



## AIR AUSTRAL



Air Austral has 35 years experience and is renowned for its network in the Indian Ocean, and connecting Reunion to France.

With a name like Air Austral, it was fitting that we fly into Australia.

Featuring welcoming French hospitality, the twice weekly Sydney – Réunion – Paris service operates with wide bodied Boeing 777 aircraft in three full service classes: Club Austral (Business Class), Confort Class (Premium Economy) and Loisirs Class (Economy).

**Air Austral highly competitive limited-duration Launch Fares\* on sale now.**

Sydney to:	Economy Class	Premium Economy	Business Class
Paris/Lyon/Marseille/Toulouse	\$2,045.00	\$4,471.00	\$7,337.00
Reunion	\$1,518.00	\$2,569.00	\$4,894.00
Mauritius	\$1,624.00	\$2,675.00	\$4,933.00
Antananarivo	\$1,708.00	\$2,742.00	\$5,043.00
Seychelles	\$2,118.00	\$3,169.00	\$5,427.00
Johannesburg	\$2,173.00	\$3,324.00	\$5,582.00

\*Above fares are valid for sales and ticketing immediately to 30 June 2009, valid for return travel to the Indian Ocean immediately to 01 November 2009 and to France immediately to 25 November 2009. All fares are inclusive of taxes and surcharges, correct as at 6 May 2009, and are subject to availability and change.

Fares are also available to French domestic cities via TGV connections ex Paris, Madagascar, Mayotte & from other Australian domestic ports with our interline partner Virgin Blue. For eligible city pairs & full fare conditions refer to your preferred licensed travel agent or Air Austral on 1300 306 365.



## WHO WE ARE

Air Austral, the “French Airline of the Indian Ocean”, has more than 30 years experience linking the French overseas island of Réunion with its neighbours Mayotte, Mauritius, Seychelles, South Africa and France.



A profitable airline flying Boeing 777 200's and 777 300's\*, 737-300s and ATR 72's, Air Austral will offer a twice weekly service between Sydney and Paris, via Réunion, from 14th April, 2009.

Air Austral provides passengers a distinct French-styled service, in a three cabin offering.

Air Austral is represented in Australia by World Aviation Systems.

## A message from our CEO

Today, our airline plays a major role in air transport between Reunion Island and Europe, as well as on the regional network linking the islands of the south western part of the Indian Ocean.

Air Austral has pursued development since its creation, and is now the most important carrier in Réunion Roland Garros airport.

Born from a strategic alliance, our Company symbolises the willing success of the French overseas islands.

Step by step, the airline has been built and has been recognized for its high standard of service on its regional, as well as long haul, operations.

Our aim is to match the demand of a diversified market on the entire network.

Air Austral acts for the economic and tourism development of its region and stimulating the relationship between Europe and the Indian Ocean islands.

We have a realistic and clear development strategy based on long term benefit.

Our goal is to offer the best quality of service between France and Reunion Island and on our regional network within the Indian Ocean islands, keeping intact the reputation of “The French Airline of the Indian Ocean”.



Gérard ETHEVE C.E.O.



## OUR HISTORY – THE MAJOR MILESTONES

### THE FIRST STEPS

- 
- December 1974: birth of the airline  
Commercial aviation in Réunion was born with the creation of a new airline: Réunion Air Services (RAS).
- 
- August 1977: The first steps of regional air transport  
Réunion Air Services' first scheduled service between Réunion and Mayotte.
- 
- December 1986: Réunion Air Services became Air Réunion.

### REGIONAL AIR TRANSPORT TAKES OFF

- 
- October 1990: Air Réunion is renamed Air Austral  
Air Réunion / Air Austral was purchased by Sematra (a company owned by the local councils of Réunion) and several financial partners. Air France became a shareholder of the airline. The first Boeing 737-500 joined the fleet. The second arrived in 1994 and the third Boeing 737 (a -300QC) in 1997.
- 
- 2000: Air Austral took delivery of its ATR 72-500. At this point, the airline's operations included Réunion (Saint-Denis and Saint Pierre airports) to South Africa, the Comores, Mauritius, Madagascar, Mayotte, and Seychelles.



