

## Terms & Conditions of Go Wild Ballooning

### **Important Information:**

Prior to booking or purchasing through Go Wild Ballooning please ensure that all participants have read and agreed to the following Terms & Conditions. If you do not accept our T&C's please contact our reservations office prior to booking or purchasing any of our services. Payment received for any service provided by Go Wild Ballooning is acceptance of the Terms & Conditions.

### **Definitions:**

Service refers specifically to the hot air ballooning mentioned on this documentation and generally to the range of products offered by Go Wild Ballooning including accommodation / winery tour packages and customised activities arranged by agreement. Service operator refers to Go Wild Ballooning or any independent contractor supplying/delivering the services to you under the terms of your agreement with Go Wild Ballooning.

### **1. Booking A Flight:**

We fly 7 days per week weather permitting. Weekends can book out in advance so book early to secure your preferred date. We generally have availability midweek so if our weekends are full, try booking midweek Monday - Friday. Go Wild Ballooning reserve the right to fly with a minimum of 6 passengers.

### **2. Balloon Observers/Followers:**

Go Wild Ballooning does not encourage nor does it allow 'balloon observers' to enter any private landowner property, any gated or restricted council property either in Go Wild Ballooning vehicles, in privately owned vehicles or to enter any of the above restricted areas on foot. Balloon observers are restricted to public areas & roads only and under no circumstances are they to enter any private or gated / locked property unless they have written authority from the private landowner or relevant council. Go Wild Ballooning will not be held liable for injury, damage or loss to any persons who trespass.

### **3. Weather / Meteorology:**

Ballooning is a weather dependant activity & the majority of our scheduled flights do proceed. No aviation flight is ever 100% guaranteed. Passenger safety is our first priority and your CASA approved pilot trained in meteorology will cancel if it is not safe to fly or the weather is inclement. Passengers who make their own 'weather call' and cancel their booking less than 5 business days from the confirmed flight date or on the flight morning will be deemed a Late Cancellation / No Show. Please avoid following Melbourne weather forecasts and in particular long-range forecasts that are not relevant to ballooning in the Yarra Valley. Go Wild Ballooning has registered access to detailed weather reports from the Bureau of Meteorology specific for ballooning in the Yarra Valley. Contact reservations if you need to reschedule a flight package cancelled by the pilot and ensure you have completed your flight package by the expiry date.

### **4. Gift Certificates:**

Gift Certificates can only be purchased direct through Go Wild Ballooning either via the website or direct with the reservations office. Valid only when payment is received in full from the purchaser, are open dated and valid to the expiry date thereon. Gift Certificate validity is from the date of purchase to the expiry date. Validity does not commence from the date of the first booking. Gift Certificates cannot be redeemed for cash or refunded in part or full. Gift Certificates are non-transferrable unless a medical certificate is provided by a registered practitioner and provided in the name of the recipient. In this instance a name change fee of \$25 pp applies, the expiry date remains the same. Should your Gift Certificate require extending past the expiry date reinstatement fees apply \$50 per person for 3 months and \$100 per person for 6 months. Accommodation & Winery Tour Gift Certificates are not eligible for extensions and are required to be completed in full by the expiry date. Extension purchases take effect from the expiry date and if payment is made after the expiry date, validity will be back dated.

**5. Specials & Stand By Bookings:** Purchased direct through Go Wild Ballooning are processed in full at the time of purchase & are strictly non-refundable. Valid for 12 months from the first confirmed flight date. Suitable for passengers who are local to the Melbourne & Yarra Valley areas, who have the flexibility to reschedule if required and complete the flight package by the expiry date. Bookings made after the expiry date will incur additional reinstatement fees \$50 pp for 3 months, \$100 pp for 6 months. Transferrable to other individuals - fees apply \$25 pp and is valid only for the period indicated thereon / expiry date.

### **6. Vouchers:**

Discounted vouchers purchased through a booking agency must adhere to the Terms & Conditions provided upon purchase/website, on the voucher, with the Booking Form & Flight Itinerary. The flight package must be completed by the expiry date to avoid additional extension fees. Vouchers are non-transferrable upon redemption / booking. Not recommended for interstate or international customers on holiday or short stay itinerary.

### **7. Refundable Flight Packages:**

Apply to Flight & Breakfast \$360 pp, Flight Only \$330 pp & Children 6-12 yrs \$285 pp only. Packages are preferable for interstate, international or local passengers who may not have the available itinerary to reschedule and complete the package within 12 months. Deposit of \$100 pp will be processed prior to emailing a Flight Confirmation / Itinerary. Within 7 days of flight date the balance owing is placed on a 'pre-authorisation hold' in preparation for banking on the flight morning. Passengers need to ensure they have available funds on their credit card for the pre-auth hold. Unavailable funds may jeopardise your booking. Valid for 12 months from first confirmed flight date. If your flight is cancelled by the duty pilot please reschedule & ensure you have completed your flight package by the expiry date. If your flight is cancelled the breakfast booked by Go Wild Ballooning will also be cancelled. A booking made after the expiry date will incur additional

reinstatement fees \$50 pp for 3 months, \$100 pp for 6 months. Transferrable to other individuals, fees apply \$25 pp and are valid only for the period indicated thereon / expiry date.

