



SECURITY
UMBRELLA^(c)

ATIA  Accredited

Australian Travel Industry Association

Member of the
Independent
TRAVEL GROUP

CLIA
OFFICIAL TRAVEL AGENCY FOR THE CRUISE INDUSTRY 2010
AUSTRALASIA


cruiseco
The Cruise Specialists

 **TIDS**
TRAVEL INDUSTRY DESIGNATOR SERVICE



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"Where professional advice and quality service matter most"

**Trading under Priority Portfolio Travel Pty Ltd*



*Airline, supplier and Axis fees and conditions apply to all bookings made

“SECURITY UMBRELLA “ © PACKAGE information

Monies paid* to us via card(s)* are protected via **MINT PROTECT®**. Axis Travel and PPT clients who pay via an Australian-issued and authorized Credit or Charge card (*Visa, Mastercard and Amex*) are protected against airline or supplier financial default when we process card payments via the **MINT PROTECT®** system. The protections are for:

- **Supplier Insolvency:** Chargebacks arising when a supplier becomes insolvent and fails to fulfill services.
- **Service Non-Delivery:** Chargebacks resulting from non-delivery of agreed services by suppliers.
- **Fraudulent Transactions:** Transactions disputed as unauthorised by the customer.

Please note: Although we strongly suggest to use this card debiting system, we respect that clients(s) can opt out and not have us debit card(s) via the **MINT PROTECT®** system and can choose to have another supplier who is linked to their travel booking use their card debit facility. If this option is chosen expect the linked supplier to levy their own fees (higher or lower) **which will negate any MINT PROTECT® protections.** *Just let us know in advance please.*

Using **MINT PROTECT®** the merchant fees via Mastercard/Visa card are 1.95% , Amex fee is 2.3%. *We will advise if fees change in advance of any debit.*

* **MINT PROTECT®** protection applies only to Credit/ Charge card transactions. *Conditions apply [CLICK HERE](#) or ask us.*

Additional Security & Accreditation: Clients' peace of mind is strengthened by our full accreditation with:

- ✓ **ATIA** - Australian Travel Industry Association
- ✓ **CLIA**-Cruise Lines International Association
- ✓ **IATA/TIDS**-International Air Transport Association
- ✓ **ITG** Group- Independent Travel Group,
- ✓ **Cruisecco** consortium in addition to
- ✓ Legally binding compliance with **ASIC, ACCC, AUSTRAC**, and **ACL**-Australian Consumer Laws.

Our Commitment to Quality: Since 1978 we have consistently maintained the highest agency and staff credentials and standards. We will not compromise our professional travel advice or services. Our company motto

“When professional advice and quality service matter most”

Is a separate comprehensive Travel Insurance policy Necessary? : YES. This is **essential**. As a **licensed distributor**, we can quote and issue a tailored travel insurance policy, based on your details, that also allows us to efficiently assist with claims or emergencies. The insurance policies we distribute provide coverage for the important **“Cancellation”** clause at time of issue, as per the policies Product Disclosure Statement, hence it is worth securing a policy early. Cheaper policies often lack decent coverages and the **“free”** credit card insurance should be carefully reviewed.

If an external Insurance policy is issued any claims made will incur extra agency service fees for our required assistance or additional paperwork