

Information



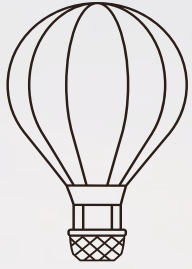
YOU CAN EXPECT

- ◆ A HOT AIR BALLOON FLIGHT LASTING APPROXIMATELY 45 MINUTES TO AN HOUR, SHARED WITH A SMALL GROUP OF PASSENGERS, TYPICALLY ACCOMMODATING UP TO 8 INDIVIDUALS
- ◆ A CHAMPAGNE BREAKFAST IS SERVED FOLLOWING YOUR LANDING
- ◆ UPON COMPLETION OF THE FLIGHT, WE WILL PROVIDE TRANSPORTATION BACK TO YOUR ACCOMMODATION



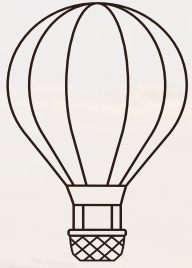
THIS IS OF UTMOST IMPORTANCE.

- ◆ WE OFFER FLIGHTS IN THE MORNINGS SEVEN DAYS A WEEK, THROUGHOUT THE YEAR, BUT THE SCHEDULE MAY VARY BY LOCATION. WEATHER CONDITIONS CAN LEAD TO **FLIGHT CANCELLATIONS**, ESPECIALLY WHEN THERE ARE HIGH WINDS OR POOR VISIBILITY. OUR PILOT RELIES ON THE LATEST LOCAL AIRPORT FORECASTS TO DETERMINE WHETHER A FLIGHT CAN PROCEED, SO WE DON'T ADVISE MAKING HOTEL RESERVATIONS OR OTHER PLANS DEPENDENT ON THE BALLOON FLIGHT.
- ◆ THE UNIQUE NATURE OF HOT AIR BALLOONS ENSURES THAT EACH FLIGHT IS A ONE-OF-A-KIND EXPERIENCE. YOUR FLIGHT PATH AND THE SCENERY YOU'LL ENCOUNTER, WHETHER IT'S THE MEETING OF THE DESERT AND THE SEA, THE DESERT ALONE, OR NAMIBIA'S NATURAL BEAUTY, ARE DETERMINED BY THE WIND. ONE THING IS CERTAIN: THIS WILL BE A STORY YOU'LL CHERISH FOR YEARS TO COME. **PLEASE NOTE THAT WE CANNOT GUARANTEE SIGHTINGS OF ANIMALS DURING THE FLIGHT OR A DUNE FLIGHT**



WHAT DO I DO IF MY FLIGHT IS CANCELLED?

- ◆ IN THE EVENT OF A FLIGHT CANCELLATION, THERE'S NO NEED TO WORRY. WE CAN RESCHEDULE YOUR FLIGHT FOR A DIFFERENT DAY.



WHAT IF I WANT TO CANCEL MY FLIGHT?

- ◆ YOU CAN CANCEL YOUR FLIGHT ONLINE UP TO 24 HOURS IN ADVANCE BY CONTACTING US AT INFO.BALLOONING@GMAIL.COM OR BY PHONE. AFTER THIS WINDOW, YOU ARE EXPECTED TO ATTEND THE FLIGHT, UNLESS THERE ARE EXCEPTIONAL CIRCUMSTANCES; OTHERWISE, **A CANCELLATION FEE MAY APPLY.**



WHAT IS THE AGE CRITERIA FOR PARTICIPATING IN A HOT AIR BALLOON FLIGHT?

- ◆ TO PARTAKE IN A HOT AIR BALLOON FLIGHT, THE MINIMUM AGE REQUIREMENT IS 6 YEARS, AND FOR PASSENGERS UNDER 10, WE REQUEST THE PRESENCE OF A RESPONSIBLE ADULT AGED 18 OR OLDER. PASSENGERS SHOULD HAVE THE ABILITY TO SEE OVER THE BASKET EDGE AND BE CAPABLE OF ADOPTING THE LANDING POSITION. THERE IS NO MAXIMUM AGE LIMIT.

