

# Airline Economy Class Guide

December 2012



# Welcome

**WELCOME** to the latest edition of *Travel Daily's* popular Economy Class Guide, which gives an overview of the economy offerings of airlines operating in the Australian market.

Updated with new details of the ever-evolving industry, the Economy Class Guide complements the other *Travel Daily* airline guides, which cover First Class, Business Class and Premium Economy Class.

The guides have been produced in response to requests from our travel agent readers over a number of years, who have repeatedly asked for a simple reference they can use to help their key clients when booking various cabin types on flights across the globe. There are so many choices now, and we hope this will help agents navigate the options.

Different airlines have chosen to contribute varying amounts of information to the guide, but we have attempted to include as much information as possible about each carrier depending on the available space.

We would welcome your feedback on the guide, which will continue to be updated on a regular basis.

Bruce Piper, *Travel Daily* publisher

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## Overview

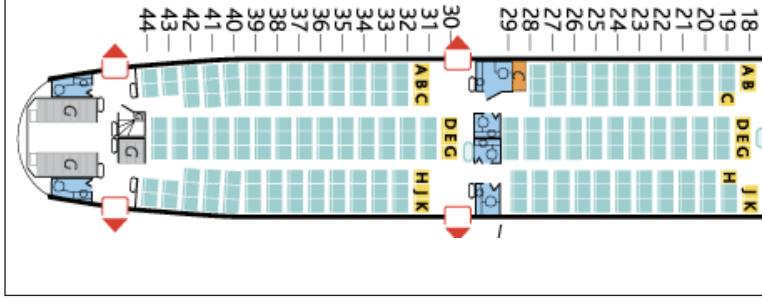
Air Canada is the only airline to fly daily and non-stop between Sydney and Vancouver, providing seamless connections to 59 cities in Canada, 56 destinations in the United States of America and 63 cities in Europe, the Middle East, Asia, the Caribbean, Mexico and South America.

Relax in the comfort of Air Canada's enhanced economy class seats accompanied by ambient mood lighting to ease the effects of jetlag. Enjoy hours of entertainment with a personal touch screen TV adjustable, foldable headrest for a better sleeping position, as well as a comfortable pillow and blanket.

Air Canada is the premier choice for travel to Canada and beyond.



### Economy Class Seat Configuration (B777-200)



### ✖ Long-Haul Fleet

- ◆ B777-300 - (12); B777-200- (6); A330-300 - (8); B767-300 - (30)
- ◆ Average age: 11 years
- ◆ Average age of B777-200 aircraft (flying SYD-YVR route): 4.7 years

### 🪑 Cabin Specifications

- ◆ 228 seats over 2 cabins
- ◆ 3 - 3 - 3 configuration

### 🪑 Seat Specifications

- ◆ 81cm (32") seat pitch
- ◆ 47cm (18.5") seat width
- ◆ Recline 11cm (4.5")

### 🧳 Luggage Allowance

- ◆ 1 piece of checked luggage - 23kg per piece
- ◆ 1 piece of hand luggage - max 10kg

### 🍴 Dining

- ◆ International flights offer a hot meal accompanied by a selection of wine, spirits, beer and non-alcoholic beverages

### 📺 Entertainment

- ◆ 23cm (8.9") personal touch-screen TV
- ◆ 600 hours of Audio/Video on demand
- ◆ Gate to Gate Entertainment

### 🍷 Clubs & Lounges

- ◆ Award winning Maple Leaf Lounges in 20 airports around the world
- ◆ Options to Join the Maple Leaf Club (annual fee)

### 🏆 Loyalty Programs

- ◆ 'Aeroplan' Frequent Flyer Program
- ◆ Free to join
- ◆ Top Tier Status and recognition
- ◆ Redemption includes flights, upgrades and accommodation
- ◆ Accrual on Air Canada, Star Alliance and partner airlines

### 📶 Extras

- ◆ Preferred Seating Bulkhead & Exit Row (Fee)
- ◆ Web/Mobile Check-in
- ◆ In-seat power outlets
- ◆ Ambient mood lighting in synch with time zone
- ◆ Convenient duty free shopping
- ◆ Complimentary copy of our award winning enRoute magazine
- ◆ Washrooms featuring Fruits & Passion products

### 🌐 Alliances

- ◆ Air Canada is a founding member of Star Alliance

### 🏆 Accolades

- ◆ Best Airline in North America for the third year running - 2012 Skytrax World Airline Awards

### Key Destinations

- ◆ Vancouver (YVR)
- ◆ Calgary (YYC)
- ◆ Toronto (YYZ)
- ◆ Montreal (YUL)
- ◆ New York (LGA, EWR, JFK)

### Price Guide

- ◆ Fares to Vancouver start from \$1,725\*

\*Includes taxes & surcharges, low season travel. Airfares are subject to change. Check your GDS for the latest published airfares.



AIR CANADA

### Contact Details

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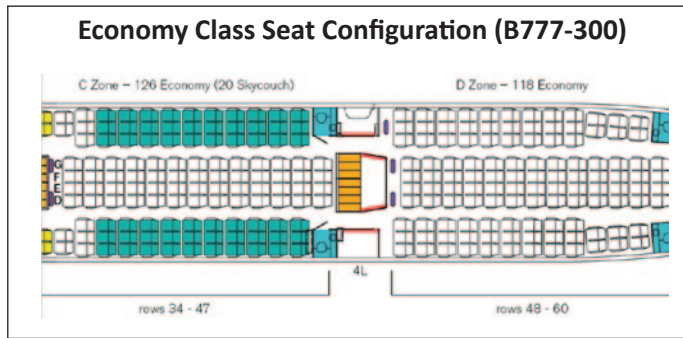
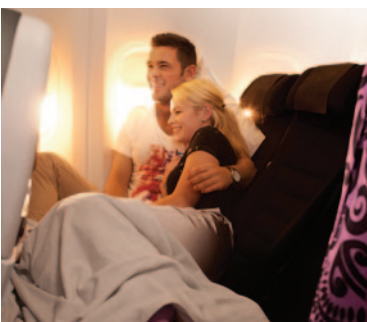
Air Canada - AC

## Overview

Air New Zealand is redefining the long-haul travel experience. The ergonomic design creates generous personal space to ensure a relaxing journey. The adjustable headrest lets passengers find just the right position to catch some sleep.

Sample Air New Zealand's award winning wines, great food, and amazing service with a unique Kiwi style.

The 777-300 aircraft's innovative Economy Skycouch is the perfect solution for couples who'd like a bit of extra room or a parent with two restless kids.



### Long-Haul Fleet

- ◆ B747-400 (2 aircraft)
- ◆ B777-300 (5 aircraft)
- ◆ B777-200 (8 aircraft)
- ◆ Average age: 9.3 years

### Cabin Specifications

#### Economy Class Skycouch:

- ◆ 20 seats over 1 cabin (B777-300)

#### Economy Class:

- ◆ 293 seats over 3 cabins (B747-400) with a 3 - 4 - 3 configuration
- ◆ 244 seats over 2 cabins (B777-300) with a 3 - 4 - 3 configuration
- ◆ 242 seats over 2 cabins (B777-200) with a 3 - 3 - 3 configuration

### Seat Specifications

#### Economy Class:

- ◆ Armrest that disappears right into the back of the seat
- ◆ Cup holder and trinket tray
- ◆ 15cm (6") recline
- ◆ 79-86cm (31-34") seat pitch
- ◆ 43cm (17.1") seat width

#### Economy Class Skycouch (in addition to the above):

- ◆ 2 position leg rest at each seat (60 & 90 degrees)
- ◆ Effective couch length of 155.4cm (5'1")
- ◆ Multi configurable bi-fold table

### Luggage Allowance

- ◆ 23kg of checked luggage
- ◆ 7kg of hand luggage

### Dining

- ◆ Award winning inflight menus consulted by New Zealand Chefs
- ◆ New On-demand snack menu available outside meal services through the touch-screen Entertainment System on the B777-300 aircraft

### Entertainment

- ◆ 27cm (10.6") hi-res touch screen entertainment system in widescreen format

- ◆ Gate-to-gate inflight entertainment with over 580 hours of content (including all new inflight YouTube)
- ◆ In-seat power, USB and iPod docking capabilities

### Clubs & Lounges

- ◆ Koru Club in SYD, MEL, BNE, AKL, CHC, WLG, RAR, ROT, ZQN, NAN, and LAX
- ◆ Memberships available for purchase, giving customers full access to lounges

### Loyalty Programs

- ◆ Airpoints
- ◆ Airpoints Dollars – for easy points accrual and redemption
- ◆ Redeemable on 'any seat any time'

### Extras

- ◆ Specially designed and patented sleep pillow which attaches to the multi adjustable headrest
- ◆ Eye-mask, pillow and blanket set (underlay available on Skycouch)
- ◆ Enhanced mood lighting throughout the cabin

### Alliances

- ◆ Star Alliance
- ◆ Virgin Australia

### Key Destinations

- ◆ Auckland (AKL)
- ◆ San Francisco (SFO)
- ◆ Los Angeles (LAX)
- ◆ Vancouver (YVR)
- ◆ London (LHR)

### Price Guide

- ◆ SYD - LAX: from \$1,860\*
- ◆ MEL - YVR: from \$2,080\*
- ◆ ADL - SFO: from \$2,240\*

\*Incl taxes & surcharges, subject to change

AIR NEW ZEALAND 

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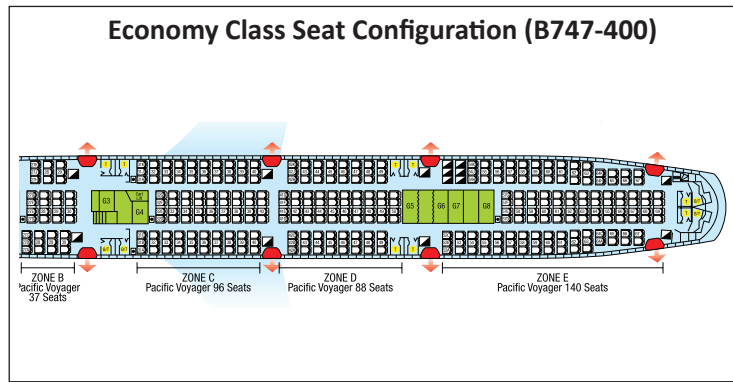
airnzagent.com.au

Air New Zealand - NZ

## Overview

Air Pacific, Fiji's international airline, has been connecting the world to Fiji and the South Pacific for over 60 years. With a route network that spans 15 destinations in 10 countries, the airline provides unequalled access to the Pacific through its hub in Nadi, Fiji to destinations such as Los Angeles, Honolulu, Hong Kong and the Pacific Islands.

Air Pacific has announced it will rebrand as 'Fiji Airways' in mid-2013. This will coincide with a fresh brand identity, a new fleet of Airbus 330-200 aircraft and an enhanced in-flight experience. For more details and the latest schedules, see your travel agent.



### Long-Haul Fleet

- ◆ B747-400 (2 aircraft)
- ◆ B737-800 (3 aircraft)
- ◆ B737-700 (1 aircraft)
- ◆ A330-200 (due in 2013)

### Cabin Specifications

- ◆ **B747-400:** 430 seats over two cabins with a 3 - 4 - 3 configuration on the main deck and 3 - 3 configuration on the upper deck
- ◆ **B737-800:** 154 seats over one cabin with a 3 - 3 configuration
- ◆ **B737-700:** 112 seats over one cabin with a 3 - 3 configuration
- ◆ **A330-200:** 249 seats over one cabin with a 2 - 4 - 2 configuration

### Seat Specifications

- ◆ 79-81cm (31-32") seat pitch
- ◆ 15cm (6") recline

### Luggage Allowance

- ◆ 23kg of checked luggage

### Dining

- ◆ Short-haul flights: light meals
- ◆ Long-haul flights: hot meals and light meals
- ◆ Soft drinks, beers, wines, spirits
- ◆ All meals and beverages are complimentary

### Entertainment

- ◆ **B747-400:** In-seat video with 12 video and 8 audio channels
- ◆ **B737-800, B737-700:** In-flight movie alongside 8 audio channels

### Clubs & Lounges

- ◆ Access to Air Pacific Tabua Club Lounge in Nadi for Tabua Club members

### Loyalty Programs

- ◆ Tabua Club
- ◆ Membership - FJD450 per year
- ◆ Mileage accrual on Qantas Frequent Flyer, American Advantage Frequent Flyer & Alaska Airlines Mileage Plan

### Accolades

- ◆ Best Airline in the South Pacific - 2008, 2009, 2010 *Global Traveler Magazine USA*
- ◆ Finalist Best Small Airline - 2011, 2012 *Conde Nast Traveler Readers Choice Awards*

### Key Destinations

- ◆ Nadi (NAN)
- ◆ Honolulu (HNL)
- ◆ Los Angeles (LAX)
- ◆ Hong Kong (HKG)

### Price Guide

- ◆ Nadi - from \$494\* ex BNE & SYD, \$624 ex MEL (all return)
- ◆ Honolulu - from \$1,148\* ex BNE, SYD & MEL (all return)
- ◆ Los Angeles - from \$1,450\* ex BNE, SYD & MEL (all return)
- ◆ Hong Kong - from \$1,448\* ex BNE, SYD & MEL (all return)

\* Add taxes to all prices



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airpacific.com

Air Pacific - FJ

## Overview

Austrian offers departures from key Australian cities in cooperation with partner airlines and connects via Asian gateways on to Europe via Vienna – Europe's fastest transfer airport.

