

Gibboney's Aerostation LLC

Hot Air Balloon Ride Reservations, Cancellations, Flight Safety, and Conditions of Use Policies

Reservations and Cancellations

Hot air balloon ride paid reservations (such as gift certificates) are valid for one (1) year from date of purchase. Reservations are confirmed with a certificate upon receipt of 100% payment, which can be made in person or by mail, by personal check or cash.

Confirmed reservations are 90% refundable if cancelled at least two working days before scheduled flight. The total payment is forfeited if you do not go on your scheduled flight unless Gibboney's Aerostation LLC cancels the actual flight for weather or equipment problems.

Gibboney's Aerostation LLC reserves the right to delay, postpone or cancel a scheduled flight at any time for reasons of flight or passenger safety.

Safety

With any form of aviation, there are certain risks. It is important that each passenger understand the critical aspects of a flight and that they assume the risks inherent, including the chance of personal injury, loss of life, or damage or loss of property.

During flight, passengers are encouraged to call to the pilot's attention, other balloons underneath that maybe rising or obstructions in the path of flight that the pilot may not be aware of, such as towers, power line or fences.

Landings are the most critical. If higher winds exist, the balloon will tip and drag or may even bounce and bump along. It is of paramount importance that you stay in the basket. In order to prepare yourself for the landing, face the direction of travel and hold very tightly to the superstructure or hand-holds inside the basket in two (2) places, bend your knees slightly, and do not let go until the balloon comes to a complete stop. Keep your hands and arms inside the basket and try to keep your weight off other passengers. Do not exit the basket until authorized by your pilot, as he may need your weight to keep the balloon on the ground.

During your flight, it is very important to follow the instructions of your pilot. He is the captain of your aircraft. Ask questions if you do not understand. It is for your safety, and is your personal responsibility. You are required to sign an acknowledgement of this personal responsibility and a liability release as a condition of the flight. A parent or guardian is required to sign this acknowledgement in case of minor-aged passengers.

Covid 19

During the pandemic of 2020-2021 health safety protocols will be put in place to protect the passengers and flight crew from unnecessary risks. These will be changed as needed so check in at least one week prior to your desired flight date for up-to-date procedures.

Dress

Dress comfortably. Shorts and dresses are not recommended and high heels are prohibited.

Flight Direction and Length

Your flight lasts approximately one (1) hour, but totally depends on the wind and weather conditions. Please allow two (2) to three (3) hours to experience the entire excursion. For your safety all flights are subject to postponement if wind and/or weather conditions are not favorable.

Since we travel with the wind, our exact course and destination cannot be predicted. Our chase crew follows and meets us at our landing site and transports us back to the original meeting site. We launch at many different locations, depending upon the wind conditions of each day.

Pilot-In-Command

The pilot-in-command (hereafter known as PIC) is an FAA Certified Commercial Balloon Pilot. Balloons are maintained and certified for flight in accordance with all applicable FAA regulations. Flight time is about one (1) hour, however, passengers understand that all flight times are approximate and may be significantly shorter or longer. The passenger expressly understands that it is impossible for the PIC in charge of his flight to predict or guarantee altitude, distance, direction, time aloft and landing areas due to inconsistent and rapidly changing wind and weather patterns. The pilot-in-command will take all due precautions and is required to check the latest available weather forecasts prior to flight. Passenger agrees that they will not seek any refund, partial or whole, charge-back, or financial remuneration in the event that in the PIC's sole professional opinion a flight is to be terminated early or extended for safety considerations, or to make retrieval of equipment or passengers more convenient for the PIC, or for any other reason deemed prudent by the PIC.



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