



the capricorne | loyalty program

welcome guide
April 2011 edition

Join the capricorne loyalty program and benefit from the advantages offered by a major airline.

Air Austral, the French airline of the Indian Ocean

Since 20 years, Air Austral has set the standards in the Indian Ocean. With services to South Africa, Australia, the Comoros Island, France (Paris Charles de Gaulle, Bordeaux, Lyon, Marseille, Nantes, Toulouse), Madagascar, Mauritius, Mayotte, New Caledonia, the Seychelles, and since April 2011, Thailand.

Air Austral is the first airline to link France to the destinations in the Indian Ocean. Our fleet consists of Boeing 777-300 ER and 777-200 ER for long-haul flights, and from October, 2011 with the opening of Paris and Marseille Mayotte direct routes, Boeing 777-200 LR (Long Range). For shorter flights within the Indian Ocean, Boeing 737-800 NG and ATR72-500.

Air Austral provides the highest quality flight service to more than 1 000 000 travellers in 2010.

the capricorne loyalty program

The **Capricorne** loyalty Program is our way of thanking you for your loyalty with Air Austral. Travellers who have flown with us will know just how much importance we place in our customer service. With the **Capricorne** loyalty Program, our loyal passengers have access to a variety of gifts and other benefits and rewards.

the more you fly with us,
the more you earn !

the capricorne loyalty card

The Capricorne Loyalty card is free and allows you to accumulate points when flying to any of our destinations from your very first flight. Points could be exchanged for awards, in the form of a free air ticket, a companion ticket, upgrade or excess baggage allowance. From the credit of the third flight on the account, you receive your permanent card and have access to even more benefits including :



- > Priority on waiting lists for reservations
- > 5 kg of extra baggage allowance
- > Entitlement to rewards

the premium capricorne loyalty card

Frequent flyers who have acquired more than 12 500 points within 12 months are automatically promoted to the Capricorne Premium status for one year, with a new card. Status reviews for the Capricorne Premium membership takes place twice a year - at the end of June and December.



Benefits of this membership:

- > Entitlement to rewards.
- > Priority on waiting lists for reservations and at check-in.
- > Priority access to exclusive check-in desks at Roissy CDG2A, Saint Denis Roland Garros, Bordeaux Mérignac, Lyon Saint-Exupéry, Marseille Provence, Nantes Atlantique, Toulouse Blagnac, Bangkok, Johannesburg, Nouméa La Tontouta and Sydney Kingsford Smith airports.
- > 10 kg of extra baggage allowance.
- > Access to airport lounges including Marcel Goulette at Roland Garros, Admiral's Club at Roissy CDG2A, Salon des Vignobles at Bordeaux, Mont-Blanc at Lyon, Cézanne at Marseille Provence, Croix du Sud at Toulouse, Air France at Johannesburg, Thai Airways at Bangkok, Nouméa La Tontouta at Nouméa, Sydney Kingsford Smith at Sydney and VIP Lounge at Antananarivo
- > Priority baggage tags for your luggage.
- > Free upgrade in Comfort class or Club Austral class on one return flight per year. This award is subjected to the conditions of use, as for example, the availability of I or B booking classes, or still the eligibility of the settled price rate.
- > 50% bonus points added for each flight for Nouméa-Reunion and Sydney-Réunion routes.

accumulating points how does it work ?

Upon providing your card number during booking or check-in, you will accumulate “travelling” points that correspond to your destination and travelling class.

- > Leisure class : according to your booking class
- > Comfort Class : you will earn 25% more points than a booking with Leisure Class
- > Club Austral : you will earn 100% more points than a booking with Leisure Class

accumulated « Travelling » points : current airfare (1st april 2011)

Accumulated points (one-way)	Class	Class L	Class B	Class I	
		Leisure	Comfort	Club Austral	
Long haul flights		KVUQMH	TSY	WRO	JCD
France - Noumea or Sydney		800	1 500	1 900	3 000
Reunion (Saint-Denis) - Noumea or Sydney		500	900	1 125	1 800
Reunion (Saint-Denis or Saint-Pierre) - France		500	900	1 125	1 800
Reunion (Saint-Denis or Saint-Pierre) - Thailand (Bangkok)		500	900	1 125	1 800
Regional routes		ENTVSKHY	W	J	
Reunion (Saint-Denis) - Comores (Moroni)		500	625	1 000	
Reunion (Saint-Denis) - Mayotte (Dzaoudzi)		400	500	800	
Reunion (Saint-Denis) - South Africa (Johannesburg)		500	625		
Reunion (Saint-Denis) - Madagascar (Majunga)		500	625		
Reunion (Saint-Denis) - Madagascar (Nosy Be, Tanarive, Tamatave)		400	500		
Reunion (Saint-Denis) - Seychelles (Mahe)		400	500		
Mayotte (Dzaoudzi) - Madagascar (Majunga, Nosy Be, Tananarive)		350	450		
Mayotte (Dzaoudzi) - Comores (Moroni)		250	350		
Reunion (Saint-Denis or Saint-Pierre) - Mauritius		250			
France : Bordeaux, Lyon, Marseille, Nantes, Paris, Toulouse.					