Experience superior in-flight service with the multi-award winning Austrian Airlines. Austrian flies to over 130 destinations worldwide via Vienna, the 'heart of Europe' and the perfect gateway, offering a minimum connection time of only 25 minutes – unique in Europe!

Austrian fares are combinable with Lufthansa and SWISS fares on a half return basis. Together, Lufthansa Group offers more than 300 weekly connections to more than 150 destinations in Europe.



## Economy Class Seat Configuration (B777-200)



### Long-Haul Fleet

- ◆ B767-300, B777-200

### Cabin Specifications

- ◆ 189-200 forward facing seats over 1 cabin (B767)
- ◆ 258 forward facing seats over 2 cabins (B777)
- ◆ 2 - 3 - 2 configuration (B767)
- ◆ 3 - 4 - 3 configuration (B777)

### Seat Specifications

- ◆ 80cm (31.5") seat pitch
- ◆ Approx 44cm (17.3") seat width
- ◆ Reclines to around 120°

### Luggage Allowance

- ◆ 23kg of checked luggage
- ◆ 1 piece of hand luggage - max 8kg

### Dining

- ◆ Meals prepared by Vienna's leading gourmet company DO & CO
- ◆ Welcome drink accompanied by savoury nibbles
- ◆ Two different two-course DO & CO menus to choose from
- ◆ Possibility to pre book exclusive à la carte menus
- ◆ Fortifying breakfast or snack shortly before landing (depending on the time of day)
- ◆ Wide selection of beverages, including mineral water, Austrian wines, beer, coffee and tea or spirits
- ◆ Freshly-prepared children's menu

### Entertainment

- ◆ Choice of feature films
- ◆ Audio channels & computer games
- ◆ Special film service: extra selection of films in Japanese on flights to Tokyo, Bollywood classics on flights to India, Chinese subtitles on flights to China
- ◆ Free newspapers and magazines

### Clubs & Lounges

- ◆ Six vast and modern lounges with Austrian atmosphere in the new Austrian Star Alliance Terminal
- ◆ Access to redlounge requires: boarding pass for Austrian flight (or flights operated by partners with Austrian flight number) for the day, Vienna as place of departure (or stopover) and payment of just 35€ (by credit card or Maestro)

### Loyalty Programs

- ◆ Miles & More
- ◆ Free membership
- ◆ Points accrual and redemption across the Star Alliance network as well as through other non-airline partners

### Extras

- ◆ Jet Friends: free club for kids & teens owning M&M account ([www.jetfriends.at](http://www.jetfriends.at))
- ◆ Power outlets
- ◆ SkyPhone and Fax on board

### Alliances

- ◆ Star Alliance

### Accolades

- ◆ Second place in the Staff Service Excellence - Europe - 2010 SkyTrax World Airline Awards
- ◆ Finalist 2010 NTIA Best International Airline Off Line

### Key Destinations

- ◆ Vienna (VIE)
- ◆ Belgrade (BEG)
- ◆ Kharkov (HRK)
- ◆ Skopje (SKP)
- ◆ Varna (VAR)
- ◆ Graz (GRZ)

### Price Guide

- ◆ Australia - Europe return from \$1,579\*

\*Excluding taxes & surcharges

Austrian 

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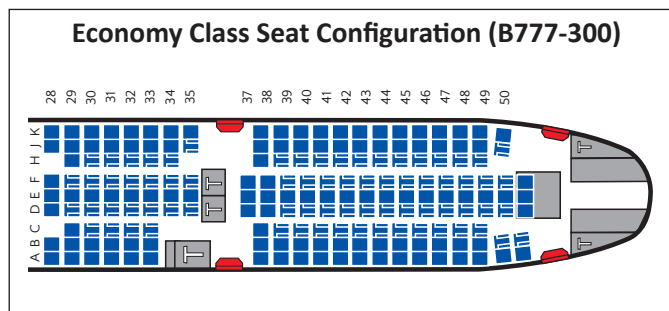
Austrian Airlines - OS

## Overview

British Airways new improved World Traveller cabin gives greater freedom and comfort. A new adjustable hammock-style headrest provides support for relaxation and sleep, while a USA and RCA combo port allows flexibility to use personal electronic devices with the in-flight entertainment system. Customers can enjoy a complimentary bar service throughout their flight and meals, snacks or refreshments designed by leading chefs.

Once onboard customers are encouraged to sit back, relax, and enjoy British Airways' famous hospitality delivered by a dedicated team who are trained to the very highest standards to provide customers with an intelligent, warm and caring service that responds to their individual needs.

The new World Traveller experience is available on Boeing 777-300ER operating from Sydney to London via Singapore from 1 April 2013.



### Long-Haul Fleet

- ◆ 230 aircraft (19 B737, 57 B747, 3 B757, 46 B777-200, 6 B777-300, 2 A318, 33 A319, 41 A320, 11 A321, 2 Avro RJ85, 1 Avro RJ100, 7 Embraer 190, 6 Embraer 170)
- ◆ 68 aircraft on order including 12 A380's

### Cabin Specifications

- ◆ **B777-300ER:** 3 - 3 - 3 configuration

### Seat Specifications

- ◆ Ergonomically designed seat with new adjustable hammock-style headrest to provide support for relaxation and sleep
- ◆ 79cm (31") seat pitch

### Luggage Allowance

- ◆ 1 piece of checked luggage - max 23kg (must not exceed 90cm x 75cm x 43cm including the handles, pockets and wheels)
- ◆ 1 piece of hand luggage (dimensions 56cm x 45cm x 25cm) plus a laptop bag or handbag

### Dining

- ◆ A three-course meal for breakfast, lunch or dinner depending on the flight time
- ◆ A range of special meals to accommodate dietary requirements
- ◆ Wide ranges of complimentary alcoholic and non-alcoholic beverages are available throughout the flight
- ◆ 'Feed kids first' ensures that children are satisfied so that parents can enjoy their meal once they are settled

### Entertainment

- ◆ 23cm (9.1") personal screen with over 200 entertainment options
- ◆ Two USB ports and an RCA port to use personal electronic devices with the in-flight entertainment system
- ◆ In-seat power socket compatible with a range of international plug types - two sockets on each group of three seats

- ◆ Dedicated kids' channel on longhaul flights from Disney and Cartoon Network with cartoons and popular shows
- ◆ Family movies and a dedicated audio music channel
- ◆ Parental lock

### Clubs & Lounges

- ◆ Access limited to Emerald and Sapphire oneworld Frequent Flyer members

### Loyalty Programs

- ◆ On Business - exclusive British Airways programme for small to medium size companies

### Extras

- ◆ Ultra soft fleece blanket and cushion
- ◆ Amenity kit with eyeshade, socks, toothbrush and toothpaste
- ◆ Skyflyer activity packs for children

### Alliances

- ◆ oneworld

### Accolades

- ◆ Best Airline' Award at Business Traveller Awards 2012
- ◆ 2012 Skytrax Awards, British Airways' home hub Terminal 5 voted 'World's Best Airport Terminal'.
- ◆ Best European Airline" for the 11th consecutive year, 2011 Business Traveller Asia Pacific Awards

### Key Destinations

- ◆ London (LHR)
- ◆ Singapore (SIN)
- ◆ Paris (CDG)
- ◆ Rome (FCO)
- ◆ Amsterdam (AMS)

### Price Guide

- ◆ Range of competitive fare options available to agents and these can be found at [www.speedbirdclub.com/au](http://www.speedbirdclub.com/au)

BRITISH AIRWAYS 

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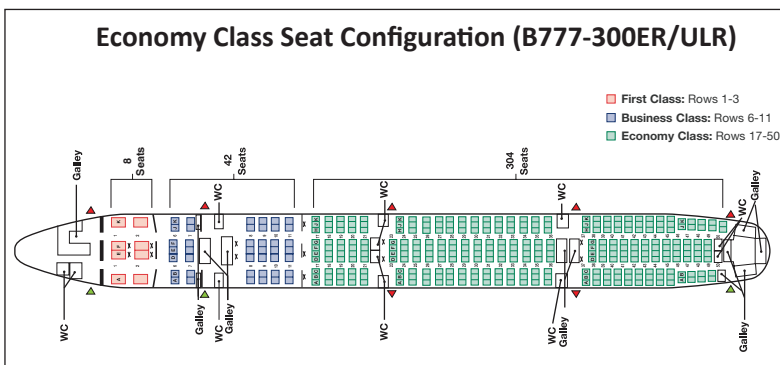
British Airways - BA

## Overview

Emirates is a full-service international airline that prides itself on inflight service delivered by an international crew drawn from over 140 nationalities, a modern and young aircraft fleet and a rapidly-expanding network

Emirates' global network now features services to over 120 cities in Europe, North America, South America, the Middle East, Africa, the Indian subcontinent and Asia-Pacific. Lyon, will be introduced on the 5th December and Warsaw from the 6th February 2013 bringing Emirates' one-stop destinations to over 30.

Australia services are also on the rise with the expansion into Adelaide on the 1st November and a boost in services from Perth from 1st December. By the 3rd March Emirates will operate 84 weekly flights out of Australia.



### ✈ Long-Haul Fleet

- ◆ 181 aircraft
- ◆ A380-800, B777-300ER/ULR, B777-200LR, A340-500, A340-300, A330-200
- ◆ Average age: 5 years

### 🛋 Cabin Specifications

- ◆ 3 - 4 - 3 configuration

### 🪑 Seat Specifications

- ◆ 81-86cm (32-34") seat pitch
- ◆ 43cm (17") seat width

### 🧳 Luggage Allowance

- ◆ 30kg of checked luggage
- ◆ 1 piece of hand luggage - max weight 7kg

### 🍴 Dining

- ◆ A wide selection of gourmet food and wine on-demand
- ◆ Complimentary bar including a choice of excellent red and white wines

### 📺 Entertainment

- ◆ Personal digital TV screen
- ◆ Up to 1400 channels of entertainment on-demand on selected aircraft

### 🎁 Loyalty Programs

- ◆ Skywards - Emirates award winning frequent flyer program
- ◆ Free membership
- ◆ Three tiers of membership – Blue, Silver and Gold
- ◆ Silver and Gold members enjoy additional privileges

### 📶 Extras

- ◆ In-seat satellite telephone
- ◆ Real time email and text messaging
- ◆ In-seat laptop power supply

### 🏆 Accolades

- ◆ Best Airline In-flight Entertainment Award (8th Consecutive year) – 2012 Skytrax Airline Excellence Awards
- ◆ Airline of the year - 2011 Air Transport World
- ◆ World's Best Airline In-flight Entertainment – 2010 Skytrax Airline Excellence Awards
- ◆ Best Airline website – 2009 Internet Advertising Awards
- ◆ Best First Class – 2009 Business Traveller Middle East Awards

### Key Destinations

Europe - over 30 destinations

- ◆ Amsterdam (AMS)
- ◆ Athens (ATH)
- ◆ Barcelona (BCN)
- ◆ Dublin (DUB)
- ◆ Frankfurt (FRA)
- ◆ Lisbon (LIS)
- ◆ London (LHR)
- ◆ Lyon (LYS)
- ◆ Moscow (SVO)
- ◆ Rome (FCO)
- ◆ Paris (CDG)
- ◆ Warsaw (WAW)

Middle East

- ◆ Dubai (DXB)
- ◆ Cairo (CAI)
- ◆ Muscat (MCT)

Africa

- ◆ Cape Town (CPT)
- ◆ Johannesburg (JNB)
- ◆ Lusaka (LUN)

### Price Guide

- ◆ Range of competitive fare options available to agents via GDS

# Emirates

### Contact Details

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[emiratesagents.com/au](http://emiratesagents.com/au)

# Emirates - EK



## Overview

Finnair is the leading Northern European airline to connect Australian passengers with Europe via Asia.

