

TERMS AND CONDITIONS

As with all businesses, it is necessary that we are precise about the terms of our contract with you, and the following details are intended to do just that. However, you are more than welcome to contact us at our Information and Booking Office, where our staff will be pleased to answer any queries you may have.

1. It is our intention that all the terms of the contract between us, the purchaser and passenger if different, are contained in these Terms and Conditions and in the brochures and associated documents (if any) issued by us. If you do not wish to be bound by them, please return your Flight Vouchers within 14 days of the date of purchase, for a full refund (less a £10 charge per Flight Voucher to cover credit card and banking costs). After this period, the costs incurred in maintaining the operation and setting up flights are such that a refund will not be possible, except under the circumstances described in paragraph 10. The Flight Voucher is not redeemable for cash.

2. Flight Vouchers will not be valid until full payment for the Flight Voucher has been received. All Flight Vouchers are valid for a period of 12 months from the date of purchase.

3. The purchase of a Flight Voucher entitles the passenger to a flight in a hot air balloon operated by Airborne Balloon Flights Ltd, from a site selected by the operating Pilot, plus additional benefits such as flight certificates, post-flight celebrations etc, which may be varied by us as appropriate to the flight.

4. All our balloon flights are subject to suitable weather conditions and the terms of the Air Navigation Order (ANO) and are undertaken at the discretion of the pilot in command. It may be necessary to postpone a flight at any time if in our judgement the flight may not be made safely or within the requirements of the ANO. We will give you as much warning as operational procedures permit of a postponement, but we reserve the right to order such a postponement at any time up to the moment of launch. Whilst most passengers are able to fly on their first chosen date, it is important that you are aware that for the above reasons it may be necessary to cancel and reschedule your flight. All Flight Vouchers are issued on the basis that they are for any day in the category chosen, and not for a specific day, even when a flight date has been chosen at the time of purchase. If flights are suspended due to operational restrictions beyond our control, the validity period of Flight Vouchers will be extended by at least the period of such restrictions.

5. Cancellations on the launch site are rare but occasionally necessary when the meteorological office does get the forecast wrong! Airborne and Leeds Castle Enterprises Ltd are unable to accept liability for any consequential loss (financial or otherwise) for such circumstances, which are beyond our control.

6. In the event of the postponement of the flight, passengers should contact the Information and Booking Office to book a further flight date within the original validity period. We advise passengers to book flight dates at the start of the flying season (April to October inclusive) to allow sufficient time to reschedule the flight should it be cancelled.

7. If a passenger has not been able to fly during the validity

period of their Flight Voucher, but has attempted to fly on at least one occasion during that period, Airborne will exceptionally allow the extension of the Flight Voucher to the end of the month following the expiry date (or the first month of the following season if the Flight Voucher expires during the last month of a season or during a non-flying period). If a flight date is not booked in that month, the Flight Voucher will be deemed to have expired.

8. The expiry date of a Flight Voucher may be extended for a further 12 months at any time at a cost of £30 per Flight Voucher.

9. The pilot has ultimate responsibility for deciding the duration and conduct of any flight and the appropriate time and place of a final landing. We cannot guarantee that a flight will follow any particular direction, and you should note in particular that the launch site will be chosen to ensure that the flight can be conducted safely and within the terms of the ANO. The grounds of Leeds Castle are the normal launch site of the Leeds Castle Balloon, but if the wind speed or direction are such that a safe and lengthy flight will not be possible, then the balloon will move to a more appropriate site for launch. Purchasers and recipients of Flight Vouchers or Gift Vouchers are therefore advised that we are unable to guarantee that the balloon will launch from the grounds of Leeds Castle on the chosen date of their flight.

10. We will make a refund of the Flight Voucher, less 25% of the ticket cost to cover financial and administration costs, only following the death of the passenger, or certification from a doctor that the passenger is or will be medically unfit to fly (other than by reason of pregnancy). If a passenger is unable to take their flight as a result of pregnancy, the Flight Voucher will be extended to the end of the following calendar year.