### AIR AUSTRAL GOES LONG HAUL

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- June 2003: A new era for Air Austral. The Airline launched its first long haul flight from Réunion to Paris (Charles de Gaulle) with two Boeing 777-200ERs.
- 
- June 2005: The third Boeing 777-200ER joined the fleet. The airline began to serve Lyon and Marseille from Réunion and operate a Boeing 777-200ER daily to Mayotte.
- 
- October 2006: Air Austral commenced a twice weekly flight between Réunion and Bangkok, the gateway to Asia, in association with Air Madagascar.
- 
- April 2009: Air Austral commences services from Noumea to Sydney, Reunion and on to Paris.





## OUR SHAREHOLDERS AND MANAGEMENT

**Capital:** 19 206 900 €

### Shareholders:

SEMATRA:	29 820 shares	(46.59%)
Banks:	8 611 shares	(13.45%)
CRRC:	4 320 shares	( 6.75%)
Employees:	7 400 shares	(11.56%)
Private investors:	13 872 shares	(21.65%)

### SEMATRA is an air transport company, in which capital is owned by:

Conseil Général de la Réunion:	50%
Conseil Régional de la Réunion:	30%
Others (including the Chamber of Commerce of Reunion Island)	20%

The Company is a Limited Company, governed by articles 118 - 150 of law, July 24th 1966, and managed by a Board of Directors under the control of a Supervisory Board.

### Board of Directors

Président:	Gérard ETHEVE
Members:	Michel FRAPPIER de MONTBENOIT Joseph BREMA

### Management

C.E.O:	Gérard ETHEVE
V.P Operation, General Secretary:	Michel FRAPPIER de MONTBENOIT
V.P Finance:	Joseph BREMA
V.P Commercial:	Jean-Marc GRAZZINI
V.P Technical:	Marie -Pierre LAVIGNE

#### Commercial Manager Réunion

Indian Ocean	Géneviève GRAULICH
Chief Pilot	Christian LARICHE







## OUR MAINTENANCE & CERTIFICATION

### Air Austral has a solid technical support team for the maintenance of its fleet.

In Réunion, the medium and short haul fleet maintenance, up to the replacement of the engines, is performed by 32 engineers who are employed in the workshop, and conforming to European (JAR 145 certified) standards.

The airline seeks the best international standards for skills and materials in order to maintain the aircraft and to avoid any delays.

The airline also relies on worldwide renowned companies for the provision of its long haul maintenance:



- Air France Industries in Paris maintains the Boeing 777 fleet and provides the Boeing 737 general checks.
- Lufthansa Technics handles the Boeing 737 engine checks.
- ATR handles the ATR 72 equipment checks.
- EAS industries and TAT industries provide service on the medium and short haul fleet.

Air Austral was granted the internationally recognised IATA Operational Safety Audit (IOSA) certification in January 2008.

This certification demonstrates Air Austral's commitment quality, safety and security for the benefit of passengers.

IOSA is the internationally recognized and accepted evaluation program designed to assess the operational management and control systems of an airline, using internationally recognised quality audit principles.