For example, if you travel on a return Sydney-Paris flight (in V class) you will be credited 800 x 2 = 1600 points.

Points are not applicable for U promotional fare in the regional network, N and E fares on long-haul flights, ad hoc promotional offers on all destinations and ID/AD.

«Bonus» points

Air Austral offers “bonus” or welcoming points during promotional campaigns or welcoming points, but these points are not used in the qualification for the Capricorne premium card.

validity of points

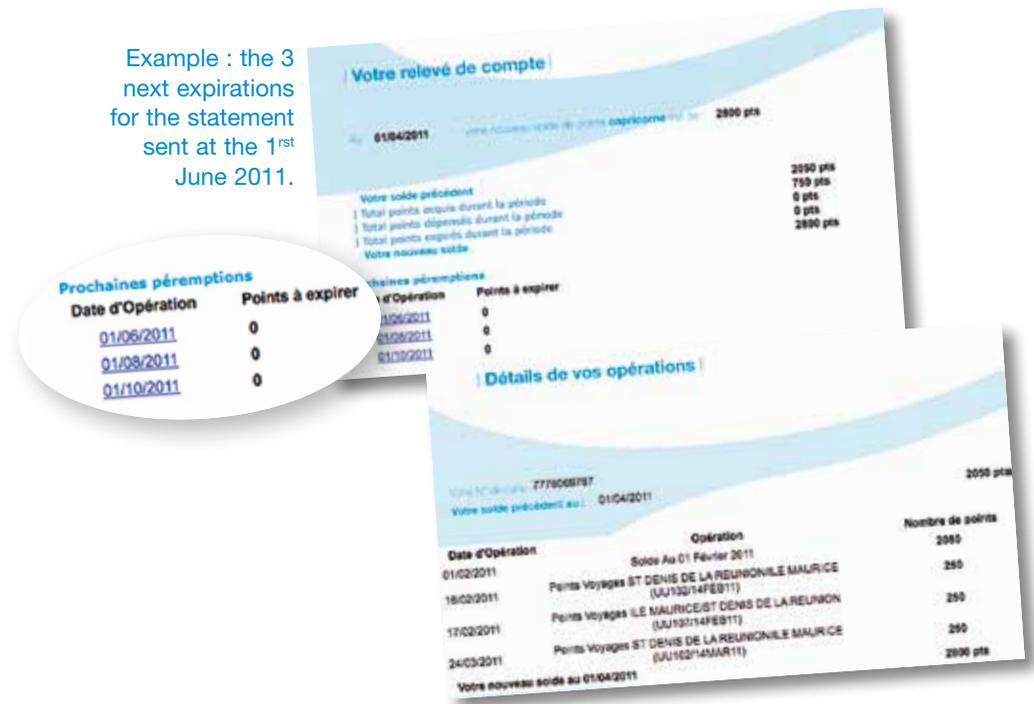
the rule

Points earned by a Member of the Capricorne loyalty program are valid for a 36-month period from the end of the month in accordance with a transaction generating points. Points credited to the Member’s account expire on a monthly basis.

how to save your points?

Your Capricorne statement displays your points due to expire in the coming 6 months. Details of points due to expire in the next 36 months coming 36 can be accessed on your Capricorne account at www.air-austral.com, using your user ID and password.

Example : the 3 next expirations for the statement sent at the 1st June 2011.



To stop your points from expiring, all you need to do is convert them into awards. The more you convert your points into awards, the more you prevent them from expiring.

Points are redeemed on a first in, first out basis (oldest points are used first). Once the award ticket is issued, it is valid one year : changes are authorized, and the first modification is free of charge.

keeping up-to-date on your account

Stay updated with your Capricorne account so you can start planning your next trip. Here are some tools which you may find useful.

your account statement

Every two months, you will receive your account statement either by e-mail or by regular mail, as per your preference. The statement will detail your transactions (accumulated points, debited points, expired points) and the balance for the period.

your account accessible on-line

You are free to check and update your account online at www.air-austral.com at any time.

Your account on-line



Enter the 10 digits of your card number without space, and your password (by respecting small letters and capital letters).



Forgotten password



If you have lost your password, and if a valid email address is registered under your profile, simply click the « forgotten password » box to have it re-sent by e-mail.



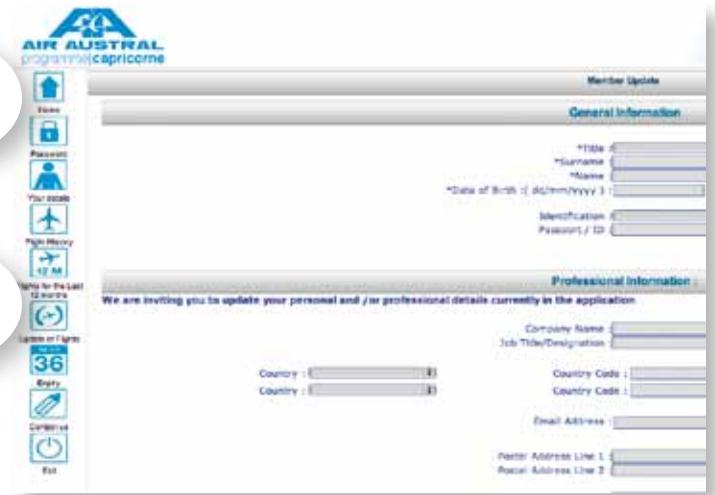
Update your personal data



Update your password



Update your details (address and phone number) to continue to receive the information of the Capricorne program.



