

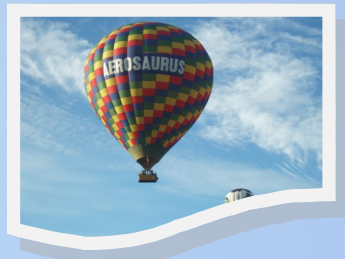
Aerosaurus Balloons

A
Journey
Like
No
Other...



Aerosaurus Balloons is the South West's leading hot air balloon company and has been providing champagne balloon flights for 25 years. We fly from over thirty beautiful, hand-picked locations in Cornwall, Devon, Dorset, Somerset and South Wiltshire.

We schedule flights seven days a week throughout our main flying season (April-October) and provide a reduced flight schedule during the winter (November-March). Our hot air balloon vouchers include a flight lasting approximately 1 hour, complimentary in-flight champagne, a commemorative flight certificate and indemnity insurance.



I'd like to buy a voucher, what do I do?

Online

- Visit www.ballooning.co.uk and click on 'Voucher Options & Prices'.
- Choose which voucher you would like to buy (page 6) and add it to your basket. All vouchers are valid for 12 months from the date of purchase.
- Fill in your details.
- Choose your complimentary gift card (optional).
- Choose your delivery method via first class post or an instant eVoucher
- ...and you're finished!

By Phone

- Choose which voucher you would like to buy (page 6). All vouchers are valid for 12 months from the date of purchase.
- Call the booking office on 01404 823102.
- We will take some details and ask if you would like a complimentary gift pack (optional).
- Choose your delivery method via first class post, special delivery, or an instant eVoucher
- ...and you're finished!

I have a voucher , what next?

When you have your balloon flight voucher, you need to book your flight! Here's how...

- Make a note of the buyer's surname and booking reference number. (This can be found on your voucher)
- Check what kind of voucher you have (page 6).
- Choose your preferred meeting location (pages 8-11)
- Book your flight (page 4) .
- You may also book a reserve flight date (page 4).
- Phone the pre-flight weather hotline before leaving for your flight (page 5).
- What to expect on the day of your flight (page 5).
- Check out our FAQ's (pages 12-13).
- Read our terms and conditions (pages 14-15).

Hot air ballooning is a very weather dependent activity so we advise all passengers to book as soon as possible.



Since **1988**
Aerosaurus Balloons has flown
over **80,000 passengers**
across the South West of England!!



Booking your flight

Online

- Log in to your online account at www.ballooning.co.uk using the buyer's surname and booking reference number (found on voucher).
- Create a password for your account.
- Enter your online account and click on 'Flight Availability'.
- Choose a flight and click 'Book Now'.
- You can also book up to 2 reserve flight dates in case your first flight is cancelled due to adverse weather. Please note there must be a minimum of five days between your selected flight dates.
- Go to 'Flight Bookings' and print off your flight booking confirmation. **You must bring this with you when you check-in for your flight.**

By Phone

- Call the booking office on 01404 823102 with your booking reference number to hand.
- Choose a suitable flight (we suggest looking at the flight diary online).
- We will send your flight booking confirmation by email or post. **You must bring this with you when you check-in for your flight.**

Before you fly

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

Morning Flights Please call after 10:30pm the evening before

Evening Flights Please call 1hr 30mins 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 number.

Pre-Flight Weather Hotline: 01404 823325

On The Day

- Arrive at the designated meeting location at the time stated on your booking confirmation. Please remember to bring your flight booking confirmation with you.
- Receive a briefing from your pilot of the flight plan based upon the latest weather information.
- 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! Enjoy your balloon flight accompanied by a glass of champagne or soft drink.
- 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 any friends/family do not trespass onto 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 return to the original meeting location where you will receive your individual flight certificate and have the opportunity to purchase an in-flight photo or merchandise.
- The whole experience lasts approximately 3½ – 4 hours.

Which Flight Voucher?

All vouchers are valid for 12 months from the date of purchase, unless stated otherwise. Please note that group discounts are available.

| | |
|----------------------------|---|
| Early Bird | 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 on any of our standard flights. (Excluding festival flights). |
| Nationwide Voucher* | Valid seven days a week (including bank holidays) from over 120 launch sites across the UK. |
| Family Vouchers | Valid for a family of four as either an Earlybird or Anytime voucher (2 adults and 2 children under 16). |
| Agency Voucher | e.g. BuyAGift, Red Letter Days, Virgin Experience, etc. These can be either Early Bird or Anytime Vouchers. If in doubt as to your voucher type, check with the issuer. |
| Festival Voucher | Valid for flights at festivals which Aerosaurus Balloons attend. |

As members of 'Balloons Over Britain', a consortium of the leading UK balloon flight operators (all Civil Aviation Authority certified), we are able to offer flights from over 120 locations across the UK. (You **MUST hold a Nationwide or Agency voucher)*



Enjoy value added extras with every voucher purchase

- + Up to one hour balloon ride
- + Complimentary champagne or soft drink
- + A commemorative flight certificate
- + Indemnity insurance
- + A gift card and flight information pack
- + The chance to get involved with balloon inflation and deflation
- + Text and email alerts
- + Online account management and booking facilities 24 hours a day
- + Live flight availability online
- + A dedicated weather hotline
- + A choice of meeting locations



Passenger Cancellations

Cancellations less than four working days prior to a flight are not possible unless for documented medical reasons. If you fail to turn up 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 (pages 14-15).