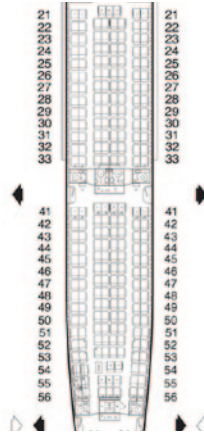
Depart from the convenience of the nearest Australian port, on any **oneworld** airline, to a choice of eleven Asian cities. Then fly with Finnair the non-stop, shorter, northern route to Helsinki's multi award-winning international airport. Connect to over 50 cities in Europe.

Finnair's fleet of modern, wide bodied aircraft offers the highest standard in seat comfort, excellent food service, entertainment and amenities.

Combination Class is a special Finnair fare type optimising comfort and value, economy between Australia/Asia and with full business on Finnair Asia/Europe sectors.



## Economy Class Seat Configuration (A340-300)



### Long-Haul Fleet

- ◆ A330-300 (8 aircraft)
- ◆ A340-300 (7 aircraft)
- ◆ Average age: 4.5 years

### Cabin Specifications

- ◆ 2 - 4 - 2 seat configuration

### Seat Specifications

- ◆ 79cm (31") seat pitch
- ◆ 43cm (16.9") seat width
- ◆ Select Your Seat on [www.finnair.com/au](http://www.finnair.com/au)\*
- \*Extra fee apply unless seats selected within 36 hours before departure

### Luggage Allowance

- ◆ 1 piece of checked luggage - max 23kg
- ◆ 1 piece of hand luggage - max 8kg
- ◆ Extra luggage - prepaid: excess-baggage and special-baggage fees can be found at [www.finnair.com/au](http://www.finnair.com/au)

### Dining

- ◆ Dinner with choice of entrée
- ◆ Appetising hot snack before landing on almost all intercontinental flights
- ◆ Other snacks available for purchase on all flights
- ◆ Large selection of complimentary drinks
- ◆ Other alcoholic beverages available for purchase

### Entertainment

- ◆ Personal TV screen
- ◆ Audio/Video on demand
- ◆ Selection of 34 films, 100 TV shows, 24 music channels and 16 games

### Clubs & Lounges

- ◆ Access to Finnair Lounge for a small fee

### Loyalty Programs

- ◆ *Finnair Plus*
- ◆ Free membership
- ◆ Points accrual and redemption across the **oneworld** network

### Extras

- ◆ Power outlets on most aircraft
- ◆ Satellite phones on most aircraft
- ◆ Pillow, blanket, bottle of water

### Alliances

- ◆ **oneworld** - links Finnair to 800 destinations in 150 countries

### Accolades

- ◆ Best Northern European Airline - 2012 Skytrax World Airline Awards
- ◆ Numerous food and wine awards

### Key Destinations

- ◆ Helsinki (HEL)
- ◆ Paris (CDG)
- ◆ London (LHR)
- ◆ Rome (FCO)
- ◆ Madrid (MAD)

### Price Guide

- ◆ Paris - from \$1,880\*
- ◆ London - from \$2,030\*
- ◆ Rome - from \$1,860\*
- ◆ Madrid - from \$1,860\*

\*Departures ex Sydney via SIN. Taxes included. Taxes vary depending on seasonality, stops, carriers and code shares used.

**FINNAIR**

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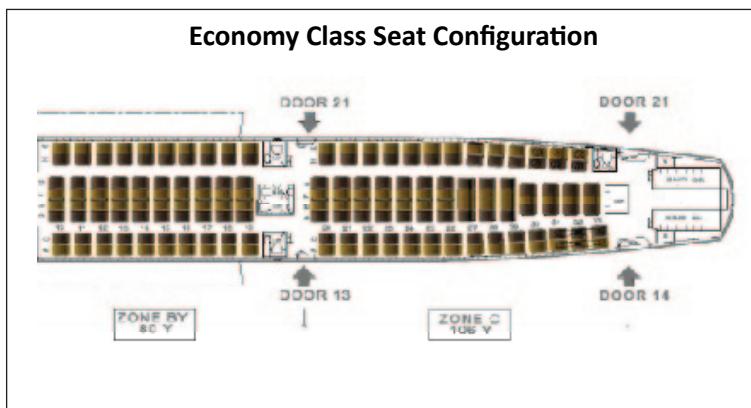
[finnair.com/au](http://finnair.com/au)

**Finnair - AY**

## Overview

Garuda Indonesia, the airline of Indonesia, is a full-service network carrier and serves 33 domestic and 19 international destinations, throughout South East Asia, North Asia, the Middle East and Europe.

More recently, Garuda Indonesia has undergone a period of dynamic change, which has led to the airline winning the coveted title of 'World's Best Regional Airline 2012' by SkyTrax Research. The airline continues to innovate and improve the service offering for Australian passengers, through the introduction of its exclusive immigration on-board processing service, which allows passengers to be processed during the flight and avoiding lengthy customs and immigration queues upon arrival into Indonesia.



### Long-Haul Fleet

- ◆ 105 aircraft (A330-300, A330-200, B737-800NG)
- ◆ Delivery of first B777-300ER in 2013
- ◆ Average age: 5.8 years

### Cabin Specifications

- ◆ **A330-200:** 186 seats over two cabins with a 2 - 4 - 2 configuration
- ◆ **A330-300:** 215 seats over two cabins with a 2 - 4 - 2 configuration
- ◆ **B737-800 NG:** 150 seats over one cabin with a 3 - 3 configuration

### Seat Specifications

- ◆ **A330-200/300:** 81 cm (32") seat pitch, 15cm (6") recline
- ◆ **B737-800 NG:** 79 cm (31") seat pitch, 15cm (6") recline

### Luggage Allowance

- ◆ 30kg of checked luggage
- ◆ Additional allowance for Garuda Frequent Flyer members: Platinum Members – 20kg; Gold Members – 15kg; Silver Members – 5kg

### Dining

- ◆ Authentic Indonesian & Western style meals
- ◆ Choice of two main meals
- ◆ Fine wine & imported spirits

### Entertainment

- ◆ **A330-200/300:** 23cm (9") personal LCD touch screen monitor with Audio Visual on Demand
- ◆ **737-800NG:** 18cm (7") personal LCD touch screen monitor with Audio Visual on Demand

### Loyalty Programs

- ◆ Garuda Frequent Flyer program
- ◆ Free membership
- ◆ Redemption includes tickets, upgrades and increased luggage allowance
- ◆ Access to Garuda Indonesia airport lounges

### Extras

- ◆ Winged headrests
- ◆ Remote control entertainment

### Alliances

- ◆ SkyTeam Alliance, full member in 2014
- ◆ Worldwide partnership with Etihad Airways

### Accolades

- ◆ World's Best Regional Airline 2012 – SkyTrax Research
- ◆ Best Regional Airline in Asia 2012 – SkyTrax Research
- ◆ Best International Airline in January, February, July 2012 – Roy Morgan Research
- ◆ World's Most Improved airline in 2010 – SkyTrax Research
- ◆ Asia's leading service quality airline – 2010 Centre for Asia Pacific Aviation Awards
- ◆ Airline Turnaround of the year – 2010 Centre for Asia Pacific Aviation Awards

### Key Destinations

- ◆ Jakarta (CGK)
- ◆ Denpasar (DPS)
- ◆ Singapore (SIN)
- ◆ Abu Dhabi (AUH)
- ◆ Amsterdam (AMS)

### Price Guide

- ◆ Competitive pricing available through travel agents, wholesalers and consolidators



Garuda Indonesia  
The Airline of Indonesia

### Contact Details

Phone:

1300 365 330

Website:

garuda-indonesia.net.au

Garuda Indonesia - GA

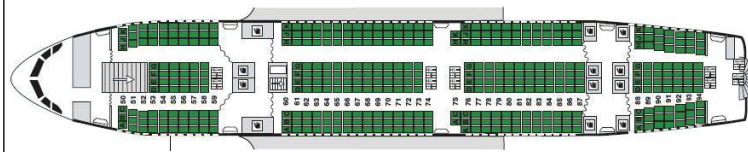
## Overview

Lufthansa German Airlines flies to 196 destinations in 81 countries from two hubs in Germany, and connects Australia via 12 gateways in Asia, North America and Africa in conjunction with partner airlines. Lufthansa is Australia's first choice, continuously voted for 7 consecutive years as 'Best Offline Airline' by Australian travel agents. When travelling with Lufthansa, passengers can be sure to arrive at their destination reliably and fully relaxed.

When passengers fly Lufthansa Economy Class they can enjoy Lufthansa's usual high quality Lufthansa fares are combinable with Austrian and SWISS fares on a half return basis. Together, Lufthansa Group offers more than 300 weekly connections to more than 150 destinations in Europe.



## Economy Class Seat Configuration (A380)



### Long-Haul Fleet

- ◆ A380-800, B747-800, B747-400, A340-600, A340-300, A330-300, Boeing BBJ 737-800 IGW
- ◆ Average age: 11.2 years

### Cabin Specifications

- ◆ 165-420 forward facing seats depending on aircraft
- ◆ 3 - 4 - 3, 2 - 4 - 2 or 2 - 3 - 2 configuration (depending on aircraft)

### Seat Specifications

- ◆ Seat cushion width of over 40cm (15.7")
- ◆ Individually adjustable headrests
- ◆ When tilted back, the seat is raised, giving optimal support

### Luggage Allowance

- ◆ 23kg of checked luggage plus 1 ski bag
- ◆ 1 piece of hand luggage - max 8kg

### Dining

- ◆ Menus that suit departure time and destination
- ◆ Wide selection of complimentary drinks
- ◆ Possibility to order special meals (no additional costs) based on special diets, alimentary-physiological and religious reasons

### Entertainment

- ◆ Entertainment on Demand on personal screen\*
- ◆ Audio/Video on demand in ten languages with a wide selection of movies, TV programmes, radio channels, music and games
- ◆ Entertainment offer changes each month

\*Apart from selected B747-400

### Clubs & Lounges

- ◆ Lounge accessible with Miles & More Frequent Traveller Status or as companion of a Frequent Traveller

### Loyalty Programs

- ◆ Miles & More
- ◆ Free membership
- ◆ Local redemption opportunity at [www.therewardslounge.com.au](http://www.therewardslounge.com.au)
- ◆ Points accrual and redemption across the Star Alliance network as well as through other non-airline partners

### Extras

- ◆ Internet connectivity with FlyNet on selected routes
- ◆ SkyPhone - telephone on board
- ◆ Power outlets

### Alliances

- ◆ Star Alliance

### Accolades

- ◆ Best "offline" Airline International - AFTA National Travel Industry Awards (last 7 consecutive years)
- ◆ Best Airline - Europe - 2010 Skytrax World Airline Awards

### Key Destinations

- ◆ Munich (MUC)
- ◆ Milan (MPX)
- ◆ London (LHR)
- ◆ Frankfurt (FRA)
- ◆ Warsaw (WAW)
- ◆ Manchester (MAN)
- ◆ Prague (PRG)
- ◆ Barcelona (BCN)

### Price Guide

- ◆ Australia - Europe return from \$1,529\*

\*Excluding taxes & surcharges

### Contact Details

Phone:

1300 655 727

Website:

[lufthansaexperts.com](http://lufthansaexperts.com)

## Overview

Qantas understands the importance of providing a quality service that is both friendly and comfortable.

