



PRE-FLIGHT INFORMATION

CONGRATULATIONS!

**You're going Hot Air Ballooning
with Broadland Balloons.**

Please read this **VERY IMPORTANT** information
about your Balloon Flight arrangements.
Answers to the most frequently asked questions
can be found inside.

Information about your Balloon Flight:

(The basics on how we work, and what you need to do next)

1. At the bottom of your emailed flight voucher is your booking number. If no initial flight date has been chosen for you, please make a flight date reservation at www.broadlandballoons.co.uk, or call us on 01603 952 800.
2. Hot air ballooning requires ideal weather conditions, and you must be aware that flights are often cancelled due to unsuitable weather or winds. On average, it takes 3 or 4 attempts to get flown, but can be many more.
3. The flight vouchers are not refundable, so please do not call and ask for a refund even if your flight has been postponed on a number of occasions. We can never guarantee when the weather will work out for you.
4. If you are particularly unlucky, and your flight dates are cancelled because of unsuitable weather or winds on five or more occasions before the voucher expiry date, we will automatically extend the validity of your voucher for a further 12 months at no additional cost.
5. If you fail to make at least five flight attempts within the validity period of your voucher, as mentioned in paragraph 4, above, you may purchase a further 12 month extension upon payment of a £50 charge per passenger. Otherwise, your voucher(s) will expire, and you will lose your right to fly.
6. Please, please, remember that your voucher has an **expiry date**, which can be found on the voucher. In view of the weather dependency of ballooning, **DO NOT** wait until the voucher is due to expire before booking a date – this is a recipe for disaster! We strongly advise you to book a flight date **as soon as possible**. We schedule to fly all year round, but obviously the more reliable ballooning weather is between March and October.
7. As a rule, we do not contact you to offer flights because we do not know your availability. Our flight availability is always on our website, so that you can choose a convenient date. In some areas we have multiple launch sites so that we can choose the venue that will give the best flight based on the forecast wind direction. In such areas, the 'Flightline' message will tell you which launch site to attend.
8. When you have a date booked for your flight, it will be necessary for you to call our 'Flightline' in order to check that the weather and wind is suitable for the flight to go ahead. The 'Flightline' telephone number and calling instructions are given on page 3.
9. Failure to arrive for a pre-arranged flight that goes ahead will result in the loss of your voucher(s).

10. You may postpone or reschedule your flight date, but we require at least 72 hours notice (by telephone only).
11. If your flight is cancelled because of unsuitable weather or winds, the quickest way to arrange a new flight date is to visit our website at www.broadlandballoons.co.uk where you can see our availability and book a new date.
12. Here is a rough guide to the kind of weather conditions that we need for a pleasure flight:
 - a. Surface wind speeds of less than 8 mph (including gusting)
 - b. Cloud base above 1500ft
 - c. No rain or risk of rain, or thunderstorms or severe turbulence
 - d. Visibility of at least 5km
13. Very occasionally, flights may have to be cancelled due to circumstances beyond our control.
14. We receive our specialist weather forecasts from the Met Office Aviation Department. The unpredictable nature of the weather means that sometimes the conditions do not follow the forecast, and so we must ask you to be understanding if you are either called out on a 'false alarm', or if your flight is cancelled and then the weather turns out to be fine. Believe me, we are just as disappointed!
15. The Civil Aviation Authority recommends that passengers wear long trousers and sleeves (in natural fibres) for the sake of safety. A hat is a really good idea to protect your head from the heat of the burner. It is no colder in the air than on the ground, but please wear sensible outdoor footwear (no sandals, flip-flops or high heels!).
16. Feel welcome to bring cameras, binoculars etc. at your own risk. Also, bring as many spectators as you wish!
17. You must not fly if you know yourself to be pregnant, or if you have recently undergone surgery. You must deem yourself fit to fly.
18. Our office is staffed from Monday to Friday (excluding Bank Holidays), 9am to 5pm. The office telephone number is 01603 952 800.
19. In **emergency** cases out of hours, someone can usually be contacted on 07970 857451.

When you have selected a date to attempt your balloon flight, you must follow the instructions on the following pages. These include details of how and when to contact us to check that the weather conditions will be suitable for your flight to proceed, as well as a list of all of our launch sites to help you plan your journey:

PREPARING FOR YOUR FLIGHT:

In order to check that the weather is suitable for your booked flight to proceed, you must call our Flightline telephone number at the times stated below. You will hear an automated message which will confirm the exact meeting time and launch site details.

AM:

If you are booked for an **early morning** flight, call the Flightline after 4:00pm on the previous day. If the weather is marginal, we may ask you to call back as late as 10:00pm.



FLIGHTLINE:

01889 88 2000

PM:

If you are booked for an **afternoon** or **evening** flight, call the Flightline on the day of your flight after 2:00pm (or after 11:00am for flights taking place in the period from October to March).

APPROXIMATE MEETING TIMES:

Remember that meeting times **VARY** in accordance with **SUNRISE** and **SUNSET** times.

Precise meeting times will be given on the Flightline message.

Please expect to be with us for 3-4 hours, with a flight duration of 60-90 minutes.

