

# REAL ADVENTURE HOT AIR BALLOON Co.



## Reservation, Cancellation, Pricing, Refund Limitations & Passenger Responsibilities

**Welcome!** This is the information needed if you are wanting to ride in a hot air balloon with Real Adventure Hot Air Balloon Co. The following is information you need to help make an informed decision on the process and procedures for booking and participating in an exciting hot air balloon ride.

**All hot air balloon rides are limited by previous reservations, space availability and appropriate weather conditions.**

Weather controls everything that balloon pilots and crew are able to do. It is always our goal to provide a safe and enjoyable hot air balloon ride experience, but there can be unforeseen conditions which can cause a flight to be canceled, even just before launch. **Please note, it may seem to be a beautiful day to most people, but not be considered safe for flight by the pilot.**

### Pricing & Payments

For safety reasons, we prefer not to fly children under the age of 12 years. Any child must be able to see over the edge of the basket on their own. Please ask about other safety concerns. Reservations and final payments may be made by CASH, Master Card, Visa, or Discover Card. **We will not accept checks for balloon rides.** Due to the nature of balloon flight, we cannot guarantee the flight date, time, duration, or direction.

\* Due to the volatile nature of fuel costs, etc., regular **pricing** is subject to change at any time until the flight is paid in full for that flight year. If any flight reservation (even if paid in full) is carried over to the next flight season, the price will increase to the rate for the flight season that the flight takes place.

### Reservations

A **nonrefundable** reservation administration fee of \$50 will be required to make any reservation. This is part of the total cost. Reservations will only be made over the phone by calling. Reservations can be made with a Master Card, Visa, or Discover Card (or debit/check card with the Master Card, Visa, or Discover Card logo). Final payments may be made by CASH, Visa, Master Card, or Discover (No Checks will be accepted!) and must be completed prior to flight briefing time.

### Cancellation or Postponement Policy

**\*\* As requested by passenger(s) prior to the reserved flight date \*\***

Due to the seasonal nature, passenger space, time, and weather limitations, cancellations and postponements (by other than the pilot) can have a drastic effect on a safe hot air balloon flight business. It is seldom possible to fill space from postponements or cancellations made close to a canceled or postponed flight date.

**Prior to 72 hours** - A 72 hour notice is required for postponement of a flight to be eligible for rescheduling of the flight.

**72 hours to 24 hours** - Postponements of less than 72 hours, but more than 24 hours will require an additional \$50 reschedule fee to complete the flight.

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(614) 443-2324 \* [info@raballoon.com](mailto:info@raballoon.com) \* Columbus, OH

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**Less than 24 hours** - Postponements within 24 hours are not acceptable, and will cause a forfeiture of all funds paid, including cancellation of any gift certificate and will consider the flight as completed, with no rescheduling or refund allowed. Due to the nature of hot air ballooning (limited flying season, etc...), short notice postponements cause a substantial lose of income for the pilot & crew due to limited space & time availability. It is seldom possible to find replacement passengers within 24 hours of a postponed flight. Postponements due to emergency will only be considered if documentation is provided and postponement is completed prior to flight meeting time. A \$50 rescheduling fee would be required to complete the flight if documentation is accepted.

**Late arrival or no-show** - We require a check-in 24 hours prior to the scheduled flight time to alleviate no-shows and late arrivals. A no-show to a scheduled flight will cause a forfeiture of all funds paid and the flight will be considered flown. Ballooning is a very time sensitive activity. A late arrival can cause a flight to be canceled or create safety issues. Late arrival to the meeting location for a flight will be considered the same as a no-show.

### **Refund Policy**

Due to the short season, limited passenger space and weather limitations of a hot air balloon, flight cancellations are common. **If a flight is canceled** you can use any payment made toward any open space at a later date.

**\*\* A refund is available up to 30 days from the date of purchase, less the \$50 *non-refundable administration reservation fee*. Refunds are only made to the original purchaser.\* If a flight has ever been postponed or canceled, by the customer, passenger, weather conditions, the pilot, or any other reason, it is not eligible for a refund of any type. \* All requests must be made verbally, and confirmed in writing. Any eligible refunds will be made by check 4 to 6 weeks from receipt of the written cancellation request.**

### **The Pilot**

All of our pilots hold a current FAA certification to pilot a commercial hot air balloon.

### **Flight Decision by the Pilot**

Real Adventure Hot Air Balloon Co. cannot guarantee that any flight will occur on the date or time requested. We want to make your hot-air balloon ride as safe & pleasant as possible. Weather conditions are a major determining factor to the viability of a flight. The pilot of each balloon, and only the pilot, has final flight decision. We are happy to try to reschedule to another date/time during the event, if your flight has to be canceled by the pilot, even up to the launch time.

