

South West Balloon Flights



Information Pack

www.southwestballoonflights.co.uk

South West Balloon Flights is the UK's first totally online hot air balloon flight operator and as a result, we are able to pass on significant savings to passengers. We offer a simple and efficient buying process and our instant 'eVouchers' can be used instantly to book a flight online or given as a gift for a date to be booked via the online account.

We fly from over thirty beautiful, hand-picked locations in Cornwall, Devon, Dorset, Somerset and South Wiltshire. Throughout our main flying season (April - October) we schedule flights seven days a week and we look forward to flying with you soon.



Enjoy Value Added Extras

A flight in a hot air balloon is a totally unique experience and one not to be rushed. That's why we take our time, treat our customers like royalty and give them the best possible experience!

An experience with us includes:

- + Instant 'eVoucher' and Information Pack
- + A flight lasting approximately 45 - 60 minutes
- + The chance to get 'hands on' with the balloon inflation and deflation
- + A commemorative flight certificate signed by your pilot
- + Indemnity insurance
- + Online account management and booking facilities 24 hours a day
- + Live flight availability online
- + A choice of meeting locations
- + A dedicated weather hotline

This wonderful experience lasts approximately 3 - 4 hours but the memories will stick with you for the rest of your life!

Loads Of Choice...

We believe your hot air balloon flight should be tailored to your needs. That's why all our vouchers can be used at all our meeting locations across the Southwest. We offer the following vouchers:

Weekday AM	Valid for all weekday morning flights. (Excluding bank holidays and festival flights)
Weekday	Valid for all weekday morning and evening flights. (Excluding bank holidays and festival flights)
Anytime	Valid seven days a week, mornings and evenings including bank holidays. (Excluding festival flights)

All our vouchers are valid for 12 months from the date of purchase, unless stated otherwise, unless stated otherwise, the flight must be taken within the flying season which is April—October. . Vouchers may be upgraded for a fee by logging into your online account. Please [click here](#) for a full price list.

Fancy Being A V.I.P?

Fancy making your flight that bit more special? For a small additional charge you could be toasting your flight with Champagne, enjoying a refreshing orange juice or even purchase a unique in-flight photo taken by our outboard camera.

Item/Upgrade	Cost Per Person
500ml Bottle of Water	£1.00
200ml Orange Juice	£1.00
125ml of Champagne	£3.50
In-Flight Photo(s)	£20.00

Item/upgrade	Cost Per Booking
SMS/Email Updates	£2.50

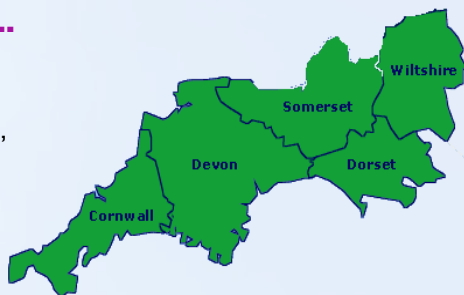
Please note purchasing SMS/Email Updates ensures passengers receive alerts of last minute spaces on flights, early notification of any changes to their flight arrangements, weather updates and special offers.

It's All About Locations...

We schedule flights all across the Southwest of England meeting near Launceston, Ivybridge, Exeter, Tiverton, Taunton, Wincanton, East Stour and Tollard Royal.

If you would like more information including directions to our meeting locations, please visit our [website](#) and select '*Flight Meeting Locations*'.

Please note that these locations are not necessarily where the balloon will launch from. The launch site may be 10 - 20 minutes drive from the original meeting location.



Please note some meeting locations may be subject to a last-minute operational change. Please listen carefully to the pre-flight update.



South Devon

How Do I Purchase A Voucher?

- Visit our [website](#) and click on 'Flight Vouchers'.
- Choose which voucher(s) you would like to buy (page 3).
- Proceed to the checkout and fill in your details.
- Choose your personalised eVoucher (optional).
- ...and you're finished!

I Have A Voucher, What Next?

From purchasing your voucher to booking flights, everything can be managed easily using your online account. Here's a few tips to help you get started.

