

# Aerosaurus Balloons



## Passenger Information Pack

Champagne hot air balloon flights  
across the South West of England

**Booking Ref:**

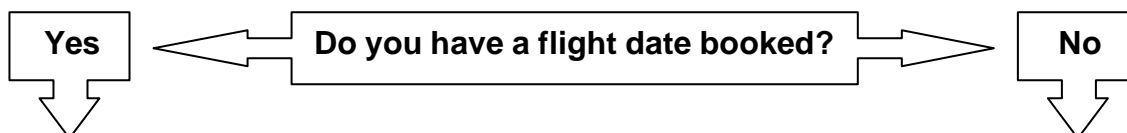
## Passenger Information - Flight Booking & Meeting Arrangements

- ?? In order to arrange your flight successfully please read these notes now.
- ?? Please have them with you whenever you phone to book a flight or check the weather together with a pen and your diary. When phoning the office, please quote your booking reference number.
- ?? Please destroy any copies of previous meeting arrangements as some of the phone numbers and arrangements may have changed.
- ?? Wherever possible please make your flight arrangements yourself as often going through a third party leads to confusion.
- ?? Flight availability maybe viewed @ [www.ballooning.co.uk](http://www.ballooning.co.uk)
- ?? All flights are subject to our Terms & Conditions. These are printed on the back page.

### Important Telephone numbers

**Main Booking Office & Flight Reservations – 01404 823102** (please note that pre-flight weather information is **NOT** available on this number)

**Pre-flight info and weather line – 01404 823325** (this will answer with a number of area options, please select the correct option for your flight area)



When you have booked an actual date, please follow "The procedure" section on page 4 of these notes.  
**It is the passenger's responsibility to contact the office to gain all important information.**

Please call the bookings & enquiries line for your area between 9.30am and 5.00pm Monday to Friday. Quote your Booking Reference Number to register or choose a mutually convenient date or to advise us of your availability. Flight availability maybe viewed and flights reserved at;  
**[www.ballooning.co.uk/date-availability](http://www.ballooning.co.uk/date-availability)**  
**It is your responsibility to call the office to book a flight date. You must contact the office within 3 months of receiving the voucher.**

### Phone-in times and Approximate meeting times.

Each area has its own pre-flight information message; please call the pre flight weather information number above and listen very carefully to the whole message.

AM Flights		
Month	Meeting Time	Phone In
Winter*	07:00 – 08:00	After 22:45 on the evening before your flight
Mar	07:00	
Apr	06:30	
May	05:45	
Jun	05:30	
Jul	05:45	
Aug	06:00	
Sept	06:45 – 07:15	
Oct	07:15 – 07:45	
Winter*	07:00 – 08:00	

PM Flights		
Month	Meeting Time	Phone In
Winter*	13:00 – 15:00	Within 1h 30m of flight meeting time
Mar	15:00 – 16:00	
Apr	17:00 – 18:00	
May	17:30 – 18:30	
Jun	18:30	
Jul	18:00 – 18:30	
Aug	17:30 – 18:00	
Sept	16:30 – 17:30	
Oct	15:00 – 16:00	
Winter*	13:00 – 15:00	

## **Voucher Types and Descriptions**

### **Standard**

*Valid for weekday, weekend, am & pm flights from all of our launch sites.*

### **Weekday**

*Valid for weekday am & pm flights (excl bank holidays) from all of our launch sites*

### **Early Bird**

*Valid for weekday am flights (excl bank holidays) from all our launch sites*

### **Nationwide**

*Valid for weekday, weekend, am & pm flights from a wide range of launch sites across UK, as listed on page 11.*

### **Family 'Standard' Voucher**

Family of 4, based on 2 adults and 2 children under 16  
*Details as per Standard voucher above*

### **Family 'Weekday' Voucher**

Family of 4, based on 2 adults and 2 children under 16  
*Details as per Weekday voucher above*

### **Family 'Early Bird' Voucher**

Family of 4, based on 2 adults and 2 children under 16  
*Details as per Early Bird voucher above*

### **'Behind The Scenes' Hot Air Ballooning Experience Voucher**

*Valid for 9 months for selected weekday evening flights in the Exeter/Mid Devon area. Note this voucher is for a 'balloon flight ground crew' experience NOT a flight. Participants should contact the office on 01404 823102 to discuss availability.*

### **Agency Voucher** (eg BuyAgift, Red Letter Days, Virgin Experience etc)

Standard, Early bird (weekday am) or 2 passenger exclusive. If in doubt, check with issuer.

## **Upgrades**

Any vouchers may be upgraded to a product of a higher value, at additional cost, by calling the office on 01404 823102.