### **Passenger Responsibilities**

Hot air ballooning is a participatory activity for everyone involved, including passengers. The following-informatrion is for everyone's safety, and convenience.

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### I) Health Information

It is important to provide complete health information and limitations to Real Adventure Hot Air Balloon Co., and the pilot of your ride balloon, even if you believe it would or would not limit your participation.

The information should include:

- a. accurate weight of each passenger
- b. any injuries or operations in the past (especially in the past two years) or in the future
- c. any other current health conditions or concerns (significant or not)

***We are sorry, but no one at any stage of pregnancy will be accepted for a ride in a hot air balloon.***

### II) Timeliness

Everything about ballooning is very time oriented. A late arrival can cause your flight to be canceled including the loss of your reservation and deposit or payment for a future flight. It is critical to show up in time to make final payment arrangements, and to go through the basic passenger briefing for your reserved time and date.

**Arrival time for: Morning Flights - 45 minutes prior to sunrise  
Evening Flights - 2.5 hours prior to sunset**

### III) Appropriate Dress

Launch and landing activities may be in areas where vegetation, insects and terrain are rough. Appropriate clothing is a requirement for safe participation. This includes:

- a. Comfortable shoes, i.e., tennis shoes or light hikers - ***high-heels, sandals, flip-flops or any open toed footwear are never acceptable***
- b. Long pants are highly recommended. Shorts may be acceptable if weather conditions dictate. Skirts or dresses are unsafe for this activity.
- c. T-shirt or a shirt with a long shirt tail is important. Tank tops or crop tops are not recommended.
- d. A jacket may be needed for flights during cooler weather. You will not be flying at an altitude that will be much cooler than on the ground. Dress to be outside and active for about 3 hours.

### IV) General Balloon Safety

Passengers are almost always included in the balloon inflation and pack-up process. The following information is for everyone's safety.

- a. Smoking - No smoking at anytime within 100' of the balloon or chase vehicle.
- b. Alcohol - Alcohol consumption is not appropriate before or during a flight.
- c. Clothing Safety - Passengers may be required to wear gloves during the time around the balloon. (Gloves will be provided.) Be sure that all loose clothing, long hair, and items such as drawstrings and loose jewelry are under control at all times. These may become entangled in cables, ropes or even the inflation fan.

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### **V) Balloon Care**

- a. Never hold onto or grab any fabric, ropes, cables, or hoses, at anytime, unless instructed to do so by the pilot or crew.
- b. Never step on any part of the balloon envelope or ropes, at anytime, unless instructed to do so by the pilot or crew.
- c. Do not pull on any envelope fabric unless instructed to do so by the pilot.

### **VI) Launch & Landing**

- a. At the time of inflation, launch & landing be sure to listen for, and take direction from the pilot.
- b. Never get in front of a moving balloon.
- c. Never enter or leave the basket until directed by the pilot or crew.
- d. Depending on conditions, landings can be anything from gentle to bumpy, erratic, and even "wild". Complete passenger cooperation and participation is required. Follow all directions of the pilot, even if it is different from the following information. General landing procedure recommendations are:
  1. Stand and face toward the direction of travel.
  2. Hang onto two points within the basket, or anything else as directed by the pilot.
  3. Bend your knees to absorb any shock. Be ready for an abrupt forward jolt.
  4. Do not leave the basket until directed to do so by the pilot.

### **Final Notes**

- ✓ Feel free to bring a camera to record your flight. Even though it is a rare occurrence, it is possible that your equipment could be damaged or lost during some part of the flight. Just remember, we are not responsible for any damage or loss that may occur.
- ✓ If you see something that seems unusual, or seems out of the ordinary, bring it to the attention of the pilot.
- ✓ Please feel free to ask questions of the pilot or chase crew at any time.

### **Limitations**

- I. Real Adventure Hot Air Balloon Co. reserves the right to refuse flight services to anyone that may cause a risk to themselves or others due to their current condition, previous health issues, weight, age, illness or general health.
- II. Each pilot is responsible for all flight operations of their balloon. Be sure to follow all directions of your pilot, even if it is different from the information included in this document.
- III. Due to the nature of hot air balloon flight, Real Adventure Hot Air Balloon Co., or any pilot cannot guarantee that your flight will happen on the date or time that your reserved, will go in a direction that you prefer, or will last for a particular period of time.

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