upon prices, availabilities, value-added inclusions, efficiencies, or any other quality differential, only then will a client need to proceed forward and make the *Success Fee*® payment in addition to whatever other travel component costs are asked by us, for us to progress forward in delivering what we have proposed*.

- ✓ Each **Success Fee®** levied is determined on a case X case scenario and quoted in advance. The minimum fee levied is \$220 per “challenge/file”. The maximum fee levied is usually \$3,000 per “challenge/file”- not PP . Each “challenge” differs based on the required result(s) and the considered challenge value.
- ✓ Our extensive past experiences have proven that in many cases the additional solutions we can secure or the price savings we can offer or the extra value-added travel items or services that we propose far outweigh the initial travel component that we must quote against, **but the client(s) will always have the final say in accepting our proposal or not.**
- ✓ This fee is payable in advance before we instigate invest our time and expertise but **is fully refundable** should we not succeed in delivering what we promise.
- ✓ It needs to be (logically) understood and accepted that each Suppliers applicable conditions and fees in addition to ours will apply to whatever is suggested.
- ✓ We will not invest our time, expertise and services until this **Success Fee®** is paid to us, kept in trust in our Client Account on the proviso it is refunded in full should we not succeed in this “Challenge” thereafter the fee remains nonrefundable if client(s) accepts that we have indeed won this “Challenge”.
- A file is considered as being one booking with maximum of 7 persons per file with same Flights/Cruise/Package/Tour/Accommodation stay or Vehicle rental.
- To validate any **Success Fee®** concept a minimum of \$220 per travel component to a maximum of \$3,000 per file, not PP is set. Each example has a that differs-based on the value of what the challenge is being considered. The **Success Fee®** non-refundable and added to the travel component cost if we have met or exceeded the challenge given to us by client(s). See examples below.

EXAMPLE 1:: CRUISE QUOTE: If we are asked to provide a quote against a Cruise cabin , as maybe an Oceanview cabin quoted by client to us at \$6,500 for 2 persons and we can secure a similar cabin on same deck or better, with better views and positioning for \$6,000 in a superior location, better positioning , a

Captains Table Dinner included plus \$300 onboard spending money included, a **Success Fee®** of \$330 will be levied and payable, in addition to the Cruise cabin cost , noting in this case of the client acceptance of these value-added items . Value-added benefits.

EXAMPLE 2: AIRLINE QUOTE: If we are asked to provide a quote against a Business Class Air ticket for 2 persons and the fare is \$12,000 pp, equal to \$24,000 and we can secure same or similar flights/routes/dates for \$8,000 pp , being \$16,000,- **a client saving of \$8,000** ,so we will request a **Success Fee®** of \$1,000 PP, in addition to the \$8,000 fare payable PP with conditions/fees applicable. The client has saved net \$6,000.

EXAMPLE 3: TOUR COMPARISON: If a Packaged Tour or Independent Tour is being compared and we can offer some better aspects, such as a price , more value-added components, or a better program in accommodation style, or more impressive Hotel-Resort positioning, or better or more touring inclusions, or a higher quality mode of travel, or more personalised travel touches, or a more seamless chronological travel itinerary we will offer this option **and levy a nominal of \$440 for this new Package (not PP)** plus the newly sourced travel Package cost that is acceptable by client(s). This entails much research but another value-added benefit.

EXAMPLE 4: HOTEL or RESORT STAY: If an accommodation cost of say 7 nights is required and a quote in the same Hotel or Resort or a similar standard and location is requested by client that they quoted us at \$6,000 for the entire stay period room, we would apply a \$220 **Success Fee®** per accommodation booking stay if we were to deliver the same hotel or resort room or a client accepted similar place of stay with more inclusions such as a larger room size, better refurbished quality beddings, larger bathroom, Ocean View room, Club floor facility, included breakfasts, gym inclusions, room upgrades, free car parking or any other value added item that is accepted by client. The \$6,000 would be payable **plus the \$220 Success Fee® towards** exact same place of stay but with more impressive value-added.