Consult and update your flights



Consult your flight history



Update your previously accumulated points of up to six months prior on the module « Update your flight »



so, which award will you choose?

For a free flight, a companion ticket, an upgrade or an excess baggage allowance, request the award of your choice according to the number of points you have accumulated for yourself or the person of your choice.

how to apply for awards

- > By mailing or faxing back the award request form you have received with your latest account statement to the **Capricorne Department**. Your signature and your PIN code are compulsory on these forms.
- > By e-mailing an electronic award request form. You will find the form on your electronic account statement or at www.air-austral.com. Enter your Capricorne card number and your PIN code to lodge the form.
- > In case the award is in favor of a third person, a copy of your ID card is compulsory. For minors requesting an award, the ID card/passport of the minor will be required.

how to book your awards ?

- > The issuance of **award tickets**, companion tickets and upgrades is done 72 hours following bookings (beyond this deadline, bookings are automatically cancelled). bookings are made in a specific booking class and are subject to availability. Changes can be made until the last working day prior to departure and are subject to availability of the award booking class; in case the awards should not be available, a ticket shall be issued at full fare.
- > A written request form and ID card from the account holder will be requested upon bookings. Points will be adjusted accordingly to your Capricorne account.
- > Airport and safety taxes (or equivalent) are at the travellers' expense. They can vary according to countries and airports and must be paid upon issuing of the ticket. Costs pertaining to awards can be paid by cheque, cash or credit card for the airport taxes and fees.
- > Cheques are accepted only when tickets are issued more than 15 days prior to departure.
- > The awards are not refundable in cash. They can be refunded only in Capricorne points. In case the award ticket cannot be used, you can postpone your journey to a later date, the award being valid 1 year from the date of issue. The 1st change is free and is subject to availability. Subsequent changes will be charged with a penalty of 50 euro by modification. In case of refund, only the holder of the account initially debited can ask for a retro credit for the number of points corresponding to the award debited by written request. A 50-euro penalty will be deducted from the amount settled during the purchase of the ticket ; in the case of a combined ticket, half award and half paying, the conditions of the paying ticket will apply.

free award ticket: the more you fly... the more free flights you will earn

You can exchange your free award air ticket for either yourself or the person of your choice.

current points system (1st april 2011)

Free air ticket (one-way)	Class L	Class B	Class I
Direct flights	Points in Leisure	Points in Comfort	Points in Club Austral
France - Noumea** or Sydney*	7 000	11 000	17 000
Reunion (Saint-Denis, Saint-Pierre) - France	4 000	6 250	10 000
Reunion (Saint-Denis) - Noumea** or Sydney	4 000	6 250	10 000
Reunion (Saint-Denis) - Comores (Moroni)	3 500	4 400	7 000
Reunion (Saint-Denis, Saint-Pierre) - Thaïlande (Bangkok)	2 500	3 750	5 000
Reunion (Saint-Denis) - South Africa (Johannesburg)	3 500	4 400	
Reunion (Saint-Denis) - Madagascar (Majunga, Nosy Be, Tamatave, Tananarive)	3 500	4 400	
Reunion (Saint-Denis) - Mayotte (Dzaoudzi)	3 500	4 400	
Reunion (Saint-Denis) - Seychelles (Mahe)	3 500	4 400	
Mayotte (Dzaoudzi) - Madagascar (Majunga, Nosy Be, Tananarive)	3 250	4 050	
Comores (Moroni) - Mayotte (Dzaoudzi)	3 000	3 750	
Reunion (Saint-Denis or Saint-Pierre) - Mauritius	2 500		
Connections			
South Africa (Johannesburg) - Noumea** or Sydney*	5 000	7 800	12 500
Comores (Moroni) - Nouméa** or Sydney*	5 000	7 800	12 500
Madagascar (Majunga, Nosy Be, Tamatave, Tananarive) - Nouméa** or Sydney*	5 000	7 800	12 500
Mauritius - Nouméa** or Sydney*	5 000	7 800	12 500
Mayotte (Dzaoudzi) - Noumea** or Sydney*	5 000	7 800	12 500
Seychelles (Mahé) - Noumea** or Sydney*	5 000	7 800	12 500
France - South Africa (Johannesburg)*	4 500	7 050	11 300
France - Madagascar (Majunga, Nosy Be, Tamatave, Tananarive)*	4 500	7 050	11 300
France - Mauritius*	4 500	7 050	11 300
France - Seychelles (Mahe)	4 500	7 050	11 300
Comores (Moroni) - France*	4 000	6 250	10 000
Mayotte (Dzaoudzi) - France (direct flight or via Reunion)	4 000	6 250	10 000
Madagascar (Tananarive) - Thailand (Bangkok)*	3 000	5 500	6 250
Mauritius - Thailand (Bangkok)*	3 000	5 500	6 250
Mayotte (Dzaoudzi) - Thailand (Bangkok)*	3 000	5 500	6 250

*Via Reunion. **Via Reunion and/or Sydney.
France : Bordeaux, Lyon, Marseille, Nantes, Paris, Toulouse.
The scale of free ticket on Thailand is valid until October 31st, 2011 (introductory offer).