- Visit www.southwestballoonflights.co.uk and click on '[Passenger Login](#)'.
- Log in using the buyer's surname and booking reference number (Your reference number can be found on your eVoucher).
- If it's your first time logging in you'll be asked to create a password for accessing your account in the future.
- You will then be required to fill in all the passenger details including contact details, age and approximate weight.
- Check what kind of voucher you have (page 3).
- Book your flight within 3 months of the voucher start date (page 6).
- We require at least 4 months in which you are available to fly otherwise we cannot guarantee to be able to offer you sufficient flight dates before your voucher expires.
- You can book a date for your flight up to 40 days ahead. Please note that weekend evenings are very busy. You often need to book several weeks ahead.
- If you do not fly before the expiry date of your voucher and you have had less than FIVE flight dates cancelled by us, you can opt to extend your voucher for a charge of £50 per person for a further 12 months validity.
- If you have had five or more flight dates cancelled by us, your voucher will be extended free of charge for 3 'flying' months. If you do not contact us to extend your voucher within 14 days of the expiry date, your voucher will be void.
- Choose your preferred meeting location (page 4).
- Phone the Pre-Flight Weather Hotline before your flight to check if it is going ahead as scheduled (page 7).
- Hot air ballooning requires certain weather conditions for a safe and enjoyable flight. Briefly these are light winds, good visibility, no rain and dry ground conditions. Therefore, a little patience may be required, and if we do have to postpone your flight, it is with your personal safety and enjoyment in mind. If the British weather has let you down, we will be just as disappointed as you! Rebook for another flight as soon as you can! **We do not recommend that people book hotels or make other plans reliant on the balloon flight taking place for this reason.**
- Read 'What to expect on the day of your flight'
- Check out our FAQ's.

Hot air ballooning is a very weather dependent activity so we advise all passengers to book as soon as possible after receiving your voucher (within 3 months of the start date)

Booking Your Flight

- Visit our [website](#) and log into your online account (page 5).
- Ensure all passenger details are correctly filled in.
- Click on 'Flight Availability'.
- Search for flights in your area using the search field options.
- Choose a flight and click 'Book Now'.
- Go to 'Flight Bookings' and check your emails for your flight booking confirmation, if you do not receive an email confirmation, please contact us
- **It is the passenger's responsibility to be proactive and book flights**

Flight times

The exact time will be confirmed when you ring Passenger Line prior to your flight.

	Meeting Time AM	Meeting Time PM
MARCH	7.00	3.30-4.00
APRIL	6.00	5.30
MAY	6.00	6.00
JUNE	6.00	6.00
JULY	6.00	6.00
AUGUST	6.00	6.00
SEPTEMBER	6.30	4.00-5.00
OCTOBER	7.00	3.00

NB: These times can be up to an hour earlier or later so this is a rough guide only.

Passenger Cancellations?

Cancellations less than seven days prior to a flight are not possible unless for documented medical reasons. If you fail to turn up for your flight on time (time confirmed on the weather line update for your flight) you will not be entitled to reschedule your flight, nor will you be entitled to any refund. For more information please see our terms and conditions. [Terms & Conditions](#) (pages 10-11).

Ballooning Is Weather Dependent

We recommend that you book your flight with us as soon as possible after receiving your voucher (and within 3 months of the start date in case you have any flights cancelled due to unsuitable weather.

Before you fly

You **must** phone the **Pre-Flight Weather line on 01404 823325** and press the option for your flight area at the times listed below to listen to the pilot's message and check if the weather conditions are suitable for your flight.

Morning Flights

Please call after 10:30pm the evening before

Evening Flights

Please call 2 hours prior to the check-in time

Please Note - The above times are the latest update times. If a decision has been made earlier then the message will be updated earlier. Pre-flight information is **not** available on the booking office option.