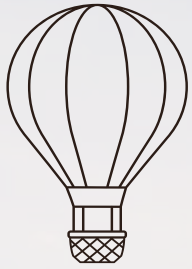


◆ AM I FIT TO FLY?

HOT AIR BALLOONING OFFERS A SERENE EXPERIENCE IN THE AIR, BUT IT'S AN OUTDOOR ADVENTURE ACTIVITY, AND OCCASIONALLY, UPON LANDING, THE BASKET MAY TIP OR DRAG ALONG BEFORE COMING TO A REST. THIS IS A NORMAL PART OF THE EXPERIENCE, AND BOTH THE BALLOON AND BASKET ARE DESIGNED WITH YOUR SAFETY AND COMFORT IN MIND.

TO ENSURE THE SAFETY AND ENJOYMENT OF ALL PASSENGERS, IT'S IMPORTANT THAT INDIVIDUALS ARE PHYSICALLY CAPABLE OF PARTICIPATING. THEY SHOULD BE ABLE TO CLIMB INTO THE BASKET, STAND UNASSISTED FOR AN HOUR, AND UNDERSTAND AND ADOPT THE SEATED LANDING POSITION, WHICH WILL BE EXPLAINED BY THE PILOT..

PLEASE NOTE THAT WE ARE UNABLE TO ACCOMMODATE PREGNANT PASSENGERS.



DOES MY WEIGHT MATTER ?

- ◆ WE UNDERSTAND THAT OUR PASSENGERS COME IN A VARIETY OF SHAPES AND SIZES. AS PER AVIATION REGULATIONS, WE ARE REQUIRED TO ACCURATELY RECORD THE WEIGHT OF EACH PASSENGER, WHICH WILL BE REQUESTED AT THE TIME OF BOOKING (APOLOGIES FOR ANY INCONVENIENCE). HOT AIR BALLOONS HAVE WEIGHT AND SPACE RESTRICTIONS THAT WE MUST ADHERE TO IN ORDER TO GUARANTEE THE COMFORT AND SAFETY OF ALL PASSENGERS.



WHAT IS THE LOCATION AND TIME FOR THE PICK-UP?

- ◆ WE WILL ARRANGE FOR PICK-UP AT YOUR DESIGNATED VENUE OR ACCOMMODATION. CHECK-IN TIMES ARE TYPICALLY AROUND 4:45 AM UNLESS OTHERWISE SPECIFIED. PLEASE NOTE THAT CHECK-IN TIMES MAY VARY ACCORDING TO THE SEASON AND WEATHER CONDITIONS, CONSIDERING BOTH WINTER AND SUMMER TIME.

Faq

Q How long is the flight?

The flight typically lasts around an hour, with consideration for weather conditions and available landing sites. We recommend setting aside a minimum of four hours for the entire experience to fully enjoy your hot air balloon adventure.

A

Q What will be our maximum altitude during the flight?

We can ascend to heights of up to 3,500 feet, although this may vary based on the location and any airspace restrictions in the area.

A

Faq

Q What is the recommended attire?

Wear comfortable, layered clothing and a cap or hat to protect from the heat of the burners. Sensible shoes or trainers are essential for walking. Please avoid designer clothes, flip-flops, or high heels, as we cannot be responsible for any damage.

A

Q Am I allowed to bring a camera with me?

Certainly, you are permitted to bring a camera, binoculars, or a camcorder on the balloon ride, as it provides an excellent vantage point for photography. However, please ensure that these items are not in metal cases, and be aware that you carry them at your own risk.

A

Faq

Q May my friends come and observe the experience?

Friends and family are certainly welcome to join, but please advise them that there might not be restroom facilities or other amenities at the launch site. For safety reasons, we do not recommend spectators attempting to follow the balloon by road.

A

Q Do we hold the appropriate licenses for this?

We are licensed by the Civil Aviation Authority, registered under NCAA/AOC/002/2021, and our pilots hold full commercial balloon pilot's licenses.

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