***All Aerosaurus vouchers are valid for 12 months (unless otherwise stated) and may be used for a balloon flight or other Aerosaurus products up to the value of the voucher. All balloon flights include indemnity insurance, champagne or soft drinks and a commemorative flight certificate signed by the pilot.***

## **Flight of Fancy**

A flight in a Hot Air Balloon is a totally unique experience, be it an indulgence to yourself or a gift to a loved one; for birthdays, anniversaries, retirements, wedding presents, coming of age, office parties, thank you's, or corporate entertainment to name but a few. Many people like you view balloons with mystique and curiosity; what is it like up there? What can you see? What about the landing? How many people go up? Is it cold? When can we go? After more than 20 years experience of giving pleasure, and in turn being given pleasure, by the delight of tens of thousands of passengers we have flown experiencing the magic of a Hot Air Balloon Flight, let us provide some answers. Don't forget your Binoculars, video or camera plus plenty of film & spare battery!

## **Flight Booking Procedure**

If you do not have a flight date booked please call us to check flight availability as soon as possible. **You must contact us within 3 months** of the purchase date of the voucher, quoting your booking reference/voucher number, to book your preferred flight date and, if possible, in case of weather postponements, two reserve rollover dates with a minimum of 7 days in between each date. Flight availability may be checked and flights booked by phoning 01404 823102, or online at;

**[www.ballooning.co.uk/date-availability](http://www.ballooning.co.uk/date-availability)**

**As a general rule you should book weekend flights 3 – 4 weeks in advance and weekday flights 2 – 3 weeks in advance.**

Your first flight date must be for a date within 9 months of the purchase date. If you do not do so and do not take your flight within the 12-month validity period the voucher will expire at the end of its validity period and you will lose the right to a flight.

Having booked a flight date(s), and received a **Flight Date Confirmation Card** (by post or e-mail), **you must then give us a pre-flight weather call**, after 22:45 hours the evening before if you are booked on a AM flight, or within 1.5 hours of the meeting time if you are booked on a PM flight (see page 2 for telephone number, and your flight confirmation card for pre-flight meeting times), and **listen to the recorded weather information message for your area** which will provide information from your pilot as to whether your pre flight meeting is proceeding or not based on the very latest weather information (this is in order to minimise the chances of your travelling to meet us only to be told that the weather is not suitable). If your flight is weather postponed either move onto your first reserve date if you have a reserve date or, if you do not have a reserve date, please call us for a new flight date.

In an emergency you may postpone your flight by speaking to us direct during our office hours (not via an answer phone or e-mail message):-

- i. Up to 72 hours before the meeting time for a flight which has been booked for a day between Tuesday and Saturday inclusive.
- ii. Up to 96 hours before the meeting time for a flight which has been booked for a Sunday or a Monday; provided that at the time you do so you re-schedule your flight for a mutually convenient date within one month of the postponed flight.

If you do not give notice of postponement in accordance with the above or do not attend in time to take part in your booked flight, **you will not be entitled to a re-scheduled flight nor to any refund.**

Our office hours are:

From mid April to mid September (including Bank Holidays) and 1<sup>st</sup> – 23<sup>rd</sup> December.

Mon – Fri 9.30am – 5.00 pm. Saturday and Bank Holidays – 9.30 am – 1.00pm

All other times: Mon – Fri 9.30 am – 5.00 pm Bank Holidays: Closed

## **On The Day**

With Favourable weather we all meet at the pre-arranged meeting place. **Please bring your Flight Date Confirmation Card or a computer printout of it with you.** The majority of our meeting places are country pubs / restaurants at which we can use their facilities and return for breakfast / supper (not included) after the flight. (See 'Meeting Locations' section).The pilot will then release a helium weather balloon and decide on which launch site to use, based on the wind direction at that time, usually within approximately a 20 minute drive of the meeting point, based on the wind direction at that time.

Balloon inflation is a tremendous spectacle, both for passengers and those staying on the ground.

Passengers are invited to participate in inflating and preparing the balloon for flight. Family and friends are also very welcome to view and assist in the inflation and launch, they must however be independent of you and you independent of them as we do not have room for them in our vehicles. If your friends and family want to follow

and watch, they must have their own transport. If you are relying on them for a lift home please make sure they listen very carefully to the pilots briefing. You will be returned to the meeting place at the end of the flight and will be away for 3½ – 4 hours. We recommend you do not organise anything important to follow on from the flight since your return can sometimes be delayed. On mid summer evening's flights may not get back until after 11pm.

Once the balloon is inflated, passengers climb aboard and in a short time safety checks are completed and you've left the ground. You are now in another world and another time, everything drifts slowly by. Following the balloon and in radio contact will be your retrieve vehicle. Our balloons are fitted with in-flight camera systems and if deemed suitable your pilot will take a photo of the passengers with the landscape laid out below. In flight photos can be pre-ordered or ordered after the flight, at a cost of £15 for an A4 colour print or for an 'e photo' (sent by e-mail to print yourself).