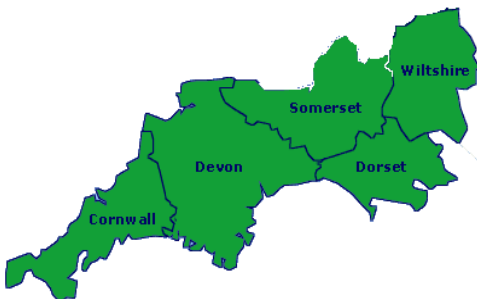
Pre-Flight Weather Hotline: 01404 823325

On The Day

- Arrive at the designated meeting location at the time stated on the weather line. Please remember to call the weather line first to check your flight is going ahead. Please note the meeting time/location may change at short notice, updates will be made on the pre-flight weather line for your area.
- Receive a safety briefing from your pilot—please listen carefully to all instructions.
- You will be invited to help inflate and prepare the balloon for flight. Family and friends are welcome to view and assist in the inflation and launch but they will need to provide their own transport to and from the launch site.
- Climb aboard and, after safety checks are completed, off you go!
- Towards the end of the flight the pilot will choose a suitable landing site and after explaining the landing procedure, your descent will commence.
- Once you have landed it is important that you stay in the balloon and listen to the Pilot's instructions. Any friends/family must not trespass on to the landing site until the crew have spoken to the landowner and permission has been granted to access the land. We rely on landowners' goodwill and must have passengers' co-operation in this matter.
- After landing we celebrate with a glass of chilled Champagne, beer or orange juice and have the opportunity to view and purchase in-flight photos before returning to the original meeting location where you will receive your individual flight certificate. The whole experience lasts approximately 3 – 4 hours. Each flight is different and we cannot guarantee a finish time.

Meeting Locations

Please note that these locations are not necessarily where the balloon will launch from. The launch site may be 10 - 20 minutes drive from the original meeting location.



Balloon Rides over Cornwall and West Devon

Homeleigh Garden Centre, Dutson, Launceston, PL15 9SP

A well-known garden centre ½ mile north of Launceston on the A388 Launceston to Holsworthy road. Meet at the entrance to the car park.
(www.homeleighgardencentre.co.uk)

Flights from these locations generally fly within the Bodmin/Bude/Okehampton/Tavistock/Liskeard areas.

Balloon Rides over Mid and East Devon

Jack in the Green Inn, Rockbeare, Nr Exeter, EX5 2EE

Four miles east of Exeter. At Junction 29 of the M5 join the A30 and follow signs to Rockbeare. Continue for approx. 4 miles on this road.
(www.jackinthegreen.uk.com)

The Blackhorse Inn, Rockbeare, Nr Exeter, EX5 2AN

Just off the A30 on Honiton Road

The Hartnoll Hotel, Bolham, Tiverton, EX16 7RA

Situated just north of Tiverton on the A396 in the village of Bolham, ½ mile off the A361 North Devon link road.
(www.hartnollhotel.com)

Flights from these locations generally fly within the Exeter/Copplestone/South Molton/Wellington/Honiton areas.

Balloon Rides over South Devon

Tesco Superstore, Lee Mill, Ivybridge, Plymouth, PL21 9PE

Minutes up the A38 from Plymouth, turn off at Lee Mill and follow the 'superstore' signs. Meet at the far end of the car park.

The Westward Inn, Lee Mill, Ivybridge, Plymouth ,PL21 9EE

Just off the A38 in the centre of Lee Mill.

PLEASE BE AWARE THAT LEE MILL CAN BE A DIFFICULT LAUNCH SITE AS IT IS DEPENDENT ON WIND DIRECTION. WE OFTEN HAVE TO MOVE THESE FLIGHTS TO EXETER OR LAUNCESTON

Flights from these locations generally fly within the Tavistock/South Dartmoor/Ashburton/Torbay/Kingsbridge areas.

Balloon Rides over Somerset

Prockters Farm Shop, West Monkton, Taunton, TA2 8QN

From Junction 24 on the M5 take the A38 towards Taunton. Turn right onto the A3259, then right again onto Blundells Lane.

Wincanton Race Course, Wincanton, BA9 8BJ

Wincanton Racecourse is situated on the B3081 between Wincanton and Bruton.

Flights from these locations generally fly within the Wellington/Ilminster/Wincanton/Glastonbury/Quantocks areas.





Balloon Rides over South Wiltshire

Larmer Tree, Tollard Royal, Salisbury, SP5 5PT

Approaching from Salisbury take the A354 Blandford road for approx. 17 miles. Keep on the A354 through Cashmoor, after half a mile at the junction, turn right. *After 900m turn left, through Newtown. The Larmer Tree is on the right.