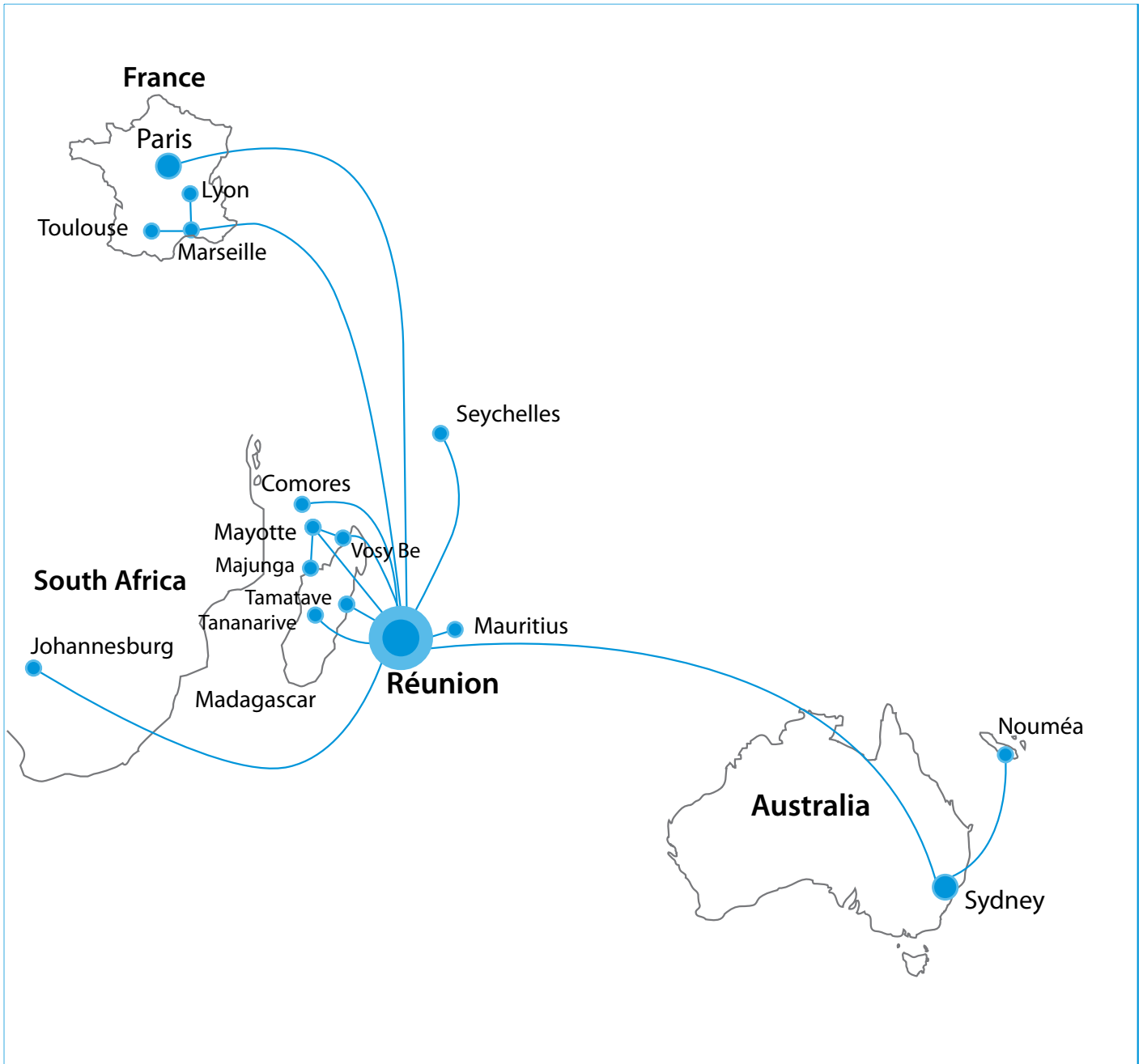
IOSA audit focuses on key areas within an airline company: management and organization, flight operations, operative control, ground operations, airplane maintenance, cargo operations, passengers' cabin safety and aeronautical safety.

There are 180 IOSA certified airline companies.

Air Austral has been certified by the German company, AQS.