Towards the end of the flight your pilot will choose for a suitable landing site and after explaining the landing procedure your descent will commence. Flight time is approx 1 hour. Once landed we request passengers stay in the balloon and their friends and family must not trespass onto the landing site until the retrieve crew have located and spoken to the landowner and permission has been granted to access the land.

We rely on the Landowner's goodwill and must have passengers' co-operation in this matter.

When deemed suitable by your pilot, champagne (with soft drinks option) will be served - the traditional balloonists drink for over 200 years.

With passenger assistance the balloon will be packed away and we return to the original meeting place where you will receive your individual flight certificates, which are signed by the pilot. You will also be given the opportunity to purchase a range of merchandise should you so wish. The total itinerary from start to finish is approximately 3½ to 4 hours.

## **Flexibility**

Owing to ballooning being very weather dependent we try to counteract this problem by providing maximum flexibility for our passengers. Aerosaurus Balloons provide a full time, 7 days a week service, have several balloons ranging from 2 to 16 passengers, offer various packages and schedule flights daily from launch sites in Cornwall, Devon, Somerset, Dorset or Wilts during the main flying season. (See pages 8 - 10 for meeting locations). We recommend that passengers book three flight dates, at least seven or more days apart each, in order that if your first date is weather postponed you then have reserved rollover dates to move onto. During the winter flights are scheduled based upon demand, the weather and the ground conditions

In addition to our own main flying areas, we are members of Balloons Over Britain which comprises the UK's top 11 Public Transport Hot Air Balloon Companies, and we therefore are able to provide the option to fly from a further 70+ Balloons Over Britain launch sites throughout the U.K. If you require a nationwide voucher, or wish to upgrade your voucher please speak to our office.

## **Frequently Asked Questions**

### **When are flights available?**

The main flying season for scheduled flights is from April to October. Flights are available at weekends both morning and evenings and weekday evenings, plus the occasional midweek mornings. Scheduled flights do not operate over the winter months. However, passengers may elect to go on our 'winter standby' list to be contacted should be get a spell of suitable flying weather and launch/landing sites are accessible.

### **What time of day do the flights take place?**

Balloon flights are made either early in the morning or in the evening, when the air is at its stillest. Times depend on sunrise and sunset. For example May meeting times are around 6.00am and 6.00pm.

### **Where do we fly from?**

We fly in Cornwall, Devon, Somerset, Dorset and South Wiltshire. See 'Meeting Locations' section for more detailed information.

### **How long does it take?**

Ballooning is an experience NOT to be rushed. The actual balloon flight takes approximately 1 hour. It is very important that passengers arrive at the meeting point at the correct time. It will sometimes be necessary to transport passengers from the meeting point to an alternative launch site, owing perhaps to the wind direction. They will always be returned to the original meeting point at the end of the flight. For this reason you should allow at least 3½ - 4 hours for the complete experience. Passengers are advised not to book a restaurant following an evening flight, as the return time cannot be guaranteed. Longer duration flights may be arranged on an 'exclusive' basis.

### **What do I wear?**

No special clothing is required. Sensible outdoor clothes suitable for wearing in the countryside at the time of year will be fine. Remember the grass may be damp, and you may encounter the odd cowpat. No sandals or high heels please. A hat may be useful to protect your head from the heat. Ladies wear trousers please.

### **Can passengers participate in balloon inflation & deflation?**

Absolutely! Passengers will be invited to assist the crew with the inflation and deflation of the balloon which does involve lifting and bending, if you have any concerns regarding this please inform a member of crew on arrival at the meeting location.

### **Can I fly over my house, town or village?**

Ballooning is like serendipity, which is the art of making happy and unexpected discoveries by chance. Where the balloon goes is entirely dependent on the wind, no two flights are the same. A balloon cannot be steered and travels with the wind, so it is not possible to guarantee a flight over a particular house, town or village.

### **Is it a champagne flight?**

Yes, a choice of champagne or soft drinks is available, during the flight.

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

This again is dependent on the wind. You may travel anything from 2 to 25 miles with the average distance covered being about 10 miles. Altitude wise, the balloon will fly between 500 to 3000 feet (150 to 1000 metres).

### **What happens to friends and followers who are not flying?**

They are welcome to watch the balloon launch. If an alternative launch site to the meeting location is used, they will have to make their own way there and back.

**Can I take a camera?**

Yes, and twice as much film as you think you might need but you are responsible for looking after your camera and personal possessions.

**Can I pick a fine day or cancel a 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. Flights will not take place in rain or fog. If you wish to postpone your flight date you must give the minimum period of notice in accordance with our terms and conditions. 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.

**What happens if the weather is unsuitable for ballooning?**

It must be understood that ballooning is very weather dependent. You will need to telephone our pre-flight weather information line prior to the flight to check the weather. If it is unsuitable, you simply rebook for another convenient day.