Approaching from the south via Blandford take the A354 Salisbury road for 9 miles. At the top of a hill turn left and follow instructions from * above.

Approaching from the north via Shaftesbury take the A30 towards Salisbury at the Royal Chase Hotel roundabout. After about 5 miles at the signed junction turn right. Follow the road to the top of the hill, at the junction turn left onto the B3081 towards Tollard Royal, take the second road to the right. The entrance is the second left after about 2 miles. Our meeting place is outside the big farm buildings on the right, half way up the drive. (www.larmertree.co.uk)

Flights from here generally fly within the Shaftesbury/Stonehenge/Tytherley/Fordingbridge areas.

Ballooning is Weather Dependent

We recommend that you book your flight with us as soon as possible after receiving your voucher and within 3 months of the start date in case you have any flights cancelled due to unsuitable weather.

Balloon Rides over Dorset

The Udder Farm Shop, East Stour, SP8 5LQ

Directions from the West

From Yeovil, travel along the A30 towards Shaftesbury. Continue through Henstridge on the A30 and after approx 1.5 miles, turn right by a brown 'Golf Course' sign. Continue along this road for half a mile and the airfield entrance is on the left and is quite easy to miss, the Airfield sign is small

Directions from the East

From the A350 at the Ivy Cross Roundabout turn onto the A30 towards Yeovil. Continue through East Stour and West Stour towards Henstridge and after approx 2.5 miles, turn left by a brown Golf Course sign. Continue along this road for half a mile and the airfield entrance is on the left and is quite easy to miss, the Airfield sign is small.

If the Airfield gate is locked, please wait for the balloon crew at the gate. Drive into the airfield through the gate on the west side and follow the road, past some tall trees on your left. Turn left after the trees and park on the left by the fence (there are a lot of tyres and generally some fuel tankers parked. You will be met here by your hot air balloon crew at the time specified on the weather line.

Please note that there are no toilet facilities at the launch site.

Please note some meeting locations and times may be subject to a last-minute change. Please listen carefully to the pre-flight update for the correct details for your flight.



In-flight photos

Memories to last a lifetime! Our in-flight photos are a great way to cherish the experience of a hot air balloon flight. You can purchase your in-flight photo online or by phone before you fly, or on the day of your flight. Take a USB stick away with you after your flight.

Upgrades & Extensions

Some vouchers can be upgraded/extended for a fee. If your voucher is due to expire and you have experienced less than 5 flight cancellations, you can pay for a 12 month extension for £50 per person through your online account at www.southwestballoonflights.co.uk

Frequently Asked Questions

When are flights available?

During our main flying season (April-October) flights are available seven days a week. We recommend that you book a date as soon as possible after receiving your voucher so that you do not run out of time.

What time of day do flights take place?

Morning flights meet shortly after dawn and evening flights meet approximately three hours before sunset.

What happens if the weather is unsuitable for ballooning?

Ballooning is very weather dependent. If your flight is cancelled you move onto your reserve rollover date, or if you have no reserve date you simply rebook for another convenient day. Your voucher is valid for 12 months to give you a whole flying season to take the flight but we will need at least 4 months of your availability to be able to fly you successfully.

Can I cancel my flight if the sun isn't shining?

No. If we consider the weather safe, the flight will take place. Living in the British Isles it is not possible to guarantee sunshine. If you wish to postpone your flight date you must give at least seven days' notice. If you do not turn up for your flight you will not be entitled to reschedule your flight nor will you be entitled to any refund.

How long does it take?

The balloon flight is approximately 45 minutes to 1 hour but the whole experience takes 3 - 4 hours. Each flight is different so we can never guarantee a finish time.

What do I wear?

No special clothing is required. Sensible outdoor clothes and suitable footwear for wearing in the countryside will be fine. No sandals or high heels, and ladies please wear trousers! A hat may be useful to protect your head from the heat.

Can I participate in balloon inflation and deflation?

Absolutely! Passengers will be invited to help the crew with the inflation and deflation of the balloon (this involves lifting and bending). This is not compulsory and watching instead is fine!

Can I fly over my house, town or village?

A balloon travels entirely with the wind and cannot be steered, so it is not possible to guarantee a flight over a particular house, town or village.