OUR NETWORK – CONNECTIONS TO OTHER DESTINATIONS (MAP)





## OUR FLIGHT SCHEDULE TO FRANCE

### UU772 Sydney to Paris

Departs Sydney at 12:10 on Tuesdays and 13.25 on Saturdays, and arrive in Paris at 05:30 Wednesday and 06.45 Sunday.\*\*

### UU771 Paris to Sydney

Departs Paris at 22:50 Wednesday and 08:50 Sunday, arriving in Sydney at 06:05 on Friday and 15:55 on Monday.\*\*

Flight No.	Departure	Arrival	Aircraft	Stops	Flight availability/day of week							
	Local time	Local time			Mon	Tues	Wed	Thurs	Fri	Sat	Sun	
UU 772	Sydney 12:10	Paris 05:30 +1	722	1							●	
UU 772	sydney 13:25	Paris 06:45 +1	722	1		●						

Flight No.	Departure	Arrival	Aircraft	Stops	Flight availability/day of week							
	Local time	Local time			Mon	Tues	Wed	Thurs	Fri	Sat	Sun	
UU 771	Paris 08:50	Sydney 15:55 +1	722	1								●
UU 771	Paris 22:50	Sydney 06:05 +2	722	1			●					

In addition to the through flight to Paris, Air Austral operates flights from St Denis to the following destinations:

Marseille  
Lyon  
Toulouse

For full details on connections, visit your GDS or travel agent.



## OUR FLEET

### Short & medium haul



Air Austral employs two types of aircraft on our short / medium haul services – BOEING 737s and the ATR72.

Our Boeing 737-300s and ATR-500s are configured with 118 to 133 seats in a 2 class cabin and connect the extensive island network and South Africa.

The ATR72-500 completes the fleet and is perfectly adapted for short haul operations between Saint-Denis and Mauritius, Saint-Pierre and Mauritius and Saint Denis and Saint Pierre for daily connections to Paris.

The ATR 72 is fitted with 64 leather seats, and overhead video screens.

### Long haul

#### Boeing 777

With the Boeing 777, Air Austral operates non-stop flights on the Reunion-France (Paris, Marseille, Lyon) route. This aircraft is the most modern in the series. The B777 has a range of 14,000 km.

Engine :	Pratt & Whitney 4090 - 90,000lb.
Cargo :	up to 6 pallets (60 to 65 cubic metres) 14 LD - containers +- 17 cubic metres of hold
Maximum distance flown :	14 316 km
Fuel capacity :	171,160 litres

#### Specifications

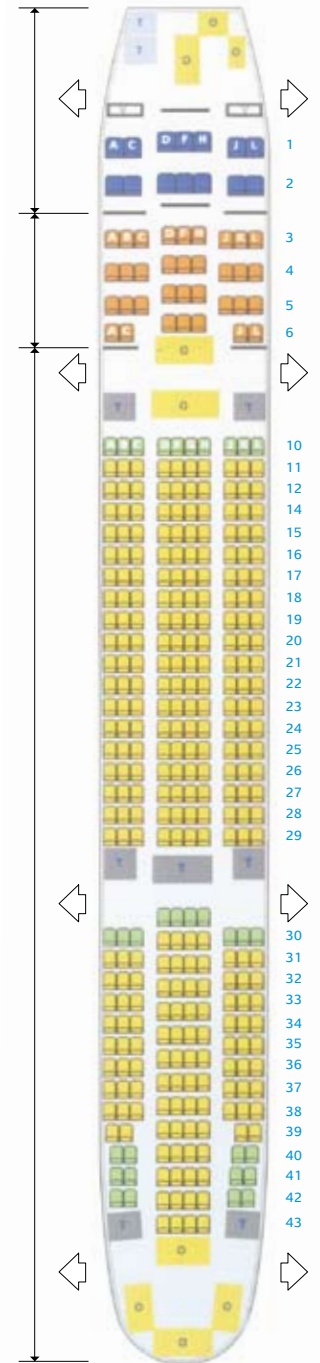
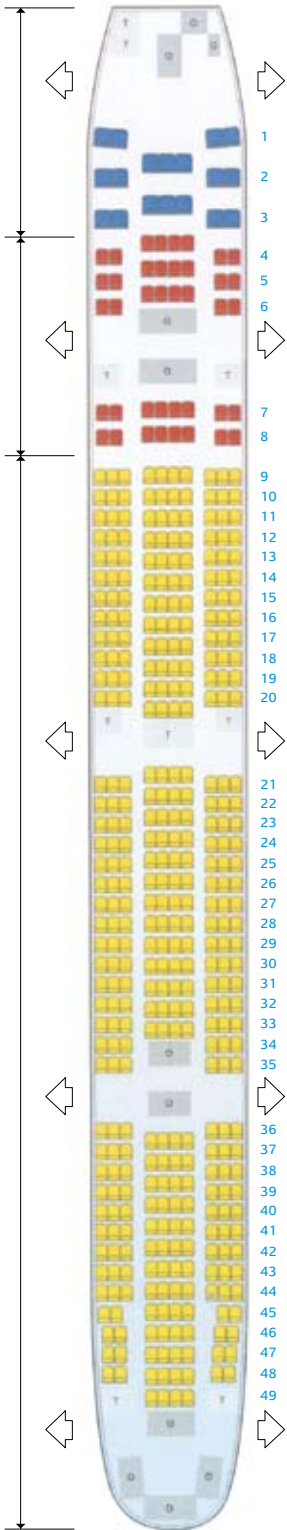
Height :	18.5m
External diameter :	6.19m
Overall length :	63.7m
Cabin width :	5.85m
Wingspan :	60.9m
Cruising altitude :	11 000m
Cruising speed :	890km/h