**How many people will be in the balloon, can I have a balloon to myself?**

On a standard flight you will be joining a group of other people. The balloon baskets are divided into compartments for your safety, and there will not be any more than six passengers in any one compartment. You may book just one person, or as many as you wish.

Alternatively you may like to book an exclusive / private flight where you have an entire balloon to yourselves (plus the pilot of course)! See page 8 for details.

**Is it safe?**

Yes, we are certified by the Civil Aviation Authority and all our pilots hold full Commercial Pilot Licences. We carry limited insurance cover against risk of injury to passengers during flights in accordance with international agreements covering air transport. Additionally we carry personal effects cover up to a maximum of £1000 per passenger.

**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 inches (1.1 M) high. Children must be at least 7 years old, over 4' 6" high (1.2 M), and accompanied by an adult. For operational reasons there will be a surcharge for passengers whose weight exceeds 18 stones (114 kg).

**Medical Conditions?**

We are not qualified to express an opinion about whether you are fit to fly, and you must ensure you are fit to fly. You must not fly if you are suffering from any serious medical condition or have recently undergone surgery, unless you have a certificate of your fitness to fly from your doctor. You must not fly if you are pregnant or under the influence of drink or drugs.

**Can I fly with a disability?**

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

## **Private and Longer Duration Balloon flights**

Wherever possible your flight itinerary will start and finish at a location suitable for breakfast/ tea/ coffee etc after a morning flight and a supper after a late afternoon / evening flight (breakfast/ supper costs not included). Please see our web site [www.ballooning.co.uk](http://www.ballooning.co.uk). Subject to geographical or aviation limitations, it may be possible to fly from your own personal launch site, in which case a small additional balloon positioning charge may apply. Please call us to discuss your requirements. All prices are inclusive of Champagne, Flight Certificates, VAT and Insurance.

### **Exclusive, Extended Duration Balloon Flights**

Approximately 1:5 hour flight plus standard pre and post flight itinerary for a weekday AM (excluding Bank holidays)

2 pax	(max 580lbs/264kg)	£699
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### **Exclusive Balloon Flights**

Approximately 1 hour flight plus standard pre and post flight itinerary for a weekday AM (excluding Bank holidays)

3/4 pax	(max 1166lbs/530kg)	£745
5/6 pax	(max 1166lbs/530kg)	£795
8/9 pax	(max 1584lbs/720kg)	£900
10 pax	(max 1584lbs/720kg)	£1000
11/12 pax	(max 2000lbs/909kg)	£1200
13/14 pax	(max 2486lbs/1130kg)	£1400
15/16 pax	(max 2486lbs/1130kg)	£1600

Approximately 1 hour flight plus standard pre and post flight itinerary for a weekday PM (excluding Bank holidays)

3/4 pax	(max 1166lbs/530kg)	£795
5/6 pax	(max 1166lbs/530kg)	£895
10 pax	(max 1650lbs/750kg)	£1190

Approximately 1 hour flight plus standard pre and post flight itinerary, available 7 days a week AM or PM (including Bank holidays)

10 pax	(max 1650lbs/750kg)	£1295
11/12 pax	(max 2000lbs/909kg)	£1428
13/14 pax	(max 2486lbs/1130kg)	£1666
15/16 pax	(max 2486lbs/1130kg)	£1840

### **Our standard pre and post flight itinerary includes:**

Passenger Information Pack; Participation with balloon inflation;

Approximately 1hr flight (approximately 1½ hours for extended duration flights);

Complimentary Champagne or Soft Drink; Commemorative Flight Certificate.

Total standard itinerary approx 3 ½ - 4 hours (approximately 4 ½ hours for extended flights)

You may upgrade standard tickets to the above options. Please contact our office on 01404 823102 for details.

## MEETING LOCATIONS

Differing localised weather conditions occur in our flying area, caused partly by the landmass bordering the sea and local effects of Dartmoor, Exmoor, Bodmin Moor and Salisbury Plain. We are also restricted by "no fly" areas caused by the military firing and danger areas. Having initially informed you of the general location of your flight, we nominate the specific pre-flight meeting point at the time of your final weather call based upon the latest weather reports at the time, in order to select the best anticipated flight area.

Detailed directions to meeting sites can be sourced on [www.rac.co.uk](http://www.rac.co.uk)

### DEVON – (Mid Devon)

**Jack in the Green Inn, Rockbeare, Nr Exeter, EX5 2EE, Tel 01404 822240** (OS sheet 192, grid ref 019 955) - 4 miles east of Exeter on the **OLD A30**, (follow Rockbeare signs off the NEW A30). Their food is undeniably good quality, home cooked and in comfortable surroundings. An excellent Inn with a fantastic reputation.

**The Oriental Promise, Rockbeare, Nr Exeter, EX5 2EN, Tel 01404 823323** (OS sheet 192, grid ref 023 955) - 400 metres further east along the **OLD A30**, past the Jack in the Green at Rockbeare is probably the best Chinese restaurant in Devon. A la Carte restaurant, take away and bar.