Is champagne included?

Yes, a choice of champagne, beer or Orange Juice is available after your flight.

Can I fly with a disability?

There are many differing levels of disabilities so please check with us. Sadly for safety reasons we are unable to fly any person who is confined to a wheelchair

How far will I travel and how high up will I go?

Depending on the wind, you can travel anything from 2 to 20 miles. The average distance covered is about 10 miles. The balloon will fly between 500 to 5500 feet (150 to 1676 metres), i.e. over a mile high.

Can friends and family come and watch?

Yes, they are welcome to watch the balloon launch but they will need to make their own way to and from the launch site.

How many people will be in the balloon?

There will be up to 16 people in the balloon (plus the pilot!), unless you have an Exclusive Voucher where you can fly with your own private group. (page 7)

Is it safe?

Yes, we are certified and regulated by the Civil Aviation Authority and all our pilots hold full Commercial Pilot Licences. We carry insurance cover against risk of injury to passengers during flights, limited in accordance with international agreements covering air transport.

Is there an age or weight limit?

There is no upper age limit, but passengers must be sufficiently agile to climb in and out of the basket, which is about 42" (1.1m) high. Children must be at least 7 years old, over 4' 4" high (1.3m), and accompanied by an adult. For operational reasons there will be a surcharge of £50 for passengers whose weight exceeds 18 stones (114 kg).

Are there any medical/pregnancy restrictions?

We are not qualified to express an opinion about whether you are fit to fly, so you must make the decision yourself. You **must not** fly as a passenger in a balloon if you are suffering from a serious medical condition (Including, but not limited to epilepsy, fits, severe head injury, untreated high blood pressure, heart conditions or pregnancy). You **must tell us about** any other disability or health condition that may affect the safety of yourself, or other balloon occupants, (such as Deafness, Sight problems, Mobility problems, learning difficulties or hip/knee replacement surgery) **You must not fly if you are pregnant or under the influence of drink or drugs.**

Can I cancel my flight if I am unwell?

Flights can be cancelled with seven working days' notice. Anything less than this will require a note from your doctor or hospital to confirm your inability to attend your flight. If you cannot provide this you will not be entitled to reschedule your flight nor will you be entitled to any refund.

In the event that a passenger tests positive for Covid-19 or has been notified that they must self isolate with less than 7 days remaining until their booked flight date the following apply;

- Passengers **MUST** contact us as soon as they are notified they have to isolate, giving as much notice as possible.
- We will require proof of the notification to isolate to be emailed to us, including proof of the time and date received. If passengers do not immediately contact us they will risk losing their flight vouchers.
- If passengers contact us after the flight has been called on, they will lose their flight vouchers.

My Flight has been cancelled—will my voucher be extended?

If you have been unlucky with the weather on 5 or more occasions within the initial validity of your voucher, you will be entitled to a free 3 month extension. If you do not qualify for a free extension, you can pay to extend, prices start from £35pp.

Please take time to read our terms and conditions before ordering a Voucher. Please feel welcome to email us at mail@southwestballoonflights.co.uk, should you wish to discuss any of our terms and conditions. We want you to buy from us with confidence. Where stated herein, “working day” shall be taken to mean the period from 9 AM to 5 PM from Monday through to Friday inclusive (excluding Bank Holidays).

1. These Terms.

o **What these terms & conditions cover.** These are the terms and conditions on which we supply vouchers and gift vouchers (Vouchers). The Vouchers provide the opportunity for you to book hot air balloon flight attempts (Flights) with us. You may order Vouchers which may be used to make such flight attempts in accordance with paragraph 4.

o If you do not agree with our terms & conditions, you have a right to cancel your purchase within 14 days, commencing on the day after you receive the Vouchers or order confirmation. We will be able to refund you minus a £30 per person admin fee.

o If within 14 days of receipt you have made any flight date reservation, you are deemed to have accepted these terms and we will be unable to refund you.

o **Why you should read them.** These terms tell you who we are, how we will provide our services to you, how you and we may end or change the contract, what to do if there is a problem and other important information.