The transfer of points from one account to another, or the accumulation of points from several accounts to obtain an award are not authorized. A round trip award can be debited to 2 different accounts as long as each of the 2 accounts allows the debit of a one-way trip award.

Award tickets are valid for one year from the date of issue.

Connecting flights : For award free ticket, it is possible to stop in the connection point, either on the way out, or on the way back. For paying tickets, the rule of the settled price rate applies; for any voluntary stopovers, a new award or a full fare ticket will be issued for the remaining sectors if the booking classes are not available or if the account holder's balance is insufficient.

Consult our scales and ask for your on-line awards :

www.air-austral.com

Column > « Loyalty Program » > « Spend your points for an award »

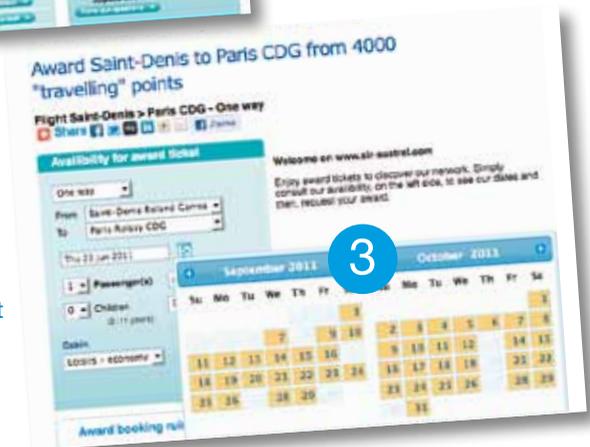
NEW :

Organize your journey by consulting the awards calendar and by selecting your date of departure.



1 Select your city of departure.

2 Select your award (transport class, one-way or return flight).



3 Select your date among dates indicated in orange.

The availability changes in real time and is regularly updated, do not hesitate to renew your visit.

Then, complete the award request form on-line.

companion award ticket for the person travelling with you !

The companion ticket is applicable for a return flight only. It can only be used by your travelling companion when travelling together with you either one way or return. For this award, the points debited for the companion ticket are equivalent to 70% of the award only. The travelling ticket must also be equal or inferior to yours. The companion ticket can be debited only on 1 Capricorne account

current points system (1st april 2011)

Companion award (return)	Class L	Class B	Class I
Direct flights			
France - Noumea** or Sydney*	9 800	15 400	23 800
Reunion (Saint-Denis, Saint-Pierre) - France	5 600	8 750	14 000
Reunion (Saint-Denis) Noumea** or Sydney	5 600	8 750	14 000
Reunion (Saint-Denis) - Comores (Moroni)	4 900	6 160	9 800
Reunion (Saint-Denis, Saint-Pierre) - Thailand (Bangkok)	3 500	5 250	7 000
Reunion (Saint-Denis) - South Africa (Johannesburg)	4 900	6 160	
Reunion (Saint-Denis) - Madagascar (Majunga, Nosy Be, Tamatave, Tananarive)	4 900	6 160	
Reunion (Saint-Denis) - Mayotte (Dzaoudzi)	4 900	6 160	
Reunion (Saint-Denis) - Seychelles (Mahe)	4 900	6 160	
Mayotte (Dzaoudzi) - Madagascar (Majunga, Nosy Be, Tananarive)	4 550	5 700	
Mayotte (Dzaoudzi) - Comores (Moroni)	4 200	5 250	
Reunion (Saint-Denis or Saint-Pierre) - Mauritius	3 500		
Connections			
South Africa (Johannesburg) - Noumea** or Sydney*	7 000	10 900	17 500
Comores (Moroni) - Noumea** or Sydney*	7 000	10 900	17 500
Madagascar (Majunga, Nosy Be, Tamatave, Tananarive) - Noumea** or Sydney *	7 000	10 900	17 500
Mauritius - Noumea** or Sydney*	7 000	10 900	17 500
Mayotte (Dzaoudzi) - Noumea** or Sydney*	7 000	10 900	17 500
Seychelles (Mahé) - Noumea** or Sydney*	7 000	10 900	17 500
France - South Africa (Johannesburg)*	6 300	9 900	15 800
France - Madagascar (Majunga, Nosy Be, Tamatave, Tananarive)	6 300	9 900	15 800
France - Mauritius*	6 300	9 900	15 800
France - Seychelles (Mahe)	6 300	9 900	15 800
Comores (Moroni) - France*	5 600	8 750	14 000
Mayotte (Dzaoudzi) - France (direct flight or via Reunion)*	5 600	8 750	14 000
Mauritius - Thailand (Bangkok)*	4 200	7 700	8 750
Mayotte (Dzaoudzi) - Thailand (Bangkok)*	4 200	7 700	8 750

*Via Reunion. **Via Reunion and/or Sydney.
France : Bordeaux, Lyon, Marseille, Nantes, Paris, Toulouse.
The scale of free ticket on Thailand is valid until October 31st, 2011 (introductory offer).

