

TERMS AND CONDITIONS

1. All bookings are accepted as being made for and on behalf of the persons named on the passenger list. Substitute passengers will be accepted if notified in writing prior to the day of flight.
2. Full payment is required to make a reservation. We regret payments are not returnable. We will however agree to hold over any flight in the event of the passenger suffering serious prior illness or injury.
3. Expectant mothers or persons suffering from a serious medical condition will not be flown. If in doubt please consult your own Doctor prior to booking a flight.
4. Flights are dependant on specific weather criteria and it may be necessary to postpone flying, sometimes at very short notice. The pilot who is instructed by Blooners 2000 Limited (hereafter called "the Company") not to fly in conditions outside the specific weather criteria will always make the ultimate decision. The Company reserves the right to postpone a flight right up to the moment of launch.
5. It is intended that the balloon will be in the air for approximately one hour but flight times cannot be guaranteed and the pilot has the ultimate responsibility for selecting the time and place of landing.
6. Whilst the Company carries insurance cover against the risk of injury or damage to passengers or third parties in the course of the flight this cover is limited to £3.5 million in any one flight. It is a condition of booking that the Company will not accept any liability for damage to effects or personal property brought on the flight nor for death or personal injury above our level of insurance cover. Persons are advised to take out additional cover if they feel it is appropriate.
7. The booking will remain valid for a period of 12 months from the company's confirmation of acceptance. This period may be extended by agreement with the company if the passenger is prevented from taking up the flight due to circumstances beyond his / her control.
8. The company cannot accept liability for any costs or expenses arising from a decision to postpone a flight for whatever reason. Passengers are advised to check with the company on the day prior to the intended flight as to whether the flight is going to be possible.
9. The passenger may postpone their flight by giving 3 days prior notice to the company. The company will then reschedule the flight to another mutually convenient date.
10. In the event of a passenger not giving notice to postpone and not arriving in time to fly then the company reserve the right not to reschedule the flight.
11. Passengers are reminded it is illegal for persons suffering from the effects of drugs or drink to be flown. The pilot may also refuse to allow someone to fly he has reason to believe may endanger the safety of the flight. His / her decision is final.
12. Passengers are reminded that it is important that they listen to and comply with the briefings the pilot will give both before and during the flight.
13. No smoking is permitted at anytime either on the launch site, during the flight or whilst the balloon is being packed away.
14. Children under the age of six will not be flown and children under the age of fifteen will only be flown with an accompanying adult.