Boeing 777-300 ER  
F-ONOU F-OSYD

Boeing 777-200 ER  
F-ORUN F-OPAR F-OMAY



### Business Class

18 seats with 10'6 individual video screens

14 seats with individual video screens

pitch : 63'  
Lie flats seats

pitch : 48'  
Seat recline : 145°



### Premium Economy

40 seats with 10'6 individual video screens

34 seats with individual video screens

pitch : 38'  
Seats recline : 128°

pitch : 38'  
Seat recline : 128°



### Economy

384 seats with 9' individual video screens

316 seats

pitch : 32'  
Seat recline : 115°

pitch : 32'  
Seat recline : 115°

 Available at check in

 Gallery

 Gallery

 Toilet

 Toilet

 Wardrobe

 Wardrobe



## Our Classes

### Club Austral (Business Class)

Passengers travelling in our Club Austral class enjoy the experience of one of the best Business class services available.

#### Boeing 777-200

- 14 leather seats reclining to 145° with a 48 inch pitch.
- Electronic game console with 80 games
- At selected airports, including Charles de Gaulle and Réunion Roland Garros Airports, passengers can access a separate check-in and lounge.
- Welcome champagne and a Club Austral amenity kit are provided.
- Meals are a choice of three main courses and selected famous French wines.
- Espresso coffee is also available.

#### Boeing 777-300\*

- Due in service by 2010, our Club Austral cabin will feature 18 lie flat leather seats, with individual video on demand, 10.6' screens and a generous 63 inch pitch.
- Illustration of our new cabin, below:



\* Boeing 777-300 due in service by 2010



## OUR CLASSES

### Classe Confort (Premium Economy)

#### Boeing 777

- An exclusive cabin located behind Club Austral class.
- Full leather seats recline to 128° with a 38 inch pitch.
- Individual video on demand is available with 10.6' screens, electronic game console with 80 games.
- At selected airports, Premium Economy passengers can access a separate check-in and lounge.
- Welcome champagne and a Classe Confort amenity kit are provided.
- Meals are a choice of two main courses, accompanied by a selection of famous French wines.





## OUR CLASSES

### Classe Loisirs (Economy Class)

#### Boeing 777

- Full leather seats recline to 115° with a 32 inch pitch.
- Individual video on demand, electronic game console with 80 games.
- A full amenity kit is provided
- Duty free sales are also available.

#### Boeing 737 and ATR-72

- The seat (6 abreast) reclines to 115° with a pitch of 31". Passengers enjoy a selection of local and international publications.
- Hot or cold meals are served according to flight duration and time, accompanied with a selection of wines and drinks.
- Duty free sales are available on flights between Saint-Denis and Mayotte, Johannesburg and Seychelles.