excess baggage: the more you travel... the lighter you will feel

Excess baggage awards are based on one way trips.
A maximum of three excess baggage awards per passenger can be authorized on the same flight. The beneficiary can be either you or the person of your choice.

current points system (1st april 2011)

Excess baggage (one-way)	Volume	Points
Direct flights		
France - Noumea** or Sydney*	15 kg	4 500
Reunion (Saint-Denis or Saint-Pierre) - France	15 kg	2 500
Reunion (Saint-Denis) - Noumea** or Sydney	15 kg	2 500
Reunion (Saint-Denis, Saint-Pierre) - Thailand (Bangkok)	15 kg	2 500
Reunion (Saint-Denis) - South Africa (Johannesburg)	10 kg	1 900
Reunion (Saint-Denis) - Comores (Moroni)	10 kg	1 800
Reunion (Saint-Denis) - Madagascar (Majunga, Nosy Be, Tamatave, Tananarive)	10 kg	1 800
Reunion (Saint-Denis) - Mayotte (Dzaoudzi)	10 kg	1 800
Reunion (Saint-Denis) - Seychelles (Mahe)	10 kg	1 800
Mayotte (Dzaoudzi) - Comores (Moroni)	10 kg	1 500
Mayotte (Dzaoudzi) - Madagascar (Majunga, Nosy Be, Tananarive)	10 kg	1 500
Reunion (Saint-Denis or Saint-Pierre) - Mauritius	10 kg	1 500
Connections		
South Africa (Johannesburg) - Noumea** or Sydney*	15 kg	3 125
Comores (Moroni) - Noumea** or Sydney*	15 kg	3 125
Madagascar (Majunga, Nosy Be, Tamatave, Tananarive) - Nouméa** or Sydney*	15 kg	3 125
Mauritius - Noumea** or Sydney*	15 kg	3 125
Mayotte (Dzaoudzi) - Noumea** or Sydney*	15 kg	3 125
Seychelles (Mahé) - Noumea** or Sydney*	15 kg	3 125
France - South Africa (Johannesburg)*	15 kg	2 800
France - Madagascar (Majunga, Nosy Be, Tamatave, Tananarive)*	15 kg	2 800
France - Mauritius*	15 kg	2 800
France - Seychelles (Mahe)	15 kg	2 800
Mauritius - Thailand (Bangkok)*	15 kg	2 625
Mayotte (Dzaoudzi) - Thailand (Bangkok)*	15 kg	2 625
Comores (Moroni) - France*	15 kg	2 500
Mayotte (Dzaoudzi) - France (direct flight ou via Reunion)	15 kg	2 500

*Via Reunion. **Via Reunion and/or Sydney.
France : Bordeaux, Lyon, Marseille, Nantes, Paris, Toulouse.
The scale of free ticket on Thailand is valid until October 31st, 2011 (introductory offer).

upgrades: the more you travel... the more you can benefit from upgrades

Upgrade awards are accessible according to the conditions below.
On long-haul flights
> Airfares Y, S or T in Leisure class can be upgraded to Comfort Class
> Airfares W, R or O in Comfort Class can be upgraded to Club Austral

On regional routes
> Airfares Y, S, T, K or V in Leisure class can be upgraded to Comfort Class
> Airfares W in Comfort Class can be upgraded to Club Austral

current points system (1st april 2011)

Upgrade award (one-way)	Class B	Class I
Direct flights		
	Points in Confort	Points in Club Austral
France - Noumea** or Sydney*	4 000	6 000
Reunion (Saint-Denis or Saint-Pierre) - France	2 250	3 750
Reunion (Saint-Denis) - Noumea** or Sydney	2 250	3 750
Reunion (Saint-Denis, Saint-Pierre) - Thaïlande (Bangkok)	1 250	1 250
Reunion (Saint-Denis) - Comores (Moroni)	900	2 600
Reunion (Saint-Denis) - Mayotte (Dzaoudzi)	900	2 600
Reunion (Saint-Denis) - Af. du sud (Johannesburg)	900	
Reunion (Saint-Denis) - Madagascar (Majunga, Nosy Be, Tamatave, Tananarive)	900	
Reunion (Saint-Denis) - Seychelles (Mahe)	900	
Mayotte (Dzaoudzi) - Madagascar (Majunga, Nosy Be, Tananarive)	800	
Mayotte (Dzaoudzi) - Comores (Moroni)	750	
Reunion (Saint-Denis or Saint-Pierre) - Mauritius		
Connecting flights		
Comores (Moroni) - Noumea** or Sydney*	2 800	4 700
Madagascar (Tananarive, Tamatave, Nosy Be, Majunga) - Noumea** or Sydney*	2 800	4 700
Mauritius - Nouméa** or Sydney*	2 800	4 700
Mayotte (Dzaoudzi) - Noumea** or Sydney*	2 800	4 700
Seychelles (Mahe) - Noumea** or Sydney*	2 800	4 700
France - South Africa (Johannesburg)*	2 550	4 250
France - Madagascar (Majunga, Nosy Be, Tamatave, Tananarive)*	2 550	4 250
France - Mauritius*	2 550	4 250
France - Seychelles (Mahé)	2 550	4 250
Comores (Moroni) - France*	2 250	3 750
Mayotte (Dzaoudzi) - France*	2 250	3 750
Mauritius - Thailand (Bangkok)*	2 500	2 500
Mayotte (Dzaoudzi) - Thailand (Bangkok)*	2 500	2 500
South Africa (Johannesburg) - Noumea** or Sydney*	2 800	