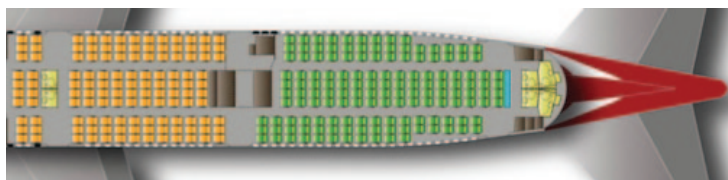
Internationally, the focus on improving the customer experience has seen 9 B747 recently reconfigured to include the state of the art A380 product onboard with a further 12 A380 aircraft now being reconfigured to meet customer demand.

Customers in the Economy cabin can enjoy enhanced touch screen inflight entertainment, self-service snack bars and award-winning ergonomic seats, offering a new relaxing way to travel.

Qantas' friendly cabin crew will do everything they can to ensure passengers enjoy their flight.



## Economy Class Seat Configuration (Reconfigured B747)



### Long-Haul Fleet

- ◆ A380 fleet: 12 aircraft as at November 2012
- ◆ Reconfigured B747 fleet: 9 aircraft as at November 2012

### Cabin Specifications

- ◆ 371 seats on the reconfigured A380
- ◆ 270 seats on the reconfigured B747
- ◆ 3-4-3 configuration

### Seat Specifications

- ◆ 79cm (31") seat pitch
- ◆ Up to 46cm (18.1") seat width
- ◆ 15cm (6") seat recline
- ◆ Ergonomically designed, slimline seats with built-in lumbar support
- ◆ Adjustable headrest, a netted footrest and more legroom for additional comfort on longer journeys
- ◆ A coat hook

### Luggage Allowance

- ◆ 2 pieces of checked baggage up to 23kg each (The Americas)
- ◆ 1 piece of checked baggage up to 23kg (all other International routes)

\* Restrictions may apply, visit [www.qantas.com](http://www.qantas.com) for further details

### Dining

- ◆ Refreshed Economy meal service customised by flight duration and time of day
- ◆ Self-serve snack bars, so passengers can help themselves to a snack or drink at any time

### Entertainment

- ◆ Adjustable 27cm (10.6") personal touch screen
- ◆ Hundreds of entertainment options, including the latest movies and TV programs
- ◆ Lonely Planet destination guides
- ◆ Power outlets and USB connectivity

### Loyalty Programs

- ◆ Qantas Frequent Flyer Program
- ◆ Over 8.5 million members
- ◆ Rewards members for flying & shopping with over 400 partners including hotels and restaurants

### Extras

- ◆ Soft blanket and large cotton pillow
- ◆ Comfort kit containing eyeshades, toothbrush & toothpaste (socks on request)
- ◆ Complimentary Kids Kits for children 3-11 years of age

### Alliances

- ◆ oneworld - winner of 2010 Skytrax World's Best Airline Alliance Award

### Accolades

- ◆ Australian International Design Award for A380 Economy seat - 2009
- ◆ Best Overall Inflight Entertainment - 2002, 2003, 2005, 2006

## Key Destinations

### A380 Destinations\*

- ◆ London (LHR)
- ◆ Dubai^ (DXB)
- ◆ Hong Kong (HKG)
- ◆ Los Angeles (LAX)
- ◆ Singapore (SIN)

### Reconfigured B747 Destinations\*

- ◆ Los Angeles (LAX)
- ◆ New York (JFK)
- ◆ Dallas/Forth Worth (DFW)
- ◆ Santiago (SCL)
- ◆ Singapore (SIN)

## Price Guide

- ◆ Range of competitive fare options available to agents and these can be found at [qantas.com/agents](http://qantas.com/agents)

\* All flights may be subject to schedule changes

^ Flights to Dubai are from 31 March 2013 and remain subject to Government and regulatory approval



## Contact Details

Phone:  
13 17 11

Website:  
[qantas.com/agents](http://qantas.com/agents)

# Qantas Airways - QF

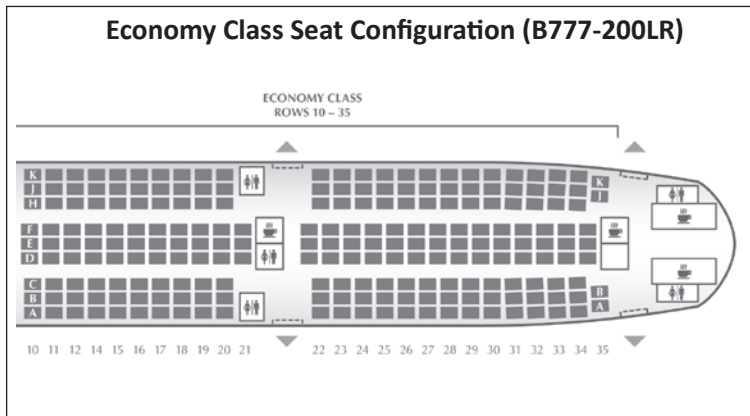
## Overview

Qatar Airways is a 5-star international carrier and one of the fastest growing airlines in the world. Based in the State of Qatar, the airline operates one of the youngest fleets in the world.

Named World's Best Airline 2012 for the second year running by Skytrax, Qatar Airways operates daily non-stop flights from Melbourne and thrice-weekly flights from Perth (daily from 2nd December) to more than 100 worldwide destinations via its Doha-based hub.

From Doha, Qatar Airways passengers can connect to popular cities across Europe, Middle East, Africa, Asia Pacific, North America & South America.

QR also provides the fastest available travel time between London and Manchester, and has one of the largest networks in Europe, including new additions like Belgrade & Warsaw.



### Long-Haul Fleet

- ◆ A330s, A340-600, B777-200LR, B777-300ER, B787 Dreamliner

### Cabin Specifications

- ◆ 217 seats with a 3 - 3 - 3 configuration (B777-200LR)

### Seat Specifications

- ◆ 86cm (34") seat pitch
- ◆ 46cm (18.17") seat width

### Luggage Allowance

- ◆ 23kg of checked luggage
- ◆ 1 piece of hand luggage - max weight 7kg

### Dining

- ◆ Wide selection of culinary choices from Europe, Middle East and Asia
- ◆ Meals served on a tray and include cutlery packs and personal table mats
- ◆ Fruit, yoghurts and bread with sweet preserves are part of each meal
- ◆ Lighter meal for more health conscious also available
- ◆ International selection of beer, wine and spirits

### Entertainment

- ◆ Personal 27cm (10.6") multi-lingual touch-screen TV
- ◆ Oryx Entertainment System with a wide range of Audio/Video on demand options - movies, television, video games and music

### Loyalty Programs

- ◆ Privilege Club
- ◆ Free membership
- ◆ Qpoints/Qmiles accrual and redemption on Qatar Airways, airline and non-airline partners

### Extras

- ◆ Fresh pillows, blankets, hot towels and toiletry pouch available for each passenger
- ◆ Personal in-seat telephone
- ◆ Power outlets
- ◆ In-flight Duty Free Shopping

### Accolades

- ◆ World's best Business Class - 2010 Skytrax Awards
- ◆ Best Airline in the Middle East - 2010 Skytrax Awards
- ◆ Best Airline in the World for International Travel - 2010 Business Traveller

### Key Destinations

- ◆ London (LHR)
- ◆ Paris (CDG)
- ◆ Athens (ATH)
- ◆ Madrid (MAD)
- ◆ Manchester (MAN)
- ◆ New York (NYC)

### Price Guide

- ◆ Competitive fares available, please refer to your GDS



### Contact Details

Phone:

1300 340 600

Website:

qatarairways.com/au

Qatar Airways - QR

## Overview

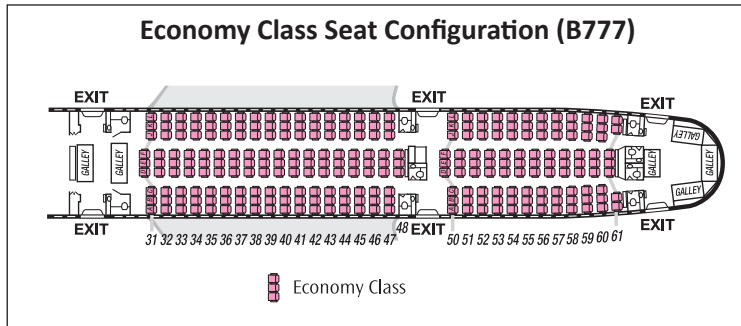
THAI flies 40 times a week from Australia (4 online cities: Sydney, Brisbane, Melbourne and Perth) to Thailand, with connections to over 70 destinations worldwide across 5 continents, smooth as silk.

Flights are non-stop between Australia and Thailand including seasonal flights between Perth and Phuket.

THAI's network stretches from the heart of Asia across the globe to include 13 major European cities, over 40 destinations throughout Asia and the Middle East, Los Angeles in the USA and Johannesburg in South Africa.

Throughout a dynamic period of growth, THAI has maintained its commitment to excellence in customer service as a full service carrier.

Airbus A380 now fly on key Asian routes and soon to Europe.



### Long-Haul Fleet

- ◆ 90 aircraft including the latest Boeing and Airbus aircraft
- ◆ Over 30 aircraft on order including A330-300, B777-300ER & A380-800
- ◆ THAI has embarked on a major fleet renewal process

### Cabin Specifications

- ◆ **A330-300 (PER)**: 263 seats with a 2 - 4 - 2 configuration
- ◆ **B777-200ER/300 (MEL/BNE)**: 273/323 seats with a 3 - 3 - 3 configuration
- ◆ **B747-400 (SYD)**: 325 seats with a 3 - 4 - 3 configuration

### Seat Specifications

- ◆ New wider seats with the latest design
- ◆ Generous seat pitch of 81-86cm (32-34") for extra legroom
- ◆ 45cm (17.8") seat width
- ◆ Recline 122°-133°

### Luggage Allowance

- ◆ 20kg of checked luggage
- ◆ Extra allowance for Royal Orchid Plus Silver, Gold and Platinum and Star Alliance members

### Dining

- ◆ Quality selection of main meals including tempting Asian or Western cuisines
- ◆ Choice of special menus for dietary, health and religious requirements
- ◆ Full complimentary bar and refreshment service including cognac after main meals

### Entertainment

- ◆ The latest AVOD system with touch-control screens
- ◆ Wide range of entertainment: 30 movie channels & 110 music albums, documentaries, news channels, 31 games & sports

### Clubs & Lounges

- ◆ Standby lounge passes available in SYD, MEL, BNE
- ◆ Short stay lounge passes (2h30m) available for Suvarnabhumi Bangkok International Airport

### Loyalty Programs

- ◆ Royal Orchid Plus
- ◆ Free membership
- ◆ Redemptions include flights, accommodation, upgrades, etc.
- ◆ Mileage accrual on THAI, Star Alliance and partner airlines

### Extras

- ◆ One way standby upgrades may be purchased at check-in for fares 'Q' and up subject to availability
- ◆ PC power outlets (110/115 VAC)

### Alliances

- ◆ Star Alliance

### Accolades

- ◆ Skytrax 2012 - Best Airport Services, 6th Best Cabin Attendants, 5th Best Economy Class Catering, 6th Best Economy Class Seat

### Key Destinations

- ◆ Bangkok (BKK)
- ◆ Phuket (HKT)
- ◆ Hanoi (HAN)
- ◆ Kolkata (CCU)
- ◆ Frankfurt (FRA)
- ◆ London (LHR)

### Price Guide

#### Economy Class: ex SYD

- ◆ Bangkok - \$1,066\*
- ◆ Phuket - \$1,140\*
- ◆ Hanoi - \$1,204\*
- ◆ Kolkata - \$1,334\*
- ◆ Frankfurt - \$2,055\*
- ◆ London - \$2,155\*

\* Based on year-round fares. For latest specials contact your travel agent. Includes all taxes, levies and surcharges. Subject to change.



