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## **PUBLICATION INFORMATION MANUAL**

**Prepared in terms of Section 53 of the Promotion of Access to  
Information Act 2018**

**DATE OF COMPILATION:** 30<sup>th</sup> January 2026  
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## 1. List of Acronyms and Abbreviations

|     |               |                            |
|-----|---------------|----------------------------|
| 1.1 | <b>“HOIH”</b> | Head of Information Holder |
| 1.2 | <b>“IC”</b>   | Information Commission     |
| 1.3 | <b>“IO”</b>   | Information Officer        |
| 1.4 | <b>“ATIA”</b> | Access to Information Act  |
| 1.5 | <b>“HM”</b>   | Air Seychelles             |

## 2. Purpose of Publication Manual

This Publication Manual is useful for the public to:

1. Check the nature of the records which may already be available without the need for submitting a formal ATIA request;
2. Have an understanding of how to request access to a record
3. Access all the relevant contact details of the persons who will assist the public with the records they intend to access;
4. Know all the remedies available regarding requests for access to the records, before approaching the information commission;
5. The description of the services available to members of the public and how to gain access to those services;
6. A description of the guide on how to use ATIA, as updated by the information commission and how to obtain access to it;
7. If the body will process personal information, the purpose of processing of personal information and the description of the categories of the data subject and of the information or categories of information relating thereto;
8. Know if Air Seychelles plans to transfer personal information outside the Republic of Seychelles and the recipients or categories of recipients to whom the personal information may be supplied; and
9. Know whether Air Seychelles has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information, which is to be processed.

### 3. Establishment of Air Seychelles

The national airline of the Republic of Seychelles, was incorporated in 1977 and officially named 'Air Seychelles' in 1978. The airline began long-haul services in 1983 and is one of the main drivers of tourism in Seychelles, the core pillar of the national economy.

#### 3.1. Objectives / Mandate

##### **Our Vision**

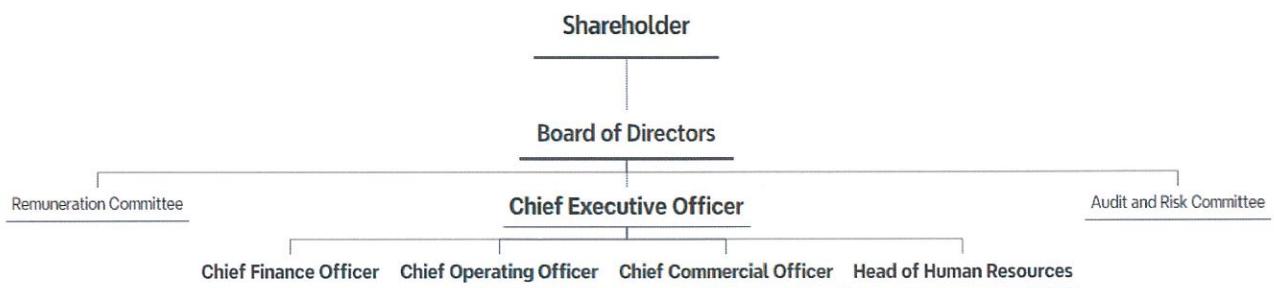
Keeping Seychelles connected.

##### **Our Mission**

Welcoming the world and growing the business sustainably and profitably.

### 4. Structure and functions

#### 4.1. Structure



#### 4.2. Functions

The airline offers international flights to Johannesburg, Mauritius, Colombo, Tel Aviv and Abu Dhabi as well as charter services on demand. On the domestic network, Air Seychelles operates daily domestic flights between Mahe and Praslin as well as charter services throughout the archipelago.

## 5. Key contact details for Access to Information of Air Seychelles

### 5.1 Information Officer

**Name:** Ginny Benoiton  
**Email:** gmangroo@airseychelles.com

### 5.2 Head of Information Holder

**Name:** Sandy Benoiton  
**Email:** sbenoiton@airseychelles.com

### 5.3 Head Office Contact

**Postal Address:** Po Box 386  
**Physical Address:** Point Larue  
**Telephone:** +248 4391000  
**Website:** <https://www.airseychelles.com>

## 6. Description of all remedies available in respect of an ATIA or failure to act

1. Functional and updated website
2. Social Media Presence

**7. Categories of records which are available without a person having to request access**

| Categories  | Document Type  | Available on website                           | Available upon ATIA request |
|---|--|--|-----------------------------|
| Baggage Information<br>Check-in<br>Flight Status<br>Lounges<br>Special Assistance<br>Fast track<br>Group Booking<br>In-Flight Entertainment<br>About Air Seychelles<br>Contact Air Seychelles | <a href="https://www.airseychelles.com">https://www.airseychelles.com</a>  | X<br>X<br>X<br>X<br>X<br>X<br>X<br>X<br>X<br>X |                             |
| Legislations / Regulations  |  |  | x                           |
| Strategic Documents   | <ul style="list-style-type: none"> <li>- Organizational profile</li> <li>- Annual Reports;<br/>Go to:<br/><a href="https://www.pemc.sc/air-seychelles">https://www.pemc.sc/air-seychelles</a></li> </ul> | X  | x                           |
| Tender Document   | <ul style="list-style-type: none"> <li>- Advertised Tender</li> </ul>  |  | x                           |

**8. Services Available to members of the public from Air Seychelles and how to gain access to those services.**

**8.1. Services available**

*Passenger Services*

*Cargo Services*

*VIP/ CIP Services*

*All services provided by Air Seychelles can be accessed on the website:*

<https://www.airseychelles.com>

**9. Public Involvement in the formulation of policy or the exercise of powers or performance of duties.**

Members of the public and the parliament were involved in the initial discussion stages of the formulation of the ATIA.

**10. Availability of the Manual**

This Manual is made available in the following official language -

1. English

A copy of this Manual or the updated version thereof, is also available as follows-

1. On <https://www.airseychelles.com>
2. At the Air Seychelles head office for public inspection during normal business hours:
3. To any person upon request
4. To the information Commission upon request

## 11. Updating of the Manual

Air Seychelles will, if necessary, update and publish this Manual annually.

### Issued by:

Ginny Benoiton



Information Officer

30-01-2026

Date

Sandy Benoiton



Head of Information Holder

30-01-2026

Date



Air Seychelles Limited  
Head Office, Pointe Larue,  
Mahe, Seychelles

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