*Via Reunion. **Via Reunion and/or Sydney.
France : Bordeaux, Lyon, Marseille, Nantes, Paris, Toulouse.
The scale of free ticket on Thailand is valid until October 31st, 2011 (introductory offer).

general conditions

1.1
The Capricorne Loyalty program run by Air Austral is a frequent flyer program aiming at giving its Members a credit of points according to pre-established scale in accordance with the conditions and limitations set out in the present General Conditions, according to the trips actually completed by the Member on board flight operated by Air Austral. The Loyalty program corresponds to flights operated by Air Austral, flights for which an Air Austral (UU) number is attributed, whether being operated directly by the Company or according to another option (code-share...).

1.2
According to the number of points granted to the Member, the latter will be able to earn awards with Air Austral according to a pre-established scale that will be distributed to the Members in accordance with conditions stated below.

2. Participation in the Loyalty program

2.1
Participation in the Capricorne Loyalty program is free and open to any person over two years of age and whose current address is located in a country that does not prohibit participating in this loyalty program.

2.2
Corporate bodies are not entitled to participate in this loyalty program. Employees, company managers and eligible people of airline companies, travel agencies or those who operate as tour guides cannot join the Capricorne loyalty program.

2.3
Any person who wishes to join the Capricorne loyalty program must fill in a personal membership request. The signature of a legal guardian or legal administrator of a disabled person regardless of age is compulsory.

2.4
Any person requesting membership to the Capricorne loyalty program must acquaint him/herself with the contents of the General Conditions and expressly accept them. These General Conditions are also available on request from Air Austral. At any time, Air Austral reserves the right to refuse membership to any person who would not correspond to the criteria set up for participating to the loyalty program.

2.5
Participation in the Capricorne loyalty program is effective as soon as the membership is presented to Air Austral in the type from made available to the airline's customers, duly informed by the applicant or by the applicant's on-line registration on the company internet site or with an Air Austral sales agent.

In the case of membership with a printed form, if a pre-numbered card comes with the form, then the membership applicant detaches the pre-numbered card on which an individual identification number appears. He/She can use it upon his/her first trip. In the case of an on-line registration or with an Air Austral sales agent, an individual identification will be sent by e-mail or by regular mail to the applicant, following his/her registration.

A personal account is created for each applicant who then becomes a loyalty program member. One membership per person is accepted resulting in the creation of a single account. This account cannot be ceded, donated, transferred or combined with any other Capricorne loyalty program account.

The permanent Capricorne loyalty card is issued and addressed to the Member after the third one-way-flight credit done on board Air Austral. The card remains the exclusive property of Air Austral who reserves the right to demand its restitution at any time. Only tickets issued in the name of the account holder may be credited to the account.

2.6
Any change of address, name or other indication deemed necessary to the functioning of the account must be notified as soon as possible, in writing to Air Austral who will be entitled to request any necessary documentary evidence from the Member. The proof of having informed Air Austral falls to the Member, in case of litigation.

2.7
The applicant will inform Air Austral in writing of any loss, destruction or theft of his/her card. His card will be replaced free of charge after transferring his/her points to a new account.

2.8
Members of the Air Austral loyalty program automatically become members of the Capricorne Loyalty Program.

3. Earning account points/ credit of the Member's account

3.1
Any credit is made to the customer's personal account.

3.2
The account unit is the "point."
Points shall be credited to the Member's account in compliance with the general terms and conditions of the program and the points system according to the use of Air Austral air transport transactions.

There are two types of points :
- "Bonus" points-notably linked to promotional and commercial transactions, to membership of the loyalty program and compensation
- "Travelling" points, linked to the flights, depend on the route, the booking class and the type of fare.

3.3
Air Austral flights and code-share flights with an Air Austral flight number enable the Member to accumulate "travelling" points according to the points system which has been set up by Air Austral and passed on to the Member. The Member can only earn points for the paid and completed flights based on a fare and route allowing an accumu-

lation of points at the date shown on the valid ticket. The number of credited points is in accordance with scale of the Air Austral points system.

For direct flights with or without stopovers, the points credited to the Member's account are based on the scale of the Capricorne loyalty program points system.

For connecting flights with changes of planes or flight numbers, points are calculated on the different partial routes. The "travelling" points are credited on average 7 days after the flight. Points shall be credited to the account, provided the Member has submitted the membership number when booking the flight, at the time of issuing the ticket or when checking in for the flight.

3.4
In case of flight cancellations due to factors beyond the air carriers' control including but not limited to internal or external labour disputes, security reasons or cases beyond the company's control, the member will not be granted points.

3.5
The flights and fares which qualify for the accumulation of points are determined by Air Austral and can be modified at any time and without any notice. Air Austral reserves the right to exclude some fares from the loyalty program and will do its best to duly inform the members of the Capricorne loyalty program. Kindly note that points are not applicable on Air Austral ad hoc promotional offers on all destinations.