Exclusive Balloon Flights

For those extra special occasions we offer a tailor-made exclusive ballooning experience for 2-16 passengers. Whether a marriage proposal, a special family occasion, a business event, or just a group of friends getting together, we can organise a private balloon ride to suit your needs. We can even launch from your own land, subject to geographical and aviation limitations! Prices start from just £699.

For more information visit www.ballooning.co.uk/private-flights or speak to our Operations Manager on 01404 823102.

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

The Kings Head, Five Lanes, Altarnun, Bodmin East, PL15 7RX

A 17th 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. (www.kingshead-hotel.co.uk)

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.

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

Balloon Rides over Somerset

Halfords Superstore, Hankridge Way, Taunton, TA1 2LR

From Junction 25 on the M5 take the A358 towards Taunton. Turn right at the next roundabout, then right again into Hankridge Way.

Wheathill Golf Club, Nr Lovington, Castle Cary, TA11 7HG

Just off the A37 Foss Way approx. 8 miles south of Glastonbury and Shepton Mallet. (www.wheathillgc.co.uk)

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)

5 Rivers Leisure Centre, Hulse Road, Salisbury, SP1 3NR

In Hulse Road, off the A345 Salisbury City Centre to Amesbury road. We meet outside the leisure centre at the entrance to the car park.

Please note - Salisbury is surrounded predominantly by crops for several months of the year and as such, flights can only fly out of Salisbury when the crops have been harvested or when the breeze direction allows us to land in a suitable area away from the crops.

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

Balloon Rides over Dorset

The Three Elms, North Wootton, Nr Sherborne, DT9 5JW

Two miles south east of Sherborne on the A3030 Sherborne to Sturminster Newton road.

The Half Moon, Salisbury Rd, Shaftesbury, SP7 8BS

On the Southern edge of Shaftesbury on the Chase Roundabout, at the junction of the A30 and A350.

(www.halfmoonshaftesbury.co.uk)

Flights from these locations generally fly within the Crewkerne/Bruton/Warminster/Blandford areas.

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

Ballooning is Weather Dependent

We recommend that you book your flight with us as soon as possible after receiving your voucher in case you have any flights cancelled due to unsuitable weather. We also recommend that you book a reserve flight date.

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. Choose between a USB stick or emailed digital jpegs.



Upgrades

Any voucher may be upgraded to a product of a higher value online at www.ballooning.co.uk or by contacting our office direct on 01404 823102.

Frequently Asked Questions

When are flights available?

During our main flying season (April-October) flights are available seven days a week. From November-March we run a reduced flight schedule in addition to a winter 'standby' list for passengers wishing to be contacted when the weather is suitable for flying.

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 plenty of time to fly, but we recommend that you don't leave it to the last minute to book your flight.

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 four working 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 takes approximately one hour and the whole experience takes 3½ - 4 hours.

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.

Office Opening Hours

We are open Monday to Friday 9.00am—5.30pm all year round. We are also open on Saturdays from 10.00am to 2.30pm from April to September.

Is champagne included?

Yes, a choice of champagne or soft drinks is available during 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. 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" (1.1m) high. Children must be at least 6 years old, over 4' 4" high (1.3m), and accompanied by an adult. For operational reasons there will be a surcharge for passengers whose weight exceeds 18 stones (114 kg).

Are there any medical restrictions?

We are not qualified to express an opinion about whether you are fit to fly, so you must make the decision yourself. You cannot 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 cancel my flight if I am unwell?

Flights can be cancelled with four 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.

For customer reviews please visit

www.ballooning.co.uk/customer-feedback.php

www.trustpilot.com/review/www.ballooning.co.uk

Terms & Conditions



"The whole experience exceeded our expectations. We had a wonderful time and would highly recommend it." *Brian Shaw*

"Absolutely fantastic experience. Flight was exhilarating and the camaraderie between passengers was terrific. Many thanks to Arthur and the team for an unforgettable evening." *Paul & Carol Tinsley*

"Amazing and serene I thought I would feel unsafe in a basket, but that was soon forgotten. It was great to interact with all different people getting the balloon ready for flight. It was fun. Thank you!!!!!!!" *Nikki Tamlin*

Aerosaurus Balloons

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