**8. Refunds: Apply to our Refundable Packages only Point. 7**

Refunds apply to the deposit monies received for Flight & Breakfast \$360 pp, Flight Only \$330 pp & Children 6-12 yrs \$285 pp only when a confirmed flight is cancelled by the duty pilot or when more than 5 business days notice in writing is emailed to the Go Wild Ballooning reservations office [info@gowildballooning.com.au](mailto:info@gowildballooning.com.au) A refund request of your deposit money is required via email within 14 days of the first cancelled flight booking. Deposit refunds are processed within 21 days less a non-refundable administration fee \$20 pp. Refunds are processed back to the credit card provided at the time of booking. Winery tours, accommodation, specials & vouchers are non-refundable once purchased.

**9. Rebooking a Flight Cancelled by the Duty Pilot:**

The duty pilot is the only person who can cancel a scheduled confirmed flight.

If your flight was cancelled by the Go Wild Ballooning duty pilot please contact reservations as soon as possible to rebook. Flight booking & payment details will be held in credit until the expiry date located on your Itinerary / Confirmation. Please do not leave it to the last minute or close to the expiry date to rebook, Go Wild Ballooning cannot guarantee availability at late notice. Weekends can book out in advance, if they are unavailable, look at rebooking midweek and please avail yourself to reschedule as many times as necessary to ensure your flight package is completed by the expiry date. It is your responsibility to make as many attempts as necessary to fly or your booking may expire.

A booking made after the expiry date will incur additional reinstatement fees \$50 pp for 3 months, \$100 pp for 6 months. Transferrable to other individuals, fees apply \$25 pp and are valid only for the period indicated thereon / expiry date.

**10. Accommodation & Winery Tours:**

Are not affected by weather and will still proceed as per your confirmation / itinerary if the flight is cancelled by the duty pilot. Failure to show will result in a forfeit of any monies paid for that service. Reschedule your flight package as soon as possible and ensure you have completed the whole package by the expiry date. These packages are non-refundable in part or full once purchased.

**11. No Shows, Late Cancellations & Medical Emergency Cancellations:**

'No Shows' are individual members of a booking or all the members in a booking who cancel less than 5 business days prior to the confirmed flight date, or do not follow the 'Pre-Flight Instructions' on their Flight Itinerary and fail to phone the duty pilot at the 'check-in' time and either do not arrive at the balloon meeting point on time, arrive late and miss their flight or make their own 'weather call' and decide they do not want to fly that day. Any monies owing will be banked in full, the complete booking made non-refundable and a rebooking will not be considered.

The exception is when a Medical Certificate is provided by a Registered Medical Practitioner, signed, dated and received via email either before or on the flight date. In this instance a complete rebooking will be granted. The booking however, will be non-transferrable or refundable and the flight package is required to be completed by the expiry date. A Medical Certificate received after the flight date and / or back dated by a registered medical practitioner will generally not be accepted and will be forwarded to management for consideration only.

**12. Re-Fly:**

On the rarest of occasions the duty pilot may deem a flight to be of poor quality or the flight is of a short duration less than 30 minutes, they may offer all passengers a re-fly free of charge. This offer is for the Flight Only and can only be taken midweek. This offer is valid for 3 months only from the original confirmed flight date and it is the passenger's responsibility to contact reservations to reschedule and complete the re-fly offer within the 3 month validity. This offer is non-transferrable. No rebooking request will be accepted after 3 months.

**13. International Credit Card Fees:**

2% fee applies to all purchases made through Go Wild Ballooning using an international credit card. Fees are strictly non-refundable.

**14. Liability:**

Under no circumstances will Go Wild Ballooning be liable for direct, indirect, consequential or incidental damages including but not limited to lost or damaged property, lost profits or savings or damages for disappointment. Go Wild Ballooning may arrange for the hot air ballooning to be performed under a 'code sharing' arrangement. It may sub-contract another company to provide you with your flight. In such instances Go Wild Ballooning accepts no liability in connection with such services or for any loss, injury or damage to or in respect of any person or property. Go Wild Ballooning reserves the right to alter contents or products and location when deemed necessary. Go Wild Ballooning does however, warrant providing services of equal nature and value. In the event that a service must be delayed, cancelled or rescheduled, Go Wild Ballooning will not accept any liability for travel, accommodation, loss of income, inconvenience or other costs incurred or lost through such cancellations / delays. All passengers need to factor in the possibility of a short notice cancellation.

**15. Payments:**

Go Wild Ballooning accept VISA & Master Card payments only.

**16. Your Responsibility:**

To complete your Go Wild Ballooning package before the expiry date, therefore do not leave it close to the expiry date to book. Allow time to reschedule if needed and complete your package by the expiry date to avoid additional extension fees. If weekends are not available, try booking midweek. It is your responsibility to make as many attempts as necessary to fly or your booking may expire.

Ensure you have received relevant documentation prior to your flight date. All bookings are processed and confirmed within 6 hours or the next business day. We phone passengers immediately if an email bounces back due to a incorrect

address otherwise we assume you have received your Flight Itinerary / Confirmation. Some email addresses eg. Hotmail, Live & Yahoo.com may send information straight to your Junk Box & Spam folder - please check prior to contacting us. Go Wild Ballooning require 3 days notice to resend a Flight Itinerary eg. if your booking is on the weekend or Monday we would need to know before 3pm the Friday prior.

**Go Wild Ballooning Reservations Office Hours:**

Open: Monday to Friday

Hours: 9am to 3pm (15:00)

Closed: Weekends & Public Holidays

621 Maroondah Hwy

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Terms & Conditions Subject to change without notice