### Contact Details

Phone:

1300 651 960

Website:

thaiairways.com.au

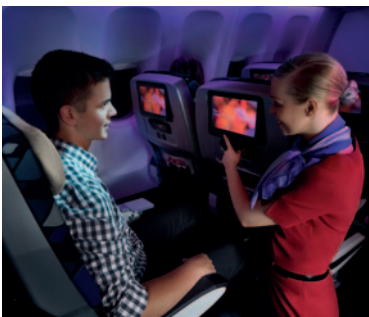
Thai Airways International - TG

## Overview

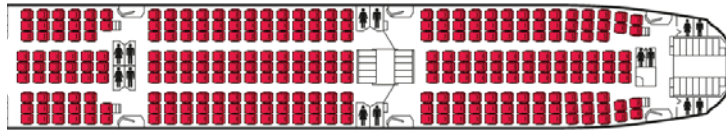
Virgin Australia offers impeccable service with a smile, delicious dining, award winning state-of-the-art entertainment and three cabin classes – all on board the world's largest long-range twin-engine aircraft.

Virgin Australia's full service international long-haul airline departs Sydney, Brisbane and Melbourne to Los Angeles, and Sydney to Abu Dhabi, with onward connections with our international airlines partners.

Passengers will feel the Virgin Australia difference once they've experienced the extraordinary features, benefits and fabulous service.



## Economy Class Seat Configuration (B777-300ER)



### Long-Haul Fleet

- ◆ B777-300ER

### Cabin Specifications

- ◆ 288 forward facing seats
- ◆ 3 - 3 - 3 configuration

### Seat Specifications

- ◆ Ergonomically designed seats which are the widest across the Pacific
- ◆ Generous 81cm (32") seat pitch
- ◆ 15cm (6") of recline

### Luggage Allowance

- ◆ 2 pieces of checked luggage up to 23kg each (LAX)
- ◆ 1 piece of checked luggage up to 30kg (AUH)
- ◆ 1 piece of hand luggage - max 7kg

### Dining

- ◆ All inclusive in-flight meal and alcoholic beverage service
- ◆ Self service drink and snack station throughout the cabin

### Entertainment

- ◆ 22.9cm (9") LCD full touch screen in every seat back
- ◆ RED - award winning, state-of-the-art, on-demand, in-flight entertainment system
- ◆ The latest box office hits, TV favourites, audio library, games and seat-to-seat chat

### Loyalty Programs

- ◆ Velocity Frequent Flyer
- ◆ Free membership
- ◆ Earn and redeem Points with Virgin Australia, international airline partners and global network of Program Partners

### Extras

- ◆ Dedicated cabin crew
- ◆ Amenity pack to make the flight more comfortable
- ◆ Mood lighting throughout the cabin to match the different phases of the flight
- ◆ A USB slot to power your personal devices

### Accolades

- ◆ Skytrax World Airline Awards 2012
  - Best Airline, Australia Pacific
  - Best Airline Staff Service, Australia Pacific
- ◆ CSIA Australian Service Excellence Awards 2012
  - National Customer Service Team of the Year - Cabin Crew

### Key Destinations

- ◆ Los Angeles (LAX)
- ◆ Abu Dhabi (AUH)

With partner - Etihad Airways

### Price Guide

- ◆ SYD/BNE/MEL - LAX:  
from \$1,895\*
- ◆ SYD/BNE/MEL - AUH:  
from \$2,182\*

\*Fares are inclusive of taxes. Taxes and charges are subject to change without notice. Conditions apply. Visit [virginaustralia.com](http://virginaustralia.com) for more information

 **australia**

### Contact Details

Phone:

13 67 89

Website:

[virginaustralia.com](http://virginaustralia.com)

**Virgin Australia - VA**

## Overview

The AirAsia group flies to over 80 destinations across Asia.

The AirAsia network is accessed via Kuala Lumpur from Gold Coast, Sydney, Melbourne and Perth by AirAsia X. AirAsia also services Bali from Perth.

AirAsia X is the low-cost long haul arm operating one of the world's youngest aircraft fleets.

A range of Fly-Thru destinations are now available with single check-in, baggage transfer and transit facilities through Kuala Lumpur.

AirAsia was named Skytrax World's Best Low Cost Airline for four consecutive years 2009-12.



## ✈ Long-Haul Fleet

- ◆ 9 aircraft - AirAsia X
- ◆ A330-300 (9 aircraft)

## 🪑 Cabin Specifications

- ◆ 365 economy seats with a 3 - 3 - 3 configuration

## 🪑 Seat Specifications

- ◆ 81cm (32") seat pitch
- ◆ 42cm (16.5") seat width
- ◆ Premium flatbed seats also available

## 🧳 Luggage Allowance

- ◆ Nil checked luggage - discounts apply to luggage pre-purchased online
- ◆ 7kg of hand luggage

## 🍽 Dining

- ◆ Pre purchase meals online
- ◆ Range of snacks and beverages available for purchase on each flight

## 📺 Entertainment

- ◆ Limited number of Samsung Galaxy tablets available for rent which offer the latest movies, TV shows, music and games

## 📶 Extras

- ◆ Pick a seat - seat choice for a small fee
- ◆ Duty free available for purchase
- ◆ Empty seat option - apply for an empty seat next to you

## Key Destinations

- ◆ Kuala Lumpur (KUL)
- ◆ Chengdu (CTU)
- ◆ Bangkok (DMK)
- ◆ Taipei (TPE)
- ◆ Osaka (KIX)
- ◆ Phuket (HKT)
- ◆ Bali (DPS)
- ◆ Ho Chi Minh City (SGN)
- ◆ Seoul (ICN)
- ◆ Tokyo (HND)
- ◆ Beijing (PEK)
- ◆ Kathmandu (KTM)
- ◆ Shanghai (PVG)

## Price Guide

- ◆ MEL - KUL - from \$249
- ◆ OOL - KUL - from \$249
- ◆ SYD - KUL - from \$269
- ◆ PER - KUL - from \$229



## Contact Details

Phone:

1300 760 330

Website:

airasia.com

AirAsia X - D7

## Overview

Ethiad's Coral Economy Class offers the highest standards of comfort and personalised service in a more spacious environment.

With noise-reducing headsets, power sockets at every seat and entertainment on demand, there is never a dull moment.

Spacious seats, a selection of award-winning cuisine, gift packs for kids and the warmest welcome from Ethiad's in-flight team ensure that guests travel in comfort and arrive at their destination fully refreshed.



## ✈ Long-Haul Fleet

- ◆ Over 65 aircraft (A319-100, A320-200, A330-200, A330-300, A340-500, A340-600, B777-300ER)
- ◆ More than 100 aircraft currently on order
- ◆ Average age: 3 years

## 🪑 Cabin Specifications

- ◆ 200 seats (A340-500); 248 seats (A340-600) with a 2 - 4 - 2 configuration
- ◆ 282 seats (B777-300ER) with a 3 - 4 - 3 configuration

## 🪑 Seat Specifications

- ◆ 81-86cm (32-34") seat pitch
- ◆ 'Cradle recline' feature ensuring spine rests in a more natural position
- ◆ Adjustable headrest

## 🧳 Luggage Allowance

- ◆ 30kg of checked luggage
- ◆ 7kg of hand luggage plus a laptop/handbag

## 🍽 Dining

- ◆ Greater choice of food and beverages
- ◆ Menus of up to three courses, with hot desserts and café-style hot and cold beverages

## 📺 Entertainment

- ◆ Personal 26cm (10.4") touch-screen
- ◆ Over 600 hours of on-demand entertainment

## 🍹 Clubs & Lounges

- ◆ Access to Pearl Business Class lounges for Etihad Guest Gold and Silver members

## 🏆 Loyalty Programs

- ◆ Etihad Guest
- ◆ Free membership
- ◆ Earn and burn reciprocity with the Virgin Australia's Velocity FFP

## 📶 Extras

- ◆ Travel packs with comfort items on overnight flights
- ◆ Larger, high-comfort pillows
- ◆ In-seat power, Ethernet & audio sockets

## Key Destinations

- ◆ London (LHR)
- ◆ Abu Dhabi (AUH)

## Price Guide

- ◆ MEL-LHR: \$1,694\*
- ◆ MEL-AUH: \$1,557\*

\*Correct at 19 Nov 12 (inc fare, fuel & tax)



## Contact Details

Phone:

1300 734 577

Website:

etihad.com/au

Etihad Airways - EY



## Overview

Jet Airways connects passengers to over 50 domestic cities that span the length and breadth of India and 21 international destinations across Asia, Europe, the Middle East and North America.

Enjoy seamless connectivity from Australia to India and beyond via their Asia gateways and with their partner airlines. Their innovative seats in Economy Class are designed to offer passengers more space and arrive at the destination rested and refreshed.



## ✈ Long-Haul Fleet

- ◆ Wide-body: A330-200 and B777-300
- ◆ Narrow-body: B737 NG

## 🪑 Cabin Specifications

- ◆ 162 seats with a 2 - 4 - 2 configuration (A330-200)
- ◆ 244 seats with a 3 - 3 - 3 configuration (B777-300)
- ◆ 138 seats with a 3 - 3 configuration (B737 NG)

## 🪑 Seat Specifications

- ◆ 81cm (32") seat pitch
- ◆ 46-47cm (18-18.5") seat width

## 🧳 Luggage Allowance

- ◆ 20 - 30 kg of checked luggage (depending on the route and class)
- ◆ 7kg of hand luggage

## 🍴 Dining

- ◆ Complimentary Indian and Continental cuisine
- ◆ Choice of beverages includes juices, soft drinks, beer, liquor and wine

## 📺 Entertainment

- ◆ Personal 27cm (10.6") TV screen with AVOD on wide-body aircrafts and 22.8 cm (9") TV screen on board narrow body aircraft

- ◆ Wide variety of videos, including Hollywood and Bollywood blockbusters, regional language movies, TV serials as well as business news available

## 🍸 Clubs & Lounges

- ◆ JetPrivilege Platinum and Gold members invited to the frequent flyer lounge at select international and domestic airports

## 🎁 Loyalty Programs

- ◆ JetPrivilege: five tiers of membership: Blue, Blue Plus, Silver, Gold and Platinum

## 📶 Extras

- ◆ 'Hammock' headrest and unique foot net on wide-body aircrafts for enhanced comfort
- ◆ Duty free shopping onboard with JetBoutique

## Key Destinations

- ◆ Delhi (DEL)
- ◆ Mumbai (BOM)
- ◆ Chennai (MAA)
- ◆ Kathmandu (KTM)
- ◆ London (LHR)
- ◆ Brussels (BRU)

JET AIRWAYS 

## Contact Details

Phone:

1300 304 553

Website:

jetairways.com

Jet Airways - 9W

## Overview

LAN Airlines is part of the global LATAM Airlines Group, the largest air transport company in South America and one of the largest in the world.

From Australia, LAN offers nine departures per week to Santiago, Chile – six one-stop services from Sydney via Auckland, New Zealand and three nonstop codeshare flights operated by partner airline Qantas.

Beyond Santiago, LAN and its affiliates fly to over 80 destinations in 10 South American countries, while the LATAM Group serves over 150 locations.



## ✈ Long-Haul Fleet

- ◆ A340-300 x 5 (to and from Australia)
- ◆ Also 36 x B767-300ER, 2 x B787-800

## 🪑 Cabin Specifications (A340)

- ◆ 222 Economy seats with a 2 - 4 - 2 configuration

## 🪑 Seat Specifications

- ◆ 81 (32") seat pitch
- ◆ 46 (18") seat width
- ◆ Ergonomic seats with adjustable headrest

## 🧳 Luggage Allowance

- ◆ 23kg of checked luggage
- ◆ 8kg of hand luggage

## 🍴 Dining

- ◆ Complimentary meals on long haul flights

## 📺 Entertainment

- ◆ 23cm (8.9") personal screen with AVOD featuring 47 films, 123 channels with series, 750 CDs and 20 games

## 🎁 Loyalty Programs

- ◆ LANPASS
- ◆ LAN's frequent flyers enjoy reciprocal benefits on oneworld airlines
- ◆ Members of loyalty programs of other oneworld carriers can enjoy reciprocal benefits on LAN

## 📶 Extras

- ◆ Travel pack containing earplugs and an eye mask
- ◆ Comfortable pillows
- ◆ Laptop power outlets are available for each passenger
- ◆ Onboard duty free shopping

## Key Destinations

- ◆ Santiago (SCL)
- ◆ Buenos Aires (EZE)
- ◆ Lima (LIM)
- ◆ Bogota (BOG)
- ◆ Guayaquil (GYE)
- ◆ Sao Paulo (GRU)
- ◆ Rio de Janeiro (GIG)

LAN   
AIRLINES

## Contact Details

Phone:

1800 221 572

Website:

lan.com

LAN Airlines - LA

## Overview

As Asia's first carrier, Philippine Airlines sets the highest standards on direct flights from Australia to Manila, operating its new flagship Boeing 777-300ER aircraft from both Sydney and Melbourne. Its unmistakable Filipino hospitality is backed by higher levels of luxury, more space and seat-back video throughout. Flying seven times per week, Philippine Airlines operates more direct flights from Australia than any other airline. It also offers the most extensive domestic network in the Philippines, plus onward connections throughout Asia and the Pacific.



