

# Module 1

## REUNION ISLAND - AN OVERVIEW





Littoral Vue du Ciel22 Saint Pierre

## Location

- A French island in the Indian Ocean
- Located between Madagascar and Mauritius
- Overseas Department of France

La Réunion is the 'ultimate island' located in the Indian Ocean, to the east of Madagascar and west of Mauritius, approximately 6,000 km from India. This Overseas Department of France is a part of the European Union. After a 7 to 8 hour flight, your clients will discover a place with tropical climate, a mixed race population from Africa, Madagascar, Asia, India and Europe; resulting in rich cultural diversity; as well as extraordinary flora and fauna. La Réunion can be conveniently combined with Mauritius for an exotic getaway.

## 'La Réunion, the ultimate island'

La Réunion is an ideal holiday destination for those on-looking for spectacular natural landscapes, original and unique experiences and discoveries off the beaten track. It is a fascinating ultimate island that will mesmerise and seduce you. A land of contrasts and diversity, Réunion island is a jewel in the Indian ocean with an area of 2,512 sq. km. It is located 9,345 km from Paris, 11 hours by flight from Paris or 7 to 8 hours by flight from Chennai. The southern hemisphere location combines the exoticism of a faraway destination with the safety of a French region. The rugged terrain of this tropical island offers breath-taking landscapes and spectacular panoramic views. Its natural resources are conducive to many leisure activities. Its' warm, white sandy beaches, active volcano and lunar plain, the Salazie, Mafate and Cilaos cirques, national park, plains, natural reserves, waterfalls, water bodies, lush green mountains and unusual terrain are one-of-a-kind in the world and therefore the UNESCO has designated the 'Pitons, cirques and ramparts' as a World heritage site in 2010.



Mafate



## Enjoy unparalleled experiences

The magical volcanic eruptions of the Piton de la Fournaise, hump back whales leaping off the coast in the austral winters, sunsets on the limpid waters of the lagoon and the untamed coastline with a basalt landscape... contrasts and wonders never cease when you in La Réunion! La Réunion is also an island of experiences. Couples, friends or families looking for adventure will find that La Réunion has the most exciting attractions to offer. Lava tunnels, trekking, diving, paragliding, helicopter flights over the island- there is something here for everyone. We also have white water sports, amusement parks, adventure parks and forest walks which are open to children.



Volcanic Eruption-Piton de la Fournaise

© Richard Bouhet



Musique

© Emmanuel Virin

## A cultural melting pot

You will find the island's multifaceted culture simply delightful! The mixed-race population comes from the four corners of the world: European, Malagasy, Indian, Asian and African, all living together in a unique way. The history, authenticity, traditions, heritage, architecture and cuisine are fascinating. The outdoor leisure activities are invigorating and exciting.

## How to get there

Air Austral "The French airline of the Indian Ocean"

**India (Chennai) / La Réunion** by Air Austral airline

**Number of flights:** 2 flights per week

**Flight duration:** 7 to 8 hr flight







Bassin la Paix

© Emmanuel Virin



Montagne Piton des Neiges

**Airline Company: Air Austral**

## Info for Agents

### Flights:

Chennai - Reunion: Saturdays - Departd 07h10, arrived 11h50

Reunion – Chennai: Fridays - Depart 22h20, arrive 06h00+1

\*Extra flight on Tuesdays / Wednesdays operates during peak season (Reunion school holidays)

### Ticketing:

- IATA Code: UU
- Ticket Number: 760
- E-ticketing: Fares loaded in all GDS systems
- Group Requests: From 10 passengers upwards
- Commission: 5% commission earned by travel agents



## Baggage Allowance

- Economy: 25kg of checked luggage
- Premium Economy: 30kg of checked baggage
- Hand Luggage: 10kg
- Excess Baggage: € 10 per kilo (approx 770 INR)

\* Under the product Extra Bagage, passengers can purchase excess baggage in advance up to 24 hours prior to departure at € 7/kilo

## Fleet

The Air Austral fleet includes ATR72, Boeing 737-800NG, Boeing 787-8 and Boeing 777.