**The Hartnoll Hotel, Bolham, Tiverton, EX16 7RA, Tel 01884 252777** (OS sheet 192, grid ref 952 147) - Splendidly situated on the River Exe just north of Tiverton ½ mile off the A361 North Devon link road, on the A396 in the village of Bolham. 6 miles west off the M5 Jct 27, 28 miles from Barnstaple. Hotel, bar and excellent restaurant serving breakfast, lunch and dinner. Please park at the far end of the car park from the hotel.

*Flights from these locations are generally within the **Exeter/Copplestone/South Molton/Wellington/Honiton** area.*

### DEVON – (South Devon & The South Hams)

**Tesco Superstore, Lee Mill PL21 9PE** (OS Sheet 202, grid ref 604 560). Minutes up the A38 from Plymouth, turn off at Lee Mill and follow the 'Superstore' signs. Meet in the car park outside of the Tesco Extra cafe. Superstore, cafe and petrol facilities.

**The Westward Inn, Lee Mill, near Ivybridge, PL21 9EE, Tel 01752 892626** (OS sheet 202, grid ref 600 558) just off A38 in centre of Lee Mill. Range of real ales and good traditional freshly cooked pub food from locally sourced ingredients. Open all day at weekends.

**Palston Park Recreation Ground, South Brent** (200 metres on the Exeter side of the London Inn). Just off the A38, 10 minutes east of Plymouth in South Brent on the B3372.

*Flights from these locations are generally within the **Tavistock/South Dartmoor/Ashburton/Torbay/Kingsbridge** area.*

### CORNWALL

**BP Services & P.I.E Stop Cafe, Plusha, Nr Launceston** (OS sheet 201, grid ref 249 803) - 6 miles south west of Launceston on the southbound carriageway of the A30, at the junction of the Bodmin/Launceston A 30 & the B3257 Callington roads.

**The Phoenix Leisure Centre, Coronation Park, Launceston, PL15 9DQ, Tel 01566 772551** (OS sheet 201, grid ref 328 839) - 300 yards on the Launceston town side of the Pennygillam junction off the A30. Drive to the far side of the small housing estate. Entrance on the right.

**The Kings Head, Five Lanes, PL15 7RX, Tel 01566 86241** (OS sheet 201, grid ref 225808) - 17<sup>th</sup> century coaching house 8 miles south west of Launceston, on the eastern edge of Bodmin Moor a few hundred metres off the A30 near the village of Altarnun. Real ales & home cooked food.

**Homeleigh Garden Centre, Dutson, Launceston, PL15 9SP, Tel 01566 773147** (OS sheet 201 grid ref 340 858) - Very well known garden centre ½ mile north of Launceston on the A388 Launceston to Holsworthy road. Meet at the entrance to the car park. Café/restaurant facilities during opening hours.

*Flights from these locations are generally within the **Bodmin/Bude/Okehampton/Tavistock/Liskeard** area.*

## SOMERSET

**The Blackbrook Tavern, Ruishton, Taunton, TA3 5LU, Tel 01823 443121** (OS sheet 193, grid ref 257 248) - Close to M5 junction 25 on the A358 Ilminster road out of Taunton at Ruishton. Open all day. Usual Pub and restaurant facilities Carvery. Flights meeting here will depart from a variety of sites in and around Taunton.

**The Hankridge Arms, Hankridge Way, Taunton, Somerset, TA1 2LR, Tel 01823444405** (OS sheet 193, grid ref 254 252) – From M5 junction 25, take the A358 towards Taunton, right at next roundabout then right again into Hankridge Way. Open all day. Usual Pub and restaurant facilities. Flights meeting here will depart from a variety of sites in and around Taunton.

**Wheathill Golf Club, Nr Lovington, 4 miles west of Castle Cary, TA11 7HG, Tel 01963 240667** (OS sheet 183, grid ref 582 306) - Just off the A37 Foss Way approx 8 miles south of Glastonbury & Shepton Mallet. Club house facilities during opening hours (approx 10:00am – dusk), lovely setting in 400 acres of rolling Somerset countryside.

**Morrisons Supermarket Car Park, Lysander Rd** (OS sheet 183, grid ref 540 151) - We meet in the car park (Petrol station/McDonalds facilities also available). Owing to the flying restrictions caused by the proximity of Yeovil Royal Naval Air Station, flights meeting in this area generally fly a few minutes up the A30 dual carriageway on the edge of Sherborne.