o **Hot air ballooning is very weather dependent.** By purchasing Vouchers you accept that flights are subject to change, cancellation and postponement on short or no notice. Meeting times for flights can vary by up to an hour earlier or later than the time stated, according to weather and operational conditions as required. Please ensure you account for a potential change of meeting time and leave enough time to be able to get to the launch site. In some cases flights may need to be rebooked many times. Although many passengers fly at their first attempt, it is more typical to have several flights cancelled due to unsuitable weather before successfully flying.

o **Information About Us, And How To Contact Us.**

o We are Bailey Balloons Ltd, a company registered in England & Wales (company no 485946) Registered address is: 44 Ham green Bristol BS20 0HA, trading as South West Balloon Flights

Contact us by emailing our service team at

mail@southwestballoonflights.co.uk or telephoning 01404823102

o When we use the word “write”, “writing” or “written” in these terms, we are including emails.

o Our Contract With You.

o Our acceptance of your order for Vouchers will take place when we send via email the Vouchers/order confirmation, at which point a contract will come into force between us.

o Booking A Flight.

Please contact us within three months of purchase, via the website

<https://www.southwestballoonflights.co.uk/login/> quoting the booking number from the Vouchers and the surname of the purchaser in order to book a flight attempt. Vouchers may be used by you, or gifted to a third party (Voucher Holder).

o Vouchers are valid for 12 months. The expiry date is shown on the Vouchers. Vouchers entitle you or the Voucher Holder to book hot air balloon flight attempts with us during the validity period. Within the validity period, Voucher Holders may make unlimited attempts to fly.

o Hot air balloon flights have no specified duration, but we endeavour to fly for at least one hour. In addition, please allow time for set up, pre-flight safety briefings, pack up after landing, and complimentary return to launch site by road. In total 3 to 4 hours.

o Advertised launch sites may be changed to an alternative location at a reasonable distance from the original site. Reason for use of an alternative site will only be for reasons out of our control, or for safety or legal reasons.

o Postponement By You.

o You may postpone your booked flight attempt, subject to the notice periods below. Any postponement must be made by telephone to our service team during our business hours. Emails or voicemail messages are not

acceptable.

✦At least seven working days before the flight attempt if the attempt is booked for a Tuesday to Saturday inclusive.

✦At least seven working days before the flight attempt if the attempt is booked for a Sunday or Monday.

If you fail to give notice in accordance with this paragraph, or arrive late for your flight, you will invalidate your Vouchers.

Postponement Due to Covid-19

In the event that a passenger tests positive for Covid-19 or has been notified that they must self isolate with less than 7 days remaining until their booked flight date the following apply;

- Passengers **MUST** contact us as soon as they are notified they have to o isolate, giving as much notice as possible.

- We will require proof of the notification to isolate to be emailed to us, including proof of the time and date received. If passengers do not immediately contact us they will risk losing their flight vouchers.

- If passengers contact us after the flight has been called on, they will lose their flight vouchers.

✦Postponement By Us/The Weather.

- o Hot air balloon flights are dependent upon the weather conditions. It may be necessary to postpone a flight at any time if in the judgement of the pilot the conditions are not safe or the flight would not be permitted under the terms of the Air Navigation Order (or any other laws or regulations). We will use our reasonable endeavours to provide you with as much warning as operational procedures allow of any postponement, but this could be at any time up the moment of launch.

- o We do not accept liability for any damages, costs, or expenses, consequential or otherwise that may be incurred for any changes, cancellations or postponements to any flights.

- o Flights may have to be cancelled due to reasons beyond our control.

These may include (but are not limited to) war, terrorism, disease (such as Foot & Mouth) or pandemic. In such cases, Voucher validity will be extended accordingly.

o **Voucher Extensions.**

o If, within the validity period of your Vouchers, we have to postpone your booked flight attempt on five or more occasions by the end of our season, we will automatically extend the validity period until the end of June of the following season.

o If you do not make the five attempts to fly as mentioned above, but would still like to extend the validity period for a further 12 months, you may do so by calling our service team and paying an extension fee of £50 per passenger, or purchasing an extension through your online account.

o We do not contact you to book in a flight date. It is the responsibility of the passenger to be pro active in booking flight dates and to take into account that flights may be cancelled if weather conditions mean it is unsafe to conduct a balloon flight. You must ensure that you leave enough time to make these five attempts before your flight vouchers expire in order for us to extend your vouchers further free of charge.