3.6
New Members have the possibility to earn points from previous flights upon providing the original passenger receipts of the "journey memos/trip summaries" and boarding passes. This applies to flights flown up to 6 months prior to the registration date. Boarding passes are not considered as valid tickets. As for E-Tickets, passenger receipts or "journey memos/trip summaries" are the only valid documents to be accepted to earn travelling points.

3.7
The same flight cannot be used to accumulate points on any loyalty program except that of Air Austral.

3.8
Each Member should personally verify that points have been credited to their accounts.

If the Member claims points that have not been credited to their accounts after following the procedure, it is the Member's responsibility to provide necessary documents such as original passenger receipts, journey memos/ trip summaries or boarding passes within a 6-month period after the flight or transaction in question. Any claim for retro credit made on the Member website or with the Capricorne service service is only possible only 7 days after the flight. If the claim is justified, a retroactive credit shall be made to the Member's account.

In addition, Air Austral reserves the right to demand any necessary documents related to the accumulation of points. Retroactive claims should be notified to Air Austral in writing (e-mail, mail, fax).

3.9
Air Austral reserves the right to debit the account of any Member who has unduly acquired points.

The Member's account can only be credited once per flight or service.

3.10
Points credited to a Member's account are exclusive to Air Austral customers and cannot be accumulated, exchanged or converted for other airline loyalty programs.

3.11
Points earned by a Member of the Capricorne loyalty program are valid for a 36-month period from the end of the month in accordance with a transaction generating points. Points credited to the Member's account expire on a monthly basis.

3.12
Points earned by the Member of the Capricorne loyalty program cannot be transferred by the member from one account to another.

4. Earning awards/debit of the Member's account

4.1
An award can be an air ticket, an extra baggage allowance, an upgrade, a companion ticket or any other service in accordance with the scale specified in this program. Unexpired points credited to an account entitle the Member to Air Austral awards in accordance with the scale and the general conditions specified in the Capricorne loyalty program.

Members cannot qualify for any awards and benefits resulting from the loyalty program membership (such as the extra 5 kg baggage allowance) before the end of the third Air Austral flight after the registration date of the application to the Capricorne loyalty program and the delivery of the permanent membership card.

A member can exchange current valid points on his/her account for an award for himself/herself or for a third party of his/her choice; the request shall be made at least 7 working days prior to departure, for which a debit of points is made.

4.2 Free Air Tickets

An air ticket paid for with points is called an "award ticket". Award tickets are not eligible for the accumulation of points to the Member's account. The award ticket is an Air Austral valid ticket issued for Air Austral one-way or return flights.

The debit of the Member's account can only be made by the Air Austral Capricorne Department after the Member has notified it in writing to the Air Austral Capricorne Department. Award ticket bookings are carried out by the Capricorne Department or at any Air Austral branches, subject to availability, in a specific booking class with limited

seats – This should be done up to seven working days prior to departure. IDuring school holiday periods, free tickets are not available on some flights.

Tickets are issued by the Capricorne Department or at any Air Austral branches within 72 hours of the booking (beyond this deadline, the booking is automatically cancelled). The issue of the award ticket is authorized until the last working day prior to departure. The award ticket is valid for a 12-month period from the date of issue.

The combination of several Air Austral stops is authorized as the number of points shall be credited for each stop in accordance with the scale in force. For award tickets including connecting flights, stopovers at connecting points are prohibited. In the event of a deliberate stopover, a new award ticket will have to be issued for the remaining route, provided the I, B or L bookings classes are available on this route and there are sufficient points on the member's account. One stopover is authorized per trip, in either direction. Should it be otherwise, a ticket shall be issued at the full fare.

The Member shall pay for the airport and security taxes or for similar taxes. These taxes vary according to countries and airports and should be settled when issuing the ticket.

Modifications of redemption bookings are authorized; the first modification is free (if there has been an increase in the airport and safety taxes since the issue of the ticket, the Member shall be charged the difference), and subsequent changes will be charged with a penalty of 50 euro by modification. A change of route, date and time are allowed prior to the beginning of the trip. Once the trip has begun, only the change of date and time is possible, provided the I, B or L bookings classes are available. Should it be otherwise, a ticket shall be issued at the full fare. In case of refund, a 50-euro penalty will be deducted from the amount settled during the purchase of the ticket. A written request with a RIB (Bank details) shall be sent to Air Austral for the refund of the airport and safety taxes, within 3 months after the date of issue of the ticket. In the case where the RIB's holder name is different from the name of the person who paid the ticket, a written request of the person who paid the ticket will be required.

In the event that a return award ticket has been credited to two accounts, sufficient points for a one-way award ticket should be available to be debited on each account.

4.3. Upgrades

Upgrades are available for a one-way or return flight with a valid ticket issued by Air Austral. They should be booked with a paid ticket in accordance with the terms and conditions specified in the Welcome guide and in the booking class one up from the current: from the "Leisure" class to "Comfort" class reserved in the B-class and from the "Comfort" class to the "Austral Club" class reserved in the I-class. The booking is subject to availability, in a specific B or I bookings class with limited seats. During school holiday periods, upgrades are not available on some flights. In case of modification (low season to high season) of dates and of refund, the conditions of issue and transport linked to the paid ticket are applicable. In case of upgrade, points shall be credited to the Member's account according to the price of the paid ticket, and not according to the class in which the Member flew.