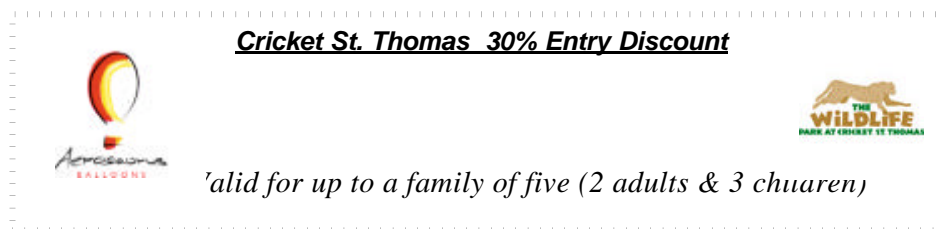
*Flights from these locations are generally within the Wellington/Ilminster/Wincanton/Glastonbury/Quantocks area.*

**Cricket St. Thomas Wildlife Park, Chard, Somerset, TA20 4DD, Tel 01460 30111** (OS sheet 193, grid ref 375 085) 5 miles west of Crewkerne and minutes from Chard town centre. Situated along the A30 Chard to Crewkerne road immediately after the B3167 turning to Axminster. Please park in the Wild Life Car Park and meet at the Day Visitor Entrance.

*The Wildlife Park at Cricket St Thomas in Somerset is one of the top Wildlife Parks in the country, helping to increase awareness and understanding of the natural world with many different species of mammals, reptiles and birds. Like nature, it offers a diversity of habitats - the landscape and wildlife are constantly changing to provide something new to see and enjoy.*

*An essential role of the Park is the conservation of threatened species. Through its captive breeding programmes, it plays an important part in the international effort to conserve rare and endangered species.*

*Aerosaurus Balloons has teamed up with Cricket St Thomas and are offering all our passengers a **30%** entry discount for up to a family of five (2 adults & 3 children). To get your discount passengers need to present the below coupon at the day visitor entrance.*



## DORSET

**The Three Elms, North Wooton, Nr Sherborne, DT9 5JW, Tel 01935 812881** (OS sheet 194, grid ref 658 143) - 2 miles south east of Sherborne on the A3030 Sherborne to Sturminster Newton road. Daily home cooked specials, range of real ales and regularly changing guest beers. Landlord's collection of over 1200 model cars and vehicles. Flight meetings here will normally fly from historic Sherborne.

**The Terrace Playing Fields (Dancing Hill), Sherborne, DT9 5NS** (OS sheet 183, grid ref 642 158) - On the southern edge of the town as you exit Sherborne on the A352 Sherborne to Dorchester road, just as you leave the speed restriction area. Meet in the car park.

**The Half Moon, Salisbury Rd, Shaftesbury, SP7 8BS** (OS sheet 183, grid ref 872 224) - On the Southern edge of Shaftesbury on Chase Roundabout at the junction of the A30 and A350. Good range of ales and large restaurant with wide choice of home cooked food.

**Blandford School and Leisure Centre, Blandford Forum, DT11 8LL** (OS sheet 194, grid ref 883 069) - In Milldown Road, Blandford Forum opposite Blandford Hospital. Meet in the car park outside the entrance to the leisure centre. (*This site is used as a satellite site for flights meeting at Sherborne or Shaftesbury but where at the last minute, due to breeze direction, the pilot feels Blandford would be a more suitable meeting location*).

*Flights from these locations are generally within the Crewkerne/Bruton/Warminster/Blandford area.*

## **WILTSHIRE**

**Salisbury, 5 Rivers Leisure Centre, SP1 3NR** (OS sheet 184, grid ref 142 310) - In Hulse road, off the A345 Salisbury City Centre to Amesbury road. Usual café facilities but may not be open in the evenings. Meet outside of the leisure centre at the entrance to the car park.

**The Greyfisher Hungry Horse, Ayleswade Rd, Salisbury, SP2 8DW, Tel 01722 327511** (OS sheet 184, grid ref 144 290) - Just prior to the Avon river bridge on the left hand side of the dual carriageway as you enter Salisbury Centre from the south on the A 354. We meet in the large car park adjacent to the beer garden. Large range of real ales & extensive menu including 17 inch 'Big Plate Specials'.

*The sites below are used as a satellite site for flights meeting at Salisbury but where at the last minute, due to breeze direction, the pilot feels one of them would be a more suitable meeting location:*

**Codford St. Peter, Village Recreation Field, BA12 OPP** (OS sheet 184, grid ref 970 397) - Just off the A 36 Warminster to Salisbury road, 7 miles southeast of Warminster. Meet at the recreation field.

**Downtown School, Downtown, SP5 3HN** (OS sheet 184, grid ref 171 212) - Approximately 5 miles south of Salisbury on the A338 Salisbury to Fordingbridge road. Meet at the main entrance to the school, (near the traffic lights).

**Sandy Balls Camping Park, Nr Fordingbridge, SP6 2JY, Tel 01425 653042** (OS sheet 195, grid ref 169 146) - 10 miles south of Salisbury, 1 mile east of Fordingbridge, at Goshill on the B3078. Meet in the reception car park. Static & touring caravans, log cabins, tents.