### ✈ Long-Haul Fleet

- ◆ 40 aircraft including B777-300ER (x3, inc SYD and MEL); B747-400 (x5); A340-300 (x4); A330-300 (x8); A320-200 (x16); A319-100 (x4)

### 🪑 Cabin Specifications

- ◆ 3 - 4 - 3 configuration

### 🪑 Seat Specifications

- ◆ 84-86cm (33-34") seat pitch
- ◆ 47cm (18.5") seat width

### 🧳 Luggage Allowance

- ◆ 23kg of checked luggage
- ◆ 7kg of hand luggage

### 🍴 Dining

- ◆ Award-winning cuisine utilising the best fresh produce and seafood, inspired by European, Asian and contemporary styles

### 📺 Entertainment

- ◆ Panasonic seat-back video on demand
- ◆ Up to 19 movies, 50 CD selections, 12 audio channels, eight games

### 🏆 Loyalty Programs

- ◆ Mabuhay Miles
- ◆ Free membership
- ◆ Points accrual on Philippine Airlines flights as well as through 57 non-flight partners including banks, credit card services, insurance, hotels, car rental and others

### 📶 Extras

- ◆ Choice to purchase exit row or bulkhead seats for USD50 per sector

### Key Destinations

- ◆ Manila (MNL)
- ◆ Bangkok (BKK)
- ◆ Singapore (SIN)
- ◆ Hong Kong (HKG)
- ◆ Shanghai (PVG)
- ◆ Delhi (DEL)

### Price Guide

- ◆ SYD-MNL: from \$1,467\*
- ◆ MEL-MNL: from \$1,451\*

\*Gross fare including taxes



### Contact Details

Phone:

1300 888 725

Website:

philippineairlines.com

Philippine Airlines - PR

## Overview

SAS Economy is an affordable and comfortable choice on the Airbus A340 and A330 aircraft flown on long-haul routes.

The configuration of the ergonomically designed seats, maximises the space and comfort within the cabin.

SAS encourages customers to take advantage of the advance seat reservation service which allows them to choose their preferred seat.

A high degree of service and attention to customer needs is of the upmost importance throughout the flight.



### ✈ Long-Haul Fleet

- ◆ Airbus A340-300 & A330-300
- ◆ 11 aircraft
- ◆ Average age: 8 years

### 🪑 Cabin Specifications

- ◆ 171-195 seats over 2 cabins
- ◆ 2 - 4 - 2 configuration

### 🪑 Seat Specifications

- ◆ 81cm (32") seat pitch
- ◆ 45cm (17") seat width
- ◆ Recline 100°/13cm (5")
- ◆ Adjustable neckrest

### 🧳 Luggage Allowance

- ◆ 1 piece of checked luggage - max 23kg
- ◆ 1 extra piece for Star Alliance Gold and SAS EuroBonus tier members
- ◆ 8kg of hand luggage

### 🍴 Dining

- ◆ 3 course menu, wine
- ◆ Cold and hot beverages
- ◆ Breakfast or light meal prior to landing
- ◆ Special meals on request
- ◆ Extra snacks and selected beverages for purchase

### 📺 Entertainment

- ◆ 16cm (6.4") personal seat-back screen
- ◆ 80+ channels of movies/tv/games/music

### 🍹 Clubs & Lounges

- ◆ Lounge access for EuroBonus Gold and Star Alliance Gold members

### 🏆 Loyalty Programs

- ◆ SAS EuroBonus

### 📶 Extras

- ◆ Advance seat reservation
- ◆ Baby bassinets

### Key Destinations

- ◆ Copenhagen (CPH)
- ◆ Oslo (OSL)
- ◆ Stockholm (ARN)
- ◆ Helsinki (ARN)
- ◆ Gothenburg (GOT)

### Price Guide

- ◆ Australia - Europe r/t from \$1,550 gross excl. tax



Scandinavian Airlines

### Contact Details

Phone:

1300 727 707

Website:

flysas.com.au or  
sassalesinfo.com

SAS - SK

## Overview

Solomon Airlines prides itself on being the only full service airline to operate between Australia and the Solomon Islands.

All passengers receive in the fare a generous luggage allowance of a minimum of 23kg per passenger and a hot meal with bar service.

Celebrating its 50th anniversary in 2012 Solomon Airlines has established an enviable reputation for safety, reliability and service.



## ✈ Long-Haul Fleet

- ◆ A320-211

## 🛋 Cabin Specifications

- ◆ 120 seats
- ◆ 3 - 3 configuration

## 🪑 Seat Specifications

- ◆ Generous average seat pitch of 81cm (32")
- ◆ Leather covered ergonomically designed seats

## 🧳 Luggage Allowance

- ◆ 23kg of checked luggage
- ◆ 7kg of hand luggage
- ◆ 7kg extra allowed for Dive & Fishing gear

## 🍴 Dining

- ◆ Hot meal appropriate to time of day
- ◆ Complimentary beer, wine & soft drink

## 📺 Entertainment

- ◆ Drop down screens
- ◆ Featuring Sit-coms & documentaries
- ◆ 6 channel audio

## 🍸 Clubs & Lounges

- ◆ Belama Club – members only
- ◆ Cost subject to membership level

## 🏆 Loyalty Programs

- ◆ Belama
- ◆ Cost dependant on membership level
- ◆ Extra luggage allowance

## Key Destinations

- ◆ Brisbane (BNE)
- ◆ Honiara (HIR)
- ◆ Port Vila (VLI)
- ◆ Nadi (NAN)

## Price Guide

- ◆ From \$701 return  
Brisbane – Honiara



**flysolomons**

## Contact Details

**Phone:**

1300 894 311

**Website:**

flysolomons.com

**Solomon Airlines - IE**

## Overview

United operates daily nonstop services from Sydney and Melbourne (via Sydney) to Los Angeles and San Francisco with connections to 300 destinations across the Americas. United also offers services from Cairns to Guam, currently twice weekly. Economy Plus offers up to five extra inches (12.7cm) of legroom and is offered at no extra cost to members of United's MileagePlus loyalty program. Located at the front of Economy cabin, the seats give the added benefit of allowing a swifter exit from the plane upon arrival.



## ✈ Long-Haul Fleet

- ◆ 156 aircraft (B747, B767, B777)

## 🛋 Cabin Specifications (B747)

- ◆ 3 - 4 - 3 main deck configuration

## 🪑 Seat Specifications (B747)

- ◆ United offers both Economy and Economy Plus seating
- ◆ 79cm (31") seat pitch (Economy)
- ◆ 91cm (36") seat pitch (Economy Plus)
- ◆ 43cm (17") seat width
- ◆ 13cm (5") seat recline

## 🧳 Luggage Allowance

- ◆ 1 piece of checked luggage (23kg)

## 🍴 Dining

- ◆ Complimentary meals, soft drinks, beer and wine on all transpacific flights

## 📺 Entertainment (B747)

- ◆ Mainscreen programming with complimentary headsets
- ◆ Variety of entertainment options including audio selections, television programming and movie selections

## 🍸 Clubs & Lounges

- ◆ United Club lounges located in 38 airports worldwide (including one in Melbourne)
- ◆ Complimentary bar service, light snacks, free Wi-Fi, conference rooms and workstations, as well as personalised assistance with reservations, seat selection, upgrades and boarding passes

## 🏆 Loyalty Programs

- ◆ MileagePlus - award-winning loyalty program
- ◆ Free membership

## Key Destinations

- ◆ Los Angeles (LAX)
- ◆ San Francisco (SFO)
- ◆ New York (NYC)
- ◆ Chicago (ORD)
- ◆ Denver (DEN)

## Price Guide

- ◆ MEL/SYD-LAX: from \$1,182\*
- ◆ MEL/SYD-SFO: from \$1,348\*
- ◆ MEL/SYD-JFK: from \$1,432\*

\*Inclusive of taxes. Travel period: 1 Feb - 31 Mar 13. Further conditions apply. Prices are correct as at 14 Nov 12, however subject to change without notice.

**UNITED**  
A STAR ALLIANCE MEMBER

## Contact Details

**Phone:**

13 17 77

**Website:**

united.com

**United Airlines - UA**

## Overview

Virgin Atlantic Economy offers a relaxed and enjoyable journey to 33 of the world's favourite destinations. Check in online, choose your seat and look forward to a great flight.

Your comfortable seat has room to work, sleep or just relax.

There's a choice of three mains, kids meals, complimentary drinks and snacks. Choose from over 300 hours of the latest entertainment on your personal seat back screen. Their amenity kit has everything you need for a relaxing flight, and the K-id pack of goodies will keep the kids entertained.



## ✈ Long-Haul Fleet

- ◆ B747-400
- ◆ A340-300
- ◆ A340-600

## ✈ Cabin Specifications

- ◆ A340-600: 2 - 4 - 2 configuration
- ◆ 225 seats over 1 cabin

## ✈ Seat Specifications

- ◆ 79cm (31") seat pitch
- ◆ Seats with moveable armrests onboard to assist with passengers on wheelchairs
- ◆ Adjustable headrest and lumbar support

## ✈ Luggage Allowance

- ◆ 23kg of checked luggage
- ◆ 1 piece of hand luggage - max 6kg

## ✈ Dining

- ◆ 3 tempting meal choices, plus dessert and tea & coffee
- ◆ Vegetarian, Kosher, Gluten free and kid's meals available on request
- ◆ Complimentary drinks throughout the flight
- ◆ Movie treats on some flights

## ✈ Entertainment

- ◆ Personal seatback TV with 300 hours of award winning AVOD
- ◆ Dedicated kids channels
- ◆ Over 120 albums and playlists, video games

## ✈ Loyalty Programs

- ◆ Flying Club rewards programme - free to join
- ◆ 14 partner airlines around the world

## ✈ Extras

- ◆ K-id cool backpack full of goodies for kids
- ◆ Free newspaper and amenity kit for adults

## Key Destinations

- ◆ Hong Kong (HKG)
- ◆ London (LHR)

## Price Guide

- ◆ Range of competitive fare options available to agents

virgin atlantic 

## Contact Details

Phone:

1300 727 340

Website:

vsflyinghub.com.au

Virgin Atlantic - VS

## Overview

With over 35 years experience, Air Austral, the French airline of the Indian Ocean offers direct services between Sydney and Reunion connecting onwards to the Indian Ocean network. Twice weekly Sydney/Reunion services, with direct connection to Mauritius and France, offer an experience of true French style on board brand new B777-300ER.

## ✈ Long-Haul Fleet

- ◆ 10 aircraft (B777s, B737s & ATRs)
- ◆ Average age: 3-5 years

## ✈ Cabin Specifications

- ◆ 384 seats over 2 cabins with a 3 - 4 - 3 configuration (B777-300)

## ✈ Seat Specifications

- ◆ 83cm (32.7") seat pitch (B777-300)
- ◆ Recline 115°

## ✈ Luggage Allowance

- ◆ 25kg of checked luggage
- ◆ 1 piece of hand luggage - max 10kg

## ✈ Extras

- ◆ Mood lighting system
- ◆ Open jaws fare: arrival directly in Marseille or Bordeaux via Reunion and departure from Paris to Sydney; exotic stopover on Reunion Island

## Contact Details

Phone: 1300 306 365

Website: www.air-austral.com



Air Austral - UU

## Overview

Air France offers 53 weekly connections to Europe (via Singapore and Hong-Kong) from 5 major Australian cities: Sydney, Melbourne, Perth, Brisbane and Adelaide with our codeshare partner Qantas. In addition Air France offers 29 weekly connections to Europe (via Singapore, Osaka, Tokyo and Saigon) from Darwin and Cairns with our Partner JetStar.