## LUGGAGE ALLOWANCES

### SYDNEY - PARIS

Class	kgs
Business (Club Austral)	40
Premium Economy (Confort)	35
Economy (Loisirs)	25
Infants less than two years of age: 10 kgs	







## OUR CAPRICORNE PROGRAM – OUR FREQUENT FLYER PROGRAM

### Air Austral's frequent flyer program is called Capricorne.

The Capricorne Card entitles passengers to earn “flight points” for every flight flown on the Air Austral network.

On registering, members receive a welcome gift of 500 “bonus points”.

### Advantages

Points can be redeemed on all Air Austral scheduled services by the member or a registered person of their choice: redemptions can be for round trip or single travel, upgrades or excess baggage.

For example, here are some redemption opportunities:

- Based on 4 return flights on the route Réunion - Paris, in Economy (Loisirs) Class, the points earned could be redeemed for a round-trip flight: Réunion - Seychelles.
- Based on 3 return flights on the route Réunion - Mayotte, in Economy (Loisirs) Class, points can be redeemed for an upgrade to Premium Economy (Confort) Class for a flight between Réunion and Johannesburg.

Premium Economy (Confort) Class travel benefits from an additional 25% in point allocation.

Business (Club Austral) Class travel doubles the points.

Note: Not all fare types attract Capricorne points.

Click here to sign up for the Air Austral Capricorne frequent flyer program.  
<http://www.air-austral.com/capricorne-program.html>







## OUR CONNECTIONS

### tgvair

Connecting domestic France with our “Air Austral - tgvair” air-train ticket

One Ticket, One Booking, One Pricing, One Connection

Air Austral and tgvair offer a swift and reliable solution to same day domestic travel within France – the air-train ticket “Flight et tgvair”.

In addition to fares & direct flights into Paris, Lyon, Marseille and Toulouse, 20 domestic destinations/train stations are marketed by Air Austral where the TGV train ticket is included in the air e-ticket.

Upon arrival in Paris, our passengers are able to transfer to 20 provincial train destinations swiftly. Passengers present themselves 20 minutes before scheduled departure hour at the dedicated tgvair office of the train station in order to receive their TGV boarding card, indicating the train, car and seat number.

20 destinations included in this partnership:





## OUR CONNECTIONS

### In Paris – Charles de Gaulle (CDG) Airport

Paris Charles de Gaulle Airport (CDG) - also known as Paris Roissy - is the largest airport serving Paris and the second busiest passenger airport in Europe after London Heathrow.

Charles de Gaulle Airport has three modern terminals offering travellers quality facilities and services. An excellent choice of restaurants, bars and shops, plus extensive banking and currency, business, first aid, visitor and special needs amenities are featured at Paris CDG Airport.

The three terminals are connected by free shuttle buses and handle over 200,000 passengers daily.

International flights, excluding Air France, utilize Terminal 1.

Air Austral, Air France and other airlines flying to European destinations utilize Terminal 2. Terminal 2 currently has five separate halls and is being further expanded to an eventual capacity of 50 million people by 2010.

Transit to and from terminal 2A from the other halls is made possible either by bus shuttle or on foot. The furthest terminal, Terminal 2F, is only 15 minutes walking distance from Air Austral's check-in counters. Shuttle buses are available every five minutes.

Paris CDG Airport was one of the first airports in Europe to have an integrated train system serving it: the RER rapid TGV train service reaches central Paris in approximately 45 minutes, Disney World in ten minutes and Lille and Brussels in an hour. Regular RATP buses, taxis and limousines also operate from Paris CDG Airport, and road access from Paris is on the A1 via Porte de la Chapelle.

Located 23 kilometres (14 miles) north-east of Paris, Charles de Gaulle Airport offers numerous transport links to the French capital city by road and rail. Express trains link the terminal from the railway station to central Paris in less than 30 minutes, every 10 minutes.