The Chennai–La Réunion service is operated by a 162-seat Boeing 737-800NG. There are 18 seats in Comfort-class (Premium Economy), in a 2:2 configuration and a seat pitch of 89cm. There are 144 economy-class seats (Loisirs class) in a 3:3 configuration with a seat pitch of 79cm.

## Lounges

On the regional network, Air Austral currently makes use of the Clipper lounge in Chennai and Le Guetali in La Réunion. Free access to Premium-economy passengers and Cat. 2 & 3 cardholders.



Ambiance Espace Plage





# Frequent Flyer Programme

Points earned through membership of the My Capricorne programme (in partnership with Air Madagascar & Tsaradia, EWA and Air France, Air Mauritius and Air India on code-share flights) can be redeemed for free tickets, upgrades, excess baggage and companion tickets.

## Benefits:

### Category 1 (My Capricorne Essentiel - Blue card):

Access to awards  
5kg extra baggage allowance

### Category 2 (My Capricorne Premium - Grey card):

Priority waitlisting, check-in at Premium Economy-class counter, 10kg extra baggage, lounge access, priority bag handling and one free upgrade annually.

## 8% extra points earned

### Category 3 (My Capricorne Exclusive - Black card):

Priority waitlisting, check-in at Premium Economy-class counter, 10kg extra baggage, lounge access, priority bag handling, one free upgrade annually + 1 free companion ticket annually.

## 10% extra points earned

Access to discounted Subscription fares.

Fares	
Sectors:	Chennai – Reunion – Chennai
Current cheapest published economy fare	From 25600 INR per person, including airport taxes
Children/infants:	Pay 67% / 10%
Minimum stay:	No minimum
Maximum stay:	No maximum
Seasonal applications:	Ongoing subject to availability in quota
Combinations:	Add-ons & Air Austral fares on half round trip basis
Reservations:	L class
Cancellations/changes:	Changes or cancellations are not permitted. Ticket is non-refundable
	Fares are subject to change & availability without prior notice





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## Abonné (Subscription) Card:

Passengers can purchase this membership for €299 (23000INR) and qualify for discounted fares (between 5 and 7% less) on the Air Austral network. Other benefits include priority waitlisting, 10kg extra baggage, lounge access, priority bag handling in case of irregularity.

**Promotional Fares are advertised from time to time**

## Contact Details

### JETAIR PVT LTD

THAPAR HOUSE, 1ST FLOOR, 43-44 MONTIETH ROAD, EGMORE CHENNAI 600008, INDIA

### Reservations and Ticketing:

Tel: +91 44 28412025, Email: [chennai@air-austral.com](mailto:chennai@air-austral.com)

FOR MORE INFORMATION PLEASE VISIT

Website: [www.air-austral.com](http://www.air-austral.com)

© Stéphane Michel

## About Air Austral

Air Austral, a French company based in Reunion, is a key player in the Indian Ocean service between mainland France and its regional network: Reunion, Mauritius, Mayotte, the Comoros, Madagascar, the Seychelles and also South Africa, Thailand (Bangkok) and Southern India. The company has gone from strength-to-strength since its creation in 1975 and now has 1,000 employees. Air Austral ranks amongst the best in terms of international airline standards. The company operates 12 weekly flights between Paris-Charles-de-Gaulle and Reunion and daily flights to Indian Ocean islands. Air Austral boasts a recent fleet of 4 tri-class BOEING 777 for long-haul flights and 2 BOEING 737-800 and 2 ATR 72-500 for regional flights. Its comfortable cabins, in-flight service and friendly staff are the company's key assets and guarantee quality service.





## Arrival – Formalities

Although Reunion Island is a region of France, Indian passport holders are exempt from visas for short stays on the islands (for up to 15 days)

### Visa

Indian citizens are currently exempt from visas for stays for a maximum duration of upto 15 days

**They have two options for organising a holiday in La Réunion:**

**1. Contact a travel agency in India offering the La Réunion destination** and purchase the entire holiday package (flight + accommodation). This agency will then contact an inbound agency in La Réunion authorised to apply for visa exemption.