## ✈ Long-Haul Fleet

- ◆ B777-300, B777-200 via Singapore & Hong-Kong to Paris
- ◆ Average age: 7.6 years

## ✈ Cabin Specifications

- ◆ 381 seats
- ◆ 3 - 4 - 3 configuration

## ✈ Seat Specifications

- ◆ 79-84cm (31-33") seat pitch
- ◆ 45cm (17.9") seat width
- ◆ Recline 118°

## ✈ Luggage Allowance

- ◆ 1 piece of checked luggage - up to 23kg
- ◆ 7kg of hand luggage

## ✈ Extras

- ◆ New Premium Eco offer on medium-haul flights
- ◆ Local food specialties on flight from France to China, Korea, India and Japan
- ◆ Satellite phone available

## Contact Details

Phone: 1300 391 191

Website: www.afkl.biz

AIRFRANCE 

Air France - AF

## Overview

Air Niugini is the national airline of Papua New Guinea and operates a modern fleet of Boeing 767/757, F100 and Bombardier Dash aircraft.

The airline offers daily flights between Brisbane and Cairns to Port Moresby and twice weekly between Sydney and Port Moresby.



### Long-Haul Fleet

- ◆ B757 & B767 aircraft

### Cabin Specifications

- ◆ B767: 150-179 seats with a 2 - 3 - 2 configuration
- ◆ B757: 120 seats with a 3 - 3 configuration

### Seat Specifications

- ◆ B767: 81-84cm (32-33") seat pitch
- ◆ B757: 81cm (32") seat pitch

### Luggage Allowance

- ◆ 20kg of checked luggage (AUS-PNG)
- ◆ 30kg of checked luggage (AUS-PNG-ASIA)

### Extras

- ◆ In-flight duty free available for purchase
- ◆ Partner of Qantas Frequent Flyer Program

### Contact Details

Phone: 1300 361 380

Website: [www.airniugini.com.pg](http://www.airniugini.com.pg)

Air Niugini - PX

## Overview

Air Tahiti Nui's service is based upon extending the warmth and

ambience of their Polynesian home the moment passenger steps on board. Serving 264 passengers, Moana Class (Economy) service is customised to add comfort and enjoyment over their long-haul route network.



### Long-Haul Fleet

- ◆ A340-300: one of the youngest fleet in the world
- ◆ Average age: 8 years

### Cabin Specifications

- ◆ 264 seats with a 2 - 4 - 2 configuration

### Seat Specifications

- ◆ 79cm (31") seat pitch
- ◆ 46cm (18") seat width

### Luggage Allowance

- ◆ 23kg of checked luggage
- ◆ 10kg of hand luggage

### Extras

- ◆ Personal video screen with AVOD featuring first-run movies, music, interactive games
- ◆ Cuisine blends the culinary influences of Polynesian and French heritage with specialties from each of Air Tahiti Nui's destinations

### Contact Details

Phone: 1300 732 415

Website: [www.airtahitinui.com.au](http://www.airtahitinui.com.au)

Air Tahiti Nui - TN

## Overview

Air Vanuatu flies out of Australia to Port Vila from Sydney, Melbourne and Brisbane. The flight takes approximately 3.5 hours, offering Melanesian friendliness and warmth from the moment the passenger steps on board.



### Long-Haul Fleet

- ◆ B737-800 (2008)

### Cabin Specifications

- ◆ 162 seats with a 3 - 3 configuration

### Seat Specifications

- ◆ 76cm (30") seat pitch
- ◆ 42cm (16.5") seat width

### Luggage Allowance

- ◆ 23kg of checked luggage
- ◆ 7kg of hand luggage

### Extras

- ◆ Audio entertainment available with a range of channels to select from: in-flight advertorial, information videos on the diverse culture of Vanuatu, hidden camera comedy series "Just for Laughs"
- ◆ Onboard meal service and complimentary alcoholic and non-alcoholic beverages
- ◆ Duty free items available for purchase onboard

### Contact Details

Phone: 1300 780 737

Website: [www.airvanuatu.com](http://www.airvanuatu.com)

Air Vanuatu - NF

## Overview

Cathay Pacific Airways is recognised as one of the world's leading airlines, renowned for its outstanding service, friendly personnel, modern fleet and exceptional safety record. Cathay Pacific operates over 70 flights a week from six Australian cities, connecting via its Hong Kong hub to a worldwide network of over 140 destinations.



### Long-Haul Fleet

- ◆ B777-300, B777-330ER, B777-200, B747-400, A340-300, A330-300

### Cabin Specifications

- ◆ 278-324 seats with a 3 - 4 - 3 configuration (B747-400)
- ◆ 182-353 seats with a 3 - 3 - 3 configuration (B777-300, B777-200)
- ◆ 175-267 seats with a 2 - 4 - 2 configuration (A340-300, A330-300)

### Seat Specifications

- ◆ New seat featuring innovative cradle mechanism
- ◆ 81cm (32") seat pitch
- ◆ 46-47cm (18.1-18.5") seat width & 15cm (6") seat recline

### Luggage Allowance

- ◆ 20kg of checked luggage
- ◆ 7kg of hand luggage

### Extras

- ◆ Benefit from oneworld alliance membership and Marco Polo Club loyalty program

### Contact Details

Phone: 131 747

Website: [www.cathaypacific.com.au](http://www.cathaypacific.com.au)

Cathay Pacific - CX

## Overview

China Airlines, the national carrier of Taiwan, is one of Asia's leading and most experienced airlines. With operating a fleet of modern aircraft to nearly 100 destinations in 30 countries around the world, China Airlines provides passengers with maximum comfort and safety. All China Airlines flights depart from Sydney or Brisbane in the evening and arrive in Taipei early the next morning.



### ✖ Long-Haul Fleet

- ◆ B747-400, A330-300 & A340-300
- ◆ Average age: 8.1 years

### 🛋 Cabin Specifications

- ◆ 2 - 4 - 2 configuration (A330-300 & A340-300)
- ◆ 2 - 4 - 2 or 3 - 4 - 3 configuration (B747-400)

### 🪑 Seat Specifications

- ◆ A330-300 & A340-300: 81cm (32") pitch; 46cm (18") width
- ◆ Adjustable headrests

### 🧳 Luggage Allowance

- ◆ 20kg of checked luggage (Asia, Europe)
- ◆ 2 pieces of checked luggage - 23kg per piece (USA, Canada)
- ◆ 7kg of hand luggage

### 📶 Extras

- ◆ A 6.5 inch VGA interactive personal TV in each seat with 12 on demand movies, 12 short features, 50 music channels more than 50 CD and 10 video games

### 📞 Contact Details

Phone: 1300 668 052

Website: [www.china-airlines.com](http://www.china-airlines.com)

China Airlines - CI

## Overview

China Eastern Airlines is based in Shanghai, and operates to over 80 international destinations, and over 330 domestic ports. China Eastern Airlines Economy features a bright and cheerful cabin, specially designed seats and world-class cuisine.



### ✖ Long-Haul Fleet

- ◆ A340-600, A330-300, A330-200

### 🛋 Cabin Specifications

- ◆ 240-272 seats with a 2 - 4 - 2 configuration

### 🪑 Seat Specifications

- ◆ 81-84cm (32-33") seat pitch
- ◆ 44-45cm (17.2-17.8") seat width
- ◆ Adjustable footrest & winged headrest

### 🧳 Luggage Allowance

- ◆ 20kg of checked luggage
- ◆ 7kg of hand luggage

### 📶 Extras

- ◆ Personal video screen with AVOD featuring 30 cinema films, 30 TV programmes and 17 music magazines, 170 CDs, selection of audio books, 23 radio programmes, games and 11 language courses
- ◆ Unique World Gourmet Cuisine
- ◆ Duty free items available for purchase onboard

### 📞 Contact Details

Phone: (02) 9290 1148

Website: [www.flychinaeastern.com](http://www.flychinaeastern.com)

China Eastern - MU

## Overview

China Southern is the largest airline in the People's Republic of China and currently the third biggest carrier worldwide. It is also a member of the SkyTeam alliance offering access to over 898 destinations in 169 countries.



### ✖ Long-Haul Fleet

- ◆ A330-300 and A330-200 aircraft currently operate on Australian routes

### 🛋 Cabin Specifications

- ◆ 234 seats with a 2 - 4 - 2 configuration

### 🪑 Seat Specifications

- ◆ 84cm (33") seat pitch
- ◆ 46cm (18") seat width

### 🧳 Luggage Allowance

- ◆ 20kg of checked luggage
- ◆ 7kg of hand luggage

### 📶 Extras

- ◆ In-flight audio system, video system, magazine and periodical
- ◆ Chinese and western style food
- ◆ Five kinds of beverages and liquor
- ◆ Special meals to accommodate dietary requirements

### 📞 Contact Details

Phone: (02) 9233 9788

Website: [www.flychinasouthern.com](http://www.flychinasouthern.com)

China Southern - CZ

## Overview

Delta Air Lines is based in the United States and serves more than 160 million customers each year. With its unsurpassed global network, Delta and the Delta Connection carriers offer services to more than 350 destinations in nearly 70 countries on six continents.



### ✖ Long-Haul Fleet

- ◆ B777-200LR aircraft from Sydney to Los Angeles

### 🛋 Cabin Specifications

- ◆ 233 seats with a 3 - 3 - 3 configuration

### 🪑 Seat Specifications

- ◆ 79-81cm (31-32") seat pitch
- ◆ 46cm (18") seat width

### 🧳 Luggage Allowance

- ◆ 2 pieces of checked luggage - 23kg per piece
- ◆ 1 piece of hand luggage

### 📶 Extras

- ◆ Personal screen with AVOD featuring 250 movies, HBO, 18 channels of satellite TV, 4,100+ MP3s, and even in-flight trivia
- ◆ Complimentary meal service
- ◆ Premium products like Boar's Head meats, healthy snacks and fun family favorites like Peanut M&M's and Pringles potato chips

### 📞 Contact Details

Phone: 1800 144 917

Website: [www.delta.com](http://www.delta.com)

Delta Air Lines - DL

## Overview

Hawaiian Airlines offers genuine island hospitality, meals, beverages and entertainment onboard.

The airline services the USA, Australia, American Samoa, the Philippines and Tahiti.



### ✖ Long-Haul Fleet

- ◆ B767-300ER & A330-200 (Sydney - Honolulu)

### ✈ Cabin Specifications

- ◆ 2 - 4 - 2 configuration (A330-200)
- ◆ 2 - 3 - 2 configuration (B767-300ER)

### ✈ Seat Specifications

- ◆ 79-81cm (31-32") seat pitch
- ◆ 46cm (18") seat width

### ✈ Luggage Allowance

- ◆ 2 pieces of checked luggage - 32kg per piece
- ◆ 11.5kg of hand luggage

### 📶 Extras

- ◆ Personal screen with AVOD (A330 aircraft)
- ◆ Overhead movies (B767 aircraft)
- ◆ Complimentary meal service: wide array of entrées that combine fine cuisine with traditional island flavours
- ◆ Duty free items available for purchase onboard

### 📞 Contact Details

Phone: 1300 669 106

Website: [www.hawaiianairlines.com.au](http://www.hawaiianairlines.com.au)

Hawaiian Airlines - HA

## Overview

JAL is a member of the oneworld alliance.

The airline has hubs in Tokyo and flies to the USA, Hawaii, Canada, Europe, Australia, South East Asia and North Asia.



JAPAN AIRLINES

### ✖ Long-Haul Fleet

- ◆ 777-200ER, 777-300ER, 767-300ER, 787-800

### ✈ Cabin Specifications

- ◆ 777-200ER/300ER : 3 - 3 - 3 configuration
- ◆ 767-300ER : 2 - 3 - 2 configuration
- ◆ 787-800 : 2 - 4 - 2 configuration

### ✈ Seat Specifications

- ◆ Seat pitch 78-86cm (31-34")
- ◆ Seat width 44-47cm (17.5-18.5")

### ✈ Luggage Allowance

- ◆ 2 pieces of checked luggage (23kg each)
- ◆ 10kg of hand luggage

### 📶 Extras

- ◆ JAL Mileage Bank (free of charge)
- ◆ Personal screen with AVOD (on most aircraft)
- ◆ MAGIC in-flight entertainment system featuring a wide range of movies, games and audio programs
- ◆ Complimentary meal service and beverages
- ◆ Web Check-in

### 📞 Contact Details

Phone: 1300 359 525 (Agents only)

Website: [www.jal.com.au](http://www.jal.com.au)

Japan Airlines - JL

## Overview

Jetstar is a value based carrier network providing all day every day low fares with an open approach to air travel. Jetstar's international long-haul services are operated by a fleet of Airbus A330-200 aircraft.