*Flights from these locations are generally within the **Shaftesbury/Stonehenge/Tytherley/Fordingbridge** area.*

*If your preferred location is not listed above please call us for additional information including Nationwide.*

*For details of accommodation local to the above, please visit our web site or talk to our office staff.*

### **Sites available via Balloons Over Britain, using a Nationwide Voucher.**

We are members of "Balloons Over Britain" [www.balloonsoverbritain.co.uk](http://www.balloonsoverbritain.co.uk) which is a consortium of the leading 12 UK balloon flight operators, all Civil Aviation Authority Certified, operating from launch sites nationwide, and thus able to arrange flights providing optimum flexibility of venue.

<b>Area</b>	<b>Launchsite</b>
Bath	Bath
Berkshire	Reading
Bristol	Bristol
Buckinghamshire	Milton Keynes
Cheshire	Chester, Nantwich
Derbyshire	Peak District
Essex	Braintree, Brentwood, Chelmsford, Colchester
Gloucestershire (South)	Cirencester, Stroud, Bourton on the Water
Gloucestershire (North)	Cheltenham, Moreton in the Marsh
Hampshire (North)	Basingstoke, Hartley Wintney, Old Basing
Hampshire(South)	Winchester, Popham/Micheldever, Alton
Herefordshire	Ledbury
Hertfordshire	Hemel Hempstead, Stevenage, Watford
Kent	Leeds Castle, Tunbridge Wells, Sevenoaks
Norfolk	Norwich, Snetterton
Northamptonshire	Northampton
Northumberland	Wooler
Oxfordshire	Oxford, Banbury
Scottish Borders	Kelso
Shropshire	Whitchurch
Staffordshire	Stafford
Suffolk	Diss
Surrey	Farnham, Godalming, Guildford
Sussex	Uckfield
Warwickshire	Warwick, Stratford upon Avon
Wiltshire (North)	Swindon
Worcestershire	Evesham, Worcester
Scotland	Edinburgh/Lothian
Wales	Tintern, Usk Valley, Wye Valley

# **AEROSAURUS BALLOONS LTD TERMS AND CONDITIONS – 11/03/2008**

## **Voucher Purchase:**

1. All purchases of a voucher for a hot air balloon flight experience must be made on our standard booking form or submitted electronically from our web site.
2. Vouchers may be purchased by telephone if payment is made by credit card but you must send us a completed and signed booking form as soon as possible.
3. This contract is made with you but you can give the flight experience (on the terms of this contract) to someone else provided you tell us in writing. These Terms and Conditions will still apply and "you" in the rest of these Terms and Conditions will refer to that person.
4. It is our intention that all the terms of the contract between us are contained in these terms and conditions and in the brochures and associated documents (if any) issued by us. If you wish to rely upon any variation in these terms you should ensure that the variations are agreed in writing by us when the completed booking form is returned. If you purchase a voucher through a booking agent or a hotel you should agree any variation in these terms with us and not the booking agent or hotel.
5. You can claim a refund for your voucher within 7 working days commencing on the working day after you receive the voucher from Aerosaurus, **unless** the activity date has already been booked, providing when doing so you return all documents, gift vouchers etc received by you. Thereafter all gift vouchers are non-refundable except as specified in clauses 6 below. Refunds will always be made to the person who paid for the voucher, and if originally purchased by a credit card, the refund will be credited to the same credit card. Gift vouchers are a personalized item and you will incur an £11.75 refund administration charge per voucher. The purchaser or the person(s) for whom the flight is intended need to be aware that the provision of the service is both seasonal and entirely weather dependant and may occur more than 30 days after the transaction.