4.4. Extra baggage allowance

Baggage allowance awards are available for a one-way or return flights. The number of points required for a baggage allowance award per sector appear in the current points tables. A maximum of three baggage allowance awards are authorized per traveler on the same flight.

4.5. Companion tickets
The Companion ticket is a preferential award ticket for return flights used by a third party chosen by the Member, the latter travelling on the same flight with the third party with a paid ticket, either on one-way or return flight.

The transport class of the companion ticket must be inferior or equal to that of the Member's paid ticket.
The companion ticket must be booked in a specific class. The companion ticket will be granted in "Leisure" class, reserved in the L-class, in "comfort" class, reserved in B-class, or in "Club Austral" class, reserved in I-class.

4.6.
Expenses pertaining to award ticket can be settled by cheque, cash or credit/debit card for airport and safety taxes, and penalties. Cheques are only accepted to issue awards no less than 15 days prior to departure.

Awards are non-refundable.

5. Levels of membership of the Capricorne loyalty program

5.1.
Two levels of membership are open to members. To access level 2 called "Premium", the Member must accumulate a minimum number of "travelling" points as defined by the effective scale over a period of 12 months preceding the qualification review month.

5.2.
Review of the Members' status takes place twice a year, in December and in June. Upgrade to "Premium" level is automatic at the end of the month following the Review.

Upgrade to « Premium » level is defined for a period of one year.
In case of access to « Premium » level, a new card is sent to the program Members.

Downgrade to level 1 of a « Premium » Member can only be validated if the criterion defined in the current points system has not been reached over two consecutive qualification periods of the access to « Premium » level.

5.3
The advantages related to level 2 are:
- priority access to the check-in desk
- access to airport lounges for flights in Comfort or Club Austral classes
- 10 kg of excess baggage allowance

- priority sticker for delivery of check-in luggage
- free upgrade award for a selected person, once a year. This upgrade is valid only within the fidelity program conditions.
- priority treatment in case of irregularity

5.4.
Access to level 1 is effective upon reception of the permanent card. The advantages related to level 1 are:

- Access to awards
- Bookings and check-in priority on waiting lists
- 5 kg of excess baggage allowance

6. Information and communication

6.1.
A bi-monthly statement of account will be sent to all Members for whom a transaction has been made on their account over the last two months (debit or credit) at the end of each second month. This statement will be sent by regular mail, fax or e-mail according to the choice made by the Member upon registration or according to further instructions given to Air Austral administration department.

A statement of account will be sent to all the Members at least once a year, including those who have not had any transactions on their account during the past year.

Each Member's personal data is likely to be used for marketing purposes or special offers unless notified otherwise by the Member.

7. Miscellaneous

7.1.
Any breach of the Capricorne loyalty program General Conditions by the Member is likely to lead his/her exclusion without notice, resulting on the loss of all his/her points without compensation.

7.2.
In any case, the Member will be responsible for informing any third party or legal entity paying for the air tickets or accredited services, about the conditions and advantages obtained through Capricorne loyalty program.

In the event of an award being unduly turned down, Air Austral's liability will be limited to the value of that award. Any compensation will only be made in the form an equivalent award.

7.3.
Air Austral reserves the right to modify the loyalty program's general conditions, in particular the scales and the conditions of obtaining awards, cancellation or replacement of Capricorne loyalty program by another program, at any time with three-month notice.

7.4.
Any Member noting the loss or theft of his/her Capricorne loyalty card will immediately notify Air Austral in writing. Air Austral declines all responsibility for the fraudulent use of that card.

7.5.
Legislation in some countries may impose restrictions on the conditions of implementation of and/or participation in the Capricorne loyalty program. In order to comply with this legislation, Capricorne and Air Austral will be entitled to immediately implement new legal instructions and to modify its program accordingly, without notice.

Air tickets awards are subject to the effective general conditions or carriage. Air Austral declines any responsibility for any damage occurring during the use of such a ticket, with the exception of damage occurring during transportation for which the carrier's responsibility is governed by the Warsaw convention or by French law for domestic transportation.

7.6.
The Member is entitled to cease participation in Capricorne loyalty program. He/she will then have to notify Air Austral in writing and give his/her card back. Accumulated or transferred points will then be lost.

7.7.
People under 18 (from 2 years of age on) who participate in this loyalty program are subject to the prior signature of their guardian for each transaction related to this loyalty program, in particular for any award request. For minors requesting an award, the ID card of the child will be required.

7.8.
In accordance with the Law of January 6, 1978, right of access and rectification to the information held in the air austral Capricorne loyalty program files is provided.

7.9.
French law alone will be applicable for the execution of the contract and the tribunals of Saint Denis, Reunion Island will be the only proficient ones in coming to a decision in case of dispute regarding this loyalty program.



CAPRICORNE LOYALTY PROGRAM

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Bookings - Awards

▶ N° Indigo 0 825 013 031

0,15 € TTC / MN

International +33 825 013 031 call to France zone