**2. Reserve a flight ticket directly with the airline company** and go through a registered local inbound agency that will be in charge of organising the holiday (accommodation, activities, local transport, etc.)

### Contact details of inbound travel agencies:

#### **ANTHURIUM TOURISME OI**

53 route de Domenjod, 97490 Sainte-Clotilde

Tel. 0262 93 13 93, Fax : 0262 93 17 97, [resa@anthurium.com](mailto:resa@anthurium.com)

#### **ETHNIX TOURS DECOUVERTE**

6 allée des Baies Roses, 97441 Sainte-Suzanne

0826 38 28 32 / 0693 93 43 86, [s.chaffre@ethnixtours.com](mailto:s.chaffre@ethnixtours.com)





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#### MILLE TOURS

9 bis rue Sarda Garriga, 97460 Saint-Paul  
0262 22 55 00, johan.millet@milletours.com, armelle.labesse@milletours.com

#### NAMASTE INDIA

32 rue Mazagran - Résidence Arbora, 97400 Saint-Denis  
Tél. 0692 24 03 86, anne@namasteindiadmc.com

#### PAPANGUE TOURS

Asma badat, 17 route de la Rivière des Pluies - Résidence La Tonnelle, 97490 Sainte-Clotilde  
0262 41 61 92, 0262 41 72 12 (Product department)  
prod@papanguestours.com, reservations@papanguestours.com, groupes@papanguestours.com

#### REUNITOURS

27 avenue de Bourbon, 97434 Saint-Gilles-les-Bains  
02 62 33 11 12, 02 62 24 01 01, contact@reunitours.com

**Complimentary coupons (20€) are offered along with all reservations amounting to 500€ or above**

These 3 procedures will ensure that a superlative holiday is organised on our island through professional guidance and efficient handling of the administrative formalities for visa exemption.

#### Time difference

Reunion Island is 1 ½ half hours behind India.



## An easily accessible island

At only 7 to 8 hrs flying distance, Réunion island is quite an easy to reach destination: there is a comfortable direct flight so that guests experience minimum fatigue on arrival. Once at the destination, guests enjoy infrastructure of European standards. The island is easy to navigate by public transport or by car.

**Local transport** is convenient if you avoid the main roads around the capital at peak hours. Roads are well maintained and traffic signs are clearly marked. Hiring a car is therefore ideal for exploring the island.

### Airport

La Réunion's airport Roland Garros (IATA code : RUN), situated in the north of the island, 10 km from Saint-Denis, 51 km from Saint-Gilles and 41 km from Hell-Bourg is a major infrastructural facility serving its territory and an essential economic resource for La Réunion which is 10,000 km away from metropolitan France. It is the main port of entry and exit on the island for travellers and a major logistical platform for all freight traffic in perishable commodities.



Petite île Plage de Grande Anse

For practical information on the airport, contact details and flight status 24/7 please  
**visit: [www.reunion.aeroport.fr](http://www.reunion.aeroport.fr)**





## Accommodation on Réunion island:

- Accommodation in all categories : from camping to 5\* hotels, holiday homes or Gîtes de France homestays
- Genuine hospitality

Apart from its natural beauty, the island is also renowned for its genuine hospitality which delights visitors. There are 51 star-rated hotels in La Réunion (as of 31st May 2019). The total capacity of these hotels is 2352 rooms. Enjoy an unparalleled stay in top quality accommodation promising modernity, authenticity, comfort and originality. There are also hotels with a 'zen' ambiance that will awaken your senses, as well as luxurious hotels at exclusive locations, charming boutique hotels and holiday homes with ocean views to make your holiday just perfect. These various accommodation options in the 'highlands' or on the coast are ideal for a well-deserved break. The 5 to 3 star hotels, graded according to French standards are spread out over different locations on the island. There are also plenty of homestay options. There are more than 250 bed and breakfasts and holiday homes spread across the island.



Saint Paul Etang

© Stéphane Tournet



Saint Paul Voie Lactee Maïdo

## Banks

Banks are generally open from Monday to Friday from 0800 hours to 1600 hours. International bank cards (Mastercard, Visa, Cirrus) are accepted by ATMs to withdraw Euros.