## **Our obligations to you:**

1. The voucher will entitle you to participate in a hot air balloon flight experience at a date, to be arranged, within 12 months of its purchase unless stated otherwise, including the preparation and inflation of the balloon for flight, a flight in a hot air balloon, champagne or soft drinks as preferred, deflation and packing away of the hot air balloon, return of balloon to meeting place and commemorative flight certificate.
2. The voucher is not redeemable for cash. As an alternative to a hot air balloon flight experience as defined in paragraph 1 above, you may choose items from the company's range of merchandise and ballooning memorabilia including carriage to the purchase value of the voucher provided that you have not booked or attempted to book a flight.
3. Hot air balloon flights are completely dependent upon the weather and are regulated by the Air Navigation Order. It may be necessary to postpone a flight at any time if in our judgment the conditions are not safe or the flight would not be permitted under the Air Navigation Order. We will give you as much warning as operational procedures allow of any postponement, but in order to ensure your safety we reserve the right to postpone a flight at any time up to the moment of launch. If flights are suspended due to operational restrictions beyond the Company's control, validity of reservations will be extended by the period of such restrictions.
4. It is intended that the balloon will be in the air for approximately 1 hour but the pilot has ultimate responsibility for deciding the duration and conduct of any flight and the appropriate time and place of any landing. We cannot guarantee that a flight will follow any particular direction.
5. If we have to postpone your flight on eight or more occasions and your voucher is then valid for a period of less than two months we will extend the validity period of your voucher to include the first three months of the main flying season which is April to October. If this extends the validity of the voucher into the main flying season of the next year, the voucher will also be valid for the intervening months.
6. We will make you a refund less our reasonable marketing and administration costs (see Clause 9) in the following circumstances:-
  - i. If you die or it is certified by a doctor that there is no possibility that you will be or were medically fit to fly (other than by reason of pregnancy) during the validity period of your voucher
  - ii. If we have agreed in writing at the time of the voucher purchase that the flight must be taken on a specified date or within a specified period of time of not more than one month and we are unable to fly at that time.
7. If you are unable to fly during the validity period of your voucher because you are pregnant we will extend the validity period by twelve months, if you notify us in writing.
8. Refunds in any other circumstances are at our discretion and any request for a refund must be made in writing.
9. Our marketing and administration costs are 42 per cent of the voucher price.
10. We carry limited insurance cover against the risk of any injury or damage to passengers and their belongings during the course of our flights in accordance with international agreements covering air transport. The level of cover varies from time to time as a result of currency fluctuations and you may not consider it adequate. We can provide further details upon request and if you do not consider that the amount of insurance cover would be adequate to compensate you for any loss whether for death or personal injury or damage to your belongings you should take out your own additional cover. We will not be liable for any loss or damage to equipment and effects brought with you on the flight nor for death or personal injury above the level of our insurance cover unless it has been caused by our recklessness.
11. We do not accept liability for any costs or expenses you incur if we have to postpone any flight, where the reason for the postponement is beyond our control.
12. We cannot supervise vehicles parked at the meeting point for a flight and vehicles and their contents are left at your risk and no liability is accepted for any loss or damage to your vehicle or contents unless it is due to our negligence.

## **Your obligations to us:**

1. Your voucher is valid for a period of 12 months from the date upon which it was bought, unless stated otherwise. If your flight is not taken within that time you will lose the right to participate in a flight unless you have booked flights on eight occasions during the main flying season which have had to be postponed or the validity period of the voucher has been extended for some other reason under these terms and conditions.
2. You must contact us a minimum of nine months prior to the expiry date shown on the voucher (or proportionately less if the voucher is less than 12 month validity), quoting the booking number on the voucher, to make a first booking for your flight which must be for a date at least six months prior to the expiry date of your voucher (or proportionately less if the voucher is less than 12 month validity, and in the main flying season. If you do not do so and do not take your flight within the validity period the voucher will expire at the end of its validity period and you will lose the right to a flight. We will not make any refund in these circumstances.
3. If payment was not made in full when the voucher was purchased the balance must be paid thirty days before the first date for which you book your flight.
4. You must telephone to check that the flight has not been affected by adverse weather conditions in accordance with our instructions.
5. You may postpone your flight by speaking to us direct (office hours 9:30am – 5:30pm Monday to Friday):-
  - i. At least 72 (3 days) hours before the meeting time for the flight which you have booked if your flight has been booked for a day between Tuesday and Saturday inclusive.
  - ii. At least 96 hours (4 days) before the meeting time for the flight which you have booked if your flight has been booked for a Sunday or a Monday; provided that at the time you do so you re-schedule your flight for a mutually convenient date within one month of the postponed flight. An out of office hours answering machine message or e-mail is not acceptable as a method of postponement
6. If you do not give notice of postponement in accordance with paragraph 5 above or do not attend in time to take part in your booked flight, you will not be entitled to a re-scheduled flight nor to any refund.
7. We are not qualified to express an opinion confirming that you are fit to fly and you must ensure that you are fit to fly. You must not fly if you are suffering from any serious medical condition, or have recently undergone surgery, or are disabled unless you have a certificate of your fitness to fly from your doctor. You must not fly if you are pregnant or under the influence of alcohol or drugs.
8. Our paramount consideration is your safety and the safety of others participating in the flight and you must obey all requests and instructions issued by any of our representatives and take particular care to abide by any safety instructions given. The pilot has complete discretion as to whether to allow you to take part in the flight and will refuse to allow you to do so if in his opinion you would be a risk to the balloon to other passengers or to yourself.
9. We will not fly children under the age of 7 years. A child under the age of 16 years will only be flown if accompanied by a responsible adult.
10. You should wear such appropriate clothing as is advised to you and detailed in our brochure.
11. Ballooning activities intrinsically involve the possibility of physical risks greater than those encountered in daily life even though they are conducted under the supervision of Commercial pilots who exercise all due precautions to ensure safety. By taking part in such ballooning activities, passengers are understood to be fully aware of these risks.

These terms and conditions are, with permitted changes, the standard terms and conditions of the hot air ballooning industry as agreed with the Office of Fair Trading.