o If a Voucher Holder is unable to fly during the validity period due to being pregnant, we will extend the validity period, adding the time lost to the expiry date as long the Voucher Holder provides a MAT B1 certificate and we are notified during the pregnancy.

o **Non-refundable.** Save as provided for in this paragraph 8, Vouchers are not refundable (except for our Refundable vouchers which are refundable less a £30 per passenger fee).

o **Cooling Off Period.** We will provide a full refund on Vouchers minus a £30 admin fee purchased direct from us, provided you notify us of your wish to cancel within 14 days of the date that the Vouchers were purchased. If you make a date booking for a flight attempt within this cooling off period, regardless of whether such date is within this period or later, we will be deemed to have provided a service and even in the event of a subsequent cancellation caused by weather, no refund will be made.

o **Other Circumstances.** We will refund the cost of the Vouchers less a handling fee of 40% in the following circumstances:

✦ you have a legal right to end the contract because of something we have done wrong; and

✦ where a medical condition prevents a Voucher Holder from flying, and which is not a pre-existing condition. You must notify us and supply a

- o allow a Voucher Holder to take part in the flight, and will refuse to allow a Voucher Holder to do so if in his opinion they would be a danger to the aircraft, other passengers, Voucher Holders or themselves.
- o The pilot has the ultimate responsibility for deciding the duration and conduct of any flight. We cannot guarantee that the flight will follow any particular direction or land at a specific location.
- o You should wear appropriate clothing as is advised to you in advance of the flight such as sensible walking shoes, long trousers, long sleeves and a hat may be required.
- o We will only fly children over the age of 7 years and whose height exceeds **1.4 metres**. A child under the age of **16** years will only be flown if accompanied by a responsible adult appointed by the parent(s) or guardian.
- o **Our Rights To End The Contract.**
- o We may end the contract if you break it. We may end the contract at any time by writing to you if:
 - ✦ any payment has to be returned to you (through no fault of our own); or
 - ✦ you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services.
 - ✦ We welcome the participation of disabled people in our experiences, though we recognize that to be able to participate safely in a Hot Air Balloon Flight certain disabilities may present greater difficulties than others. We are committed to ensuring that customers with disabilities are given every opportunity to participate, so we require that you tell us about any disability or medical condition, even if **YOU** do not consider that it is a disability, at the time of ordering. Such information is needed to allow us to respond to our duty of care for your safety. This enables us to do our best to meet the participant's particular needs if possible.

11. If There Is A Problem With Our Service.

- o If you have any questions or complaints about the services, please contact us using the details given in paragraph 2.
- o **Price & Payment.**
- o The price for the Vouchers will be the price set out in our price list in force at the date of your order, unless agreed otherwise.
- o All Vouchers are bought on a pre-paid basis. Balance payments must be made at least 10 days prior to flight attempt.
- o **Our Responsibility For Loss Or Damage Suffered By You.**
- o We are not responsible to you for any loss or damage caused as a re-

- o Vouchers may mean singular or plural vouchers or gift vouchers.
- o If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things or prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you, but we continue to provide the services, we can still require you to make the payment at a later date.

These terms are governed by the laws of England and Wales.

The latest version of these terms and conditions is available on our website <https://www.southwestballoonflights.co.uk/terms-and-conditions/>

Bailey Balloons Ltd Trading as South West Balloon Flights
Registered address: 44 Ham Green, Bristol BS20 0HA.
Company Registration Number: 4859466
VAT number: 822124079
Registered In England

"A tremendous experience made more enjoyable by the consideration, expertise and humour of the pilot and crew." *David Dunkley*

"Absolutely *** experience - very professional and a great day out - cannot recommend doing this enough!" *Jamie Taylor*

"We really enjoyed our hot air balloon experience. I was slightly nervous but the pilot and crew made me feel very relaxed. I would definitely recommend the experience to my family and friends!" *Sarah Johnson*

South West Balloon Flights

Flights over Launceston, Plymouth, Exeter, Tiverton,
Taunton, Wincanton, East Stour and Tollard Royal

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