## Hospitality and security

On Réunion Island, you will not find an artificial and commercial welcome that is experienced at some tourist destinations. In Reunion Island, the hospitality is warm and genuine, this is because the islanders have a caring and sharing attitude. They love a good time and they enjoy promoting their culture and heritage to all who visit. Importantly, the island is safe with very little to no crime. Visitors can enjoy their stay in safety and security.





## Health

There are no particular health risks associated with a visit to Réunion Island. No vaccines are required with the exception of those visitors who are arriving from countries affected by cholera and yellow fever.

The island is malaria-free but it is recommended to use precautions against mosquito bites.

Medicines and hygiene products can be purchased on the island through medical and pharmaceutical chains.

The sun in the southern hemisphere can be harsh and it is recommended that all visitors use sun creams, hats and wear long sleeves particularly when at the beach and in the mountains. Car sickness medication is also recommended when travelling by road as they can be steep and winding.

## Climate and Seasons

Given its location in the Indian Ocean and in the southern hemisphere, Réunion Island has a tropical climate that is mitigated due to its proximity to the sea. In the summer, from November to April, the average temperature is 30°C at the coast but at an altitude (such as at the volcano) the temperature drops dramatically and averages at around 15°C. In the winter from May to October, the average coastal temperature is 20°C but at an altitude it can drop to as low as 4°C, with frost a regular occurrence in very high areas.

The island enjoys a tropical climate mitigated by the proximity of the Indian Ocean. The coastal temperature varies between 18 and 32° C. Each region has its own microclimate and it is sunny all year round.

Emmanuel Virin



## Summer:

From November to April (30°C average). This is the hot and humid season. Light clothing is recommended, especially at the seaside. At higher altitudes the temperature varies between 15 and 24°C.

## Winter:

From May to October (20° C average) is the cool season. At higher altitudes and on the mountains the temperature may fall to 4°C and rarely exceeds 25°C. Above 1800m there is frequent frost, especially at night during July and August.

## What to Wear?

Mostly light summer clothing is suitable but it is recommended to pack some warm clothes as at higher altitudes it may be cold in the evening.



Ambiance Zen Detente

© Stéphane Godin DTS

## Telephone:

The telephone system is linked by satellite to mainland France and to the rest of the world. To call La Réunion from abroad, use the international dialling code + 262 followed by the last nine digits of the local number:

- To call a landline: + 262 2 62.....
- To call a cell phone: + 262 6 92 ..... or + 262 6 93.....

## Water and Electricity

Water is safe to drink all over the island. Mineral water is available in all restaurants, bars, snack-bars, grocery stores and supermarkets.

- Voltage: 220 volts



Randonnee Pedestre55 Mafate

© ERM





Coucher de Soleil Au Cap Champagne

## Driving:

A French or International Driver's Licence is required. The road network includes 400km of main roads (national) of which 140km are freeways; 720km of secondary roads; and 1 600km of municipal roads. Driving on the island is easy, with all roads in good condition. Driving is on the right and the French Highway Code applies.

## Self-Drive

The best and most affordable way to explore Réunion Island is to drive, and car hire is readily available. Drivers are required to produce an international or French driver's licence. Driving is on the right hand side of the road. The road network is well-maintained to European standards making the roads a pleasure to drive on, giving visitors the independence to enjoy and explore at their leisure.

## Currency, Banks, Bank card

As a French department and a region of Europe, the currency on Reunion Island is the Euro. ATM's are commonplace on the island; they accept foreign bank cards and can be used to withdraw Euro cash. The following bank cards are accepted on Reunion Island. Carte Bleue, Visa, MasterCard, Diners Club, Eurocard and American Express. Note that there is only one currency exchange office at Roland Garros airport. Maximum authorised exchange : € 10 000 cash (The conversion rate is based on the exchange of the day).

## Airport Office

Opening hours : Monday to Saturday 06h00 to 21h00 - Sundays and public holidays from 9h30 at 17h00.