	Morning	Afternoon
JAN	8.00am	1.00pm
FEB	7.45am	2.00pm
MAR	7.00am	3.00pm*
APR	6.30am	5.30pm
MAY	6.00am	6.00pm
JUN	6.00am	6.30pm
JUL	6.00am	6.30pm
AUG	6.00am	5.30pm
SEP	6.30am	4.30pm
OCT	7.30am	3.00pm*
NOV	8.00am	1.30pm
DEC	8.00am	1.00pm

*until the clocks change

LAUNCH SITE LOCATIONS:

**PRECISE MEETING LOCATIONS FOR YOUR LAUNCH SITE
WILL BE GIVEN ON THE FLIGHTLINE MESSAGE.**

**MORE DETAILED DIRECTIONS AND MAPS CAN BE FOUND ONLINE AT:
WWW.BROADLANDBALLOONS.CO.UK**

NORFOLK & SUFFOLK



Wickers World Ltd. t/a Broadland Balloons. Terms and Conditions of Sale and Service.

1. These Terms.

- **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.
- 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.
- If within 14 days of receipt you have made any flight date reservation, you are deemed to have accepted these terms.
- **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.
- **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. 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.

2. Information About Us, And How To Contact Us.

- We are Wickers World Ltd, a company registered in England & Wales (company no. 05379255). Registered address is: The Hawthorns, Tolldish La, Stafford, ST18 0RA.
- Contact us by telephoning our service team on 01889 882222 or emailing office@wickersworld.co.uk.
- If we have to contact you, we will telephone, email or write using the details you provided to us in your order.
- When we use the word “write”, “writing” or “written” in these terms, we are including emails.

3. Our Contract With You.

Our acceptance of your order for Vouchers will take place when we send (either by post or email) the Vouchers/order confirmation/booking form to you, at which point a contract will come into force between us.

4. Booking A Flight.

- Please contact us within three months of purchase, quoting the booking number from the Vouchers, in order to book a flight attempt (if none was selected at time of purchase). Vouchers may be used by you, or gifted to a third party (Voucher Holder).
- Vouchers are valid for 12 months (except Premium Plus Vouchers, which are valid for 18 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.
- 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 return to launch site by road. In total 3 to 4 hours.
- 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.

5. Postponement By You.

- 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 two working days before the flight attempt if the attempt is booked for a Tuesday to Saturday inclusive.
 - At least three 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.

6. Postponement By Us/The Weather.

- 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.
- 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.

7. Voucher Extensions.

- If, within the validity period of your Vouchers, we have to postpone your booked flight attempt on five or more occasions, we will automatically extend the validity period for a further 12 months for free.
- 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.
- 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. The Voucher Holder will be required to provide a MAT B1 certificate.

8. Vouchers.

- **Non-refundable.** Save as provided for in this paragraph 8, Vouchers are not refundable (except for our Premium Plus vouchers which are refundable less a £35 per passenger fee).
- **Cooling Off Period.** We will provide a full refund on Vouchers 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.
- **Other Circumstances.** We will refund the cost of the Vouchers less a handling fee of 40% in the following circumstances:
 - we notify you that we are unable to offer any bookings for flights for a period of more than 12 months.
 - 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 doctor's certificate that the Voucher Holder will remain unable to fly at a future date beyond the validity period of the Vouchers. In these circumstances we will refund, less the 40% handling fee. This will also be the case in the event of the death of the Voucher Holder.

9. Health & Safety and Pilot Rules.

- It is your responsibility to ensure that Voucher Holders are fit to fly, as the pilot is not qualified to express a medical opinion. Voucher Holders must not fly if they are suffering from any serious medical condition, or have recently undergone surgery, unless they have a doctor's certificate confirming their fitness to fly. Voucher Holders must not fly if they are pregnant or under the influence of drugs or alcohol.
- Our paramount consideration is for your safety and the safety of other passengers and Voucher Holders participating in the flight. Voucher Holders must obey all requests and instructions issued by the pilot and ground crew, or any of our representatives, and take care to abide by all safety instructions given. The pilot has complete discretion as to whether to 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.
- 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.

10. Our Rights To End The Contract.

- 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.

11. If There Is A Problem With Our Service.

- If you have any questions or complaints about the services, please contact us using the details given in paragraph 2.

12. Price & Payment.

- 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.
- All Vouchers are bought on a pre-paid basis. Balance payments must be made at least 10 days prior to flight attempt.

13. Our Responsibility For Loss Or Damage Suffered By You.

- We are not responsible to you for any loss or damage caused as a result of any changes, postponements and cancellations to flights. Without prejudice to the foregoing this might include: travel costs and time off work.

- We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the services including the right to receive services which are as described and supplied with reasonable skill and care.
- We only supply the services for domestic and private use. If you use the services for any commercial, business or re-sale purpose, we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

14. How We May Use Your Personal Information.

- We will only use your personal information as set out in our privacy policy. See wickersworld.co.uk/privacy-policy-gdpr/

15. Other Important Terms.

- We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.
- You may only transfer your rights or your obligations under these terms to another person with our written consent, such consent not to be unreasonably withheld or delayed.
- This contract is between you and us. No other person shall have any rights to enforce any of its terms.
- Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect. Vouchers may mean singular or plural vouchers or gift vouchers.
- 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.

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



Broadland

BALLOON FLIGHTS



Broadland Balloons

The Hawthorns, Tolldish Lane
Great Haywood, Staffordshire
ST18 0RA

admin@broadlandballoons.co.uk

www.broadlandballoons.co.uk