## ABOUT RÉUNION



### Location

Featuring one of the world's most active volcanoes, the snow-capped Piton de La Fournaise, and a landscape that varies spectacularly from one kilometre to the next, Réunion is a little known tropical French island off the coast of East Africa in the South Indian Ocean.

Formally referred to as 'La Réunion', the little known French Overseas Department island has a population of almost 800,000 based in around its coastal fringes, predominantly in the capital of Saint-Denis in the north, and the coastal towns of Saint-Paul to the west, Saint-Benoît to the east, and Saint-Pierre to the south.

The island features huge geographical collapses which have formed three "cirques" (mountain basins) named Mafate, Cilaos and Salazie, that open onto the sea through narrow passes. Suitable for hiking, the breathtaking scenery of cascades and gorges is a major attraction for mountain lovers.



The island is an adventure travellers' dream, where hiking, surfing, diving, game fishing, and paragliding opportunities abound, to name but a few of the pursuits available.

Full details of the scenic attractions across Réunion are available on the official Réunion Tourism website at <http://www.la-reunion-tourisme.com/>.

### Visas

Entry requirements for Australians: Australian passport holders do not require a visa for stays of up to ninety days for a stay in Réunion and mainland France; a valid passport is required.

### For Other Passport Holders:

Dependant upon nationality, duration and reason for the stay in Réunion and European France, it may be necessary to obtain a visa before travelling. In this case, travellers should apply to the French consulate in their country. Details of their addresses on the website of the French Ministry for Foreign Affairs: [http://www.diplomatie.gouv.fr/en/france\\_159/entering-france\\_2045/getting-visa\\_2046/do-you-need-visa\\_1559.html](http://www.diplomatie.gouv.fr/en/france_159/entering-france_2045/getting-visa_2046/do-you-need-visa_1559.html)



## Practical information

**Telephone Prefix:** Réunion's international telephone prefix is + 262. Outgoing code is 00 (e.g. 0061 for Australia). Although there are three mobile phone companies providing service in Réunion, there are not many international roaming agreements.

**Electricity:** Réunion's electrical current 220/240 volt alternating current at 50Hz. The wall plugs take the same two-pin plugs as France.

**Language:** French and Réunion Creole are spoken, as well as some English.

## Health Precautions:

It is recommended to carry a sun screen with a high SPF factor and good sun glasses.

Taking adequate protection against mosquito bites is also recommended, including wearing long white clothing (especially at the beginning and end of the day), and using repellent on exposed areas of skin.

Currently, no vaccinations are required for entering France or Réunion.

## Weather

The average temperature on the coast is 18-31°C, although it is cooler in the hilly interior. The island is divided by its mountain range into the lush, humid, rainier east (windward) side and the drier (leeward) coast to the south and west.

Temperatures and rainfall vary according to the altitude and exposure.

The year is divided into two seasons:

- The cool dry season, which lasts from May to October during which 'winter' falls between June and August near the mountain peaks.
- The hot wet season, from November to April, which receives two thirds of the annual rainfall. The peak of the rainy season is during January and February.

The combination of the whims of geography, altitude, and the exposure to the trade winds creates innumerable microclimates that make up the originality of Réunion.



## Currency

The Euro is legal tender in Réunion.

Tipping is customary, and 10% or more of the bill is expected.

## Duty Free



Travellers from non-EU countries over 17 years of age entering Réunion can bring in the following items duty-free: either 200 cigarettes, 50 cigars or 250g tobacco, as well as 2 litres of either spirits or wine, 50g perfume or 250ml eau de toilette, gold jewellery not exceeding 500g, 500g coffee, 100g tea and other goods to the value of €175 per adult, or €90 for children under 15 years.

## Getting Around



There are local buses on the island, as well as Car Jaune (yellow buses) that connect the island's main towns.

Taxis are available.

Cars can be rented at the Airport as well as in the capital, Saint Denis. Roads are well maintained, although traffic can be heavy during peak periods.