### ✖ Long-Haul Fleet

- ◆ A330-200 (7 aircraft)

### ✈ Cabin Specifications

- ◆ 265 leather covered seats with a 2 - 4 - 2 configuration

### ✈ Seat Specifications

- ◆ 76cm (30") seat pitch
- ◆ 46cm (18") seat width

### ✈ Luggage Allowance

- ◆ No checked luggage (JetSaver Light fare)
- ◆ 20kg of checked luggage (JetSaver & JetFlex fare)
- ◆ 10kg of hand luggage

### 📶 Extras

- ◆ AVOD Unit with headsets available for hire with a range of movies, TV programs, music videos and children's programs
- ◆ Option to pre-select and pay to have meals included during the flight when making the booking
- ◆ Complimentary water fountain and disposable cups, other drinks available for purchase

### 📞 Contact Details

Phone: 13 15 38

Website: [www.jetstar.com](http://www.jetstar.com)

Jetstar Airways - JQ

## Overview

KLM offers 47 weekly connections to Europe (via Kuala Lumpur) from five major Australian cities: Sydney, Melbourne, Perth, Brisbane and Adelaide in cooperation with Malaysian Airlines, its code-share partner.



Royal Dutch Airlines

### ✖ Long-Haul Fleet

- ◆ B777-300 & B777-200 (via Kuala Lumpur to Amsterdam)
- ◆ Average age: 7.6 years

### ✈ Cabin Specifications

- ◆ B777-300: 390 seats with a 3 - 4 - 3 configuration
- ◆ B777-200: 292 seats with a 3 - 3 - 3 configuration

### ✈ Seat Specifications

- ◆ Ergonomically shaped seat for comfort, with adjustable headrest
- ◆ Minimum 79cm (31") seat pitch

### ✈ Luggage Allowance

- ◆ 1 piece of checked luggage - max 23kg
- ◆ 5kg of hand luggage

### 📶 Extras

- ◆ At the airport: Self service check in machines at Schipol Airport
- ◆ Onboard, selection of national and international newspapers magazines are offered
- ◆ Onboard, multi-lingual cabin crew dedicated to make every passenger's journey a unique one

### 📞 Contact Details

Phone: 1300 391 191

Website: [www.afkl.biz](http://www.afkl.biz)

KLM Royal Dutch Airlines - KL

## Overview

A true value for money travel option with a fleet of 129 aircraft, Korean Air is one of the world's top 20 airlines. Korean Air takes the lead in global transportation network and plays a key role in enhancing Korea's status.



### ✖ Long-Haul Fleet

- ◆ A300-600, A330-200, A330-300, B747-400, B777-200, B777-300; A380 and 787s on order

### ✈ Cabin Specifications

- ◆ 3 - 4 - 3 configuration (B747-400)
- ◆ 2 - 4 - 2 configuration (A300-600)

### ✈ Seat Specifications

- ◆ 81-86cm (32-34") seat pitch
- ◆ 44cm (17.3") seat width

### 🧳 Luggage Allowance

- ◆ 20kg of checked luggage
- ◆ 12kg of hand luggage

### 📶 Extras

- ◆ 27cm (10.6") personal screen with AVOD with a range of movies, music, video games and news programs (on selected flights)
- ◆ Wide range of newspapers and magazines
- ◆ Carefully selected Korean, Western, Chinese and Japanese course menus

### 📞 Contact Details

Phone: (02) 9262 6000  
Website: www.koreanair.com

Korean Air - KE

## Overview

Malaysia Airlines has an extensive worldwide network offering flights from five Australian ports connecting through to over 80 destinations via its Kuala Lumpur hub. Malaysia Airlines is only one of six airlines worldwide to be accredited a '5-star Airline' by Skytrax.



### ✖ Long-Haul Fleet

- ◆ A330-300, A380-800
- ◆ Average age: 2 years (A330-300), 6 months (A380-800)

### ✈ Cabin Specifications

- ◆ 247 seats with a 2 - 4 - 2 configuration (A330-300)
- ◆ 420 seats with a 3 - 4 - 3 configuration – lower deck & 2 - 4 - 2 configuration – upper deck (A380-800)

### ✈ Seat Specifications

- ◆ 81cm (32") seat pitch
- ◆ 44-46cm (17.5-18") seat width

### 🧳 Luggage Allowance

- ◆ 30kg of checked luggage
- ◆ 7kg of hand luggage

### 📶 Extras

- ◆ 23-27cm (8.9-10.6") personal video screen with AVOD (with movies, TV shows, music, sports channels and news)
- ◆ Complimentary meals
- ◆ Duty free products available for purchase onboard

### 📞 Contact Details

Phone: 13 26 27  
Website: www.malaysiaairlines.com

Malaysia Airlines - MH

## Overview

Royal Brunei operates flights from Australia through to Brunei and onwards to Asia, the UK and the Middle East. All Royal Brunei passengers enjoy the same caring service from the ASEAN flight attendants, along with skillfully prepared meals and a wide range of inflight entertainment options to choose from.



### ✖ Long-Haul Fleet

- ◆ B777-200ER, B767-300ER
- ◆ Average age: 8 years (B777), 17 years (B767)

### ✈ Cabin Specifications

- ◆ 255 seats with a 3 - 3 - 3 configuration (B777-200ER)

### ✈ Seat Specifications

- ◆ 84cm (33") seat pitch (B777-200ER)
- ◆ 44cm (17.5") seat width (B777-200ER)

### 🧳 Luggage Allowance

- ◆ 20kg of checked luggage
- ◆ 7kg of hand luggage

### 📶 Extras

- ◆ Personal screen with AVOD with a range of entertainment options: movies, TV programs and more (only on B777-200ER)
- ◆ "Food fit to fly by" meal concept: inflight menus featuring healthier and lighter meal options
- ◆ Special meals to accommodate dietary requirements

### 📞 Contact Details

Phone: (07) 3017 5000  
Website: www.bruneiair.com

Royal Brunei Airlines - BI

## Overview

Royal Jordanian Airlines, renowned for its excellence in on-board hospitality, celebrated its 46th anniversary in December 2009. Royal Jordanian's young fleet covers 59 destinations in Europe, Middle East, North America, North Africa and Asia.



### ✖ Long-Haul Fleet

- ◆ A330-200 Longhaul Far East / London Routes
- ◆ A340-200 Longhaul US Routes

### ✈ Cabin Specifications

- ◆ 259 seats with a 2 - 4 - 2 configuration (A330-200)
- ◆ 230 seats with a 2 - 4 - 2 configuration (A340-200)

### ✈ Seat Specifications

- ◆ 79-84cm (31-33") seat pitch

### 🧳 Luggage Allowance

- ◆ 20kg of checked luggage
- ◆ 7kg of hand luggage

### 📶 Extras

- ◆ AVOD with easy to use Touch Screens and an extended library of movies, TV features, games and Western and Arabic music
- ◆ Three meal options to choose from – beef, fish, poultry on any flight over 2 hours duration
- ◆ Complimentary drinks served throughout the flight

### 📞 Contact Details

Phone: 1300 855 057  
Website: www.rj.com

Royal Jordanian Airlines - RJ



## Overview

Singapore Airlines is one of the major carriers flying to Australia and was the first airline to operate the Airbus A380. With more space and intelligent features, the new Singapore Airlines Economy Class offers more comfort than ever.



### ✖ Long-Haul Fleet

- ◆ A380, A340-500, A330-300, B777, B747
- ◆ Average age: 3 years (A380), 7 years (A340 and B777)

### ✈ Cabin Specifications

- ◆ 3 - 4 - 3 configuration (B747-400, A380-800)
- ◆ 2 - 4 - 2 configuration (A300-300)
- ◆ 3 - 3 - 3 configuration (B777-200)

### ✈ Seat Specifications

- ◆ 81-86cm (32-34") seat pitch
- ◆ 44-48cm (17.5-19") seat width

### 🧳 Luggage Allowance

- ◆ 20kg of checked luggage
- ◆ 7kg of hand luggage

### 📶 Extras

- ◆ 27cm (10.6") widescreen LCD with AVOD featuring 120 movies, more than 170 TV shows, 740 CDs, over 20 radio channels and action-packed 3D games
- ◆ In-seat power supply
- ◆ Menus designed by International Culinary Panel

### 📞 Contact Details

**Phone:** 13 10 11

**Website:** [www.singaporeair.com](http://www.singaporeair.com)

Singapore Airlines - SQ

## Overview

South African Airways is the national airline of South Africa. Over the decades, South African Airways has evolved into one of the leading carriers in Africa, which offers the biggest route network in Africa.



### ✖ Long-Haul Fleet

- ◆ A340-200, A340-300 and A340-600
- ◆ Average age: 5 years

### ✈ Cabin Specifications

- ◆ 215-275 seats with a 2 - 4 - 2 configuration

### ✈ Seat Specifications

- ◆ 81-85cm (32-33.5") seat pitch
- ◆ 43cm (17") seat width

### 🧳 Luggage Allowance

- ◆ 23kg of checked luggage
- ◆ 8kg of hand luggage

### 📶 Extras

- ◆ Personal screen with AVOD with a wide range of movies, TV shows, music and interactive games
- ◆ Complimentary meals created by renowned chefs and beverages complemented with signature wines and a wide range of beverages
- ◆ Comfort bag with socks, slumber shades, toothbrush and toothpaste

### 📞 Contact Details

**Phone:** 1300 435 972

**Website:** [www.flysaa.com](http://www.flysaa.com)

South African Airways - SA

## Overview

SriLankan Airlines, the National Airline of Sri Lanka, is an award winning carrier with a firm reputation as a global leader in service, comfort, safety, reliability, and punctuality. SriLankan Airlines flies to Europe, the Middle East, West Asia, North Asia and South-East Asia from its hub in Colombo.



### ✖ Long-Haul Fleet

- ◆ A340-300, A330-200
- ◆ Average age: 13 years (A340s), 10 years (A330s)

### ✈ Cabin Specifications

- ◆ 275-296 seats in a 2 - 4 - 2 configuration

### ✈ Seat Specifications

- ◆ 84cm (33") seat pitch

### 🧳 Luggage Allowance

- ◆ 32kg of checked luggage
- ◆ 7kg of hand luggage

### 📶 Extras

- ◆ Personal TV with AVOD featuring a wide selection of movies, TV shows, radio channels, music and games
- ◆ Complimentary seat-to-seat calling facility
- ◆ Complimentary meals and drinks
- ◆ Special meals to accommodate dietary requirements
- ◆ Duty free available for purchase onboard

### 📞 Contact Details

**Phone:** 1300 304 709

**Website:** [www.srilankan.lk](http://www.srilankan.lk)

Sri Lankan Airlines - UL

## Overview

Vietnam Airlines is the national carrier of Vietnam and was established in 1956. Vietnam Airlines currently operates 86 routes to 20 domestic and 28 international destinations including daily non-stop flights from Australia to Vietnam.



### ✖ Long-Haul Fleet

- ◆ A330

### ✈ Cabin Specifications

- ◆ 256 seats with a 2 - 4 - 2 configuration

### ✈ Seat Specifications

- ◆ 81cm (32") seat pitch, 13cm (5") recline

### 🧳 Luggage Allowance

- ◆ 30kg of checked luggage
- ◆ 7kg of hand luggage

### 📶 Extras

- ◆ Personal screen with AVOD with a range of entertainment options (on some flights)
- ◆ Complimentary meals with a choice of Asian or European style meals
- ◆ Complimentary alcoholic and non-alcoholic beverages
- ◆ Special meals to accommodate dietary requirements

### 📞 Contact Details

**Phone:** 02 9285 4700

**Website:** [www.vietnamairlines.com](http://www.vietnamairlines.com)

Vietnam Airlines - VN