11. If you wish to change your chosen flight date please note that 7 days notice is required. It is a requirement that passengers telephone the appropriate Flight Information Line as instructed, prior to the flight. Passengers arriving after the meeting time detailed on the Flight Information Line, or failing to take a confirmed flight, will render their Flight Voucher invalid and forfeit the Voucher purchase cost. Flight Vouchers rendered invalid in this manner are not entitled to the provisions of paragraphs 7 and 8.

12. The pilot in command or the company may refuse to fly any person deemed to be especially at risk or a liability to the crew or other passengers. Prior to taking their flight passengers should ensure they are in good physical health and that there are no medical or physical reasons why they should not take their flight. Passengers should not fly if pregnant.

13. To accommodate unforeseen changes in the personal circumstances of the passenger, Flight Vouchers are fully transferable allowing the nomination of alternative passengers.

14. Our standard insurance policy covers us against our legal liability to you for accidents during the flight. We can provide further details upon request and if you do not consider the extent of our insurance coverage adequate to compensate you for loss for which we are legally liable whether for death or personal injury, we would advise you to take out your own additional cover. Please note that personal effects such as cameras, video equipment etc. are not insured and are

To those who have not yet savoured the beauty and gentle exhilaration of ballooning, and indeed sometimes to those who have, the experience retains an air of anticipation, magic and intrigue. You will always find our Pilots, Crew and Office Staff approachable and eager to help, but here are answers to some of the most popular questions asked of our Crew and Staff over the years.

WHEN DO THE BALLOONS FLY?

Our normal season is from March to November inclusive, with morning flights taking off about one hour after sunrise, and evening flights about two hours before sunset.

WHY SO EARLY OR SO LATE IN THE DAY?

Balloons flights are more enjoyable, and safer, in the gentlest of winds. By flying at the beginning and end of the day, we avoid the stronger and more turbulent winds created when the sun has warmed the air around us, generating thermals and sea breezes.

HOW LONG DOES THE FLIGHT LAST?

The flight itself generally lasts for 45 minutes to one hour. Our aim, however, is to make your trip one of the most memorable experiences possible, and thus you should allow at least four hours to accommodate the additional procedures and celebrations.

WHAT SHOULD I WEAR?

Preferably, natural fibre clothing suitable for a country walk at the time of year - trousers and long sleeves, sturdy or waterproof footwear. The temperature in the air will be similar to that on the ground.

WHY IS IT NOT POSSIBLE TO SELECT THE TAKE-OFF SITE UNTIL THE DAY OF THE FLIGHT?

Balloons are carried by the breeze, and therefore we will not know our direction of travel until we obtain our final weather forecasts a few hours before the flight. Once these details are to hand, we can select the take-off site best located to give a safe and lengthy flight.

WHAT IF THE WEATHER IS NOT SUITABLE ON THE DAY?

The flight is simply arranged for another date convenient to you - most people fly on their first chosen flight date, the remainder within just a few attempts.

WHAT HAPPENS IF THE WEATHER CHANGES WHILE IN FLIGHT?

We will only fly if we can be certain that the weather will be perfect for the flight. Before each flight, our

GENERAL INFORMATION

teams obtain highly detailed weather forecasts from established meteorological centres such as Bracknell and Bristol, which are cross referenced with other, equally detailed, forecasts from other sources. These forecasts are extremely accurate over the short time that we intend to be in the air, and thus we are able to be as certain as we can be that we will not experience any deterioration in the weather during the flight.

WHAT IS THE LANDING GOING TO BE LIKE?

One of the main reasons for choosing to fly at the beginning or end of each day is to ensure a landing speed as low as possible. The vast majority of balloon landings are so gentle, passengers have been known to break out in spontaneous applause at the Pilot's apparent skill and dexterity. Very occasionally, the balloon will have a landing speed that is just fast enough to create a short drag or landing run, giving rise to a few gentle bumps before coming to rest.

HOW FAR WILL WE FLY?

The distance we fly will be dictated by the windspeed at higher altitudes, but you can expect to travel between 8 and 15 miles on average.

CAN FAMILY AND FRIENDS FOLLOW?

Certainly, although in practice we find that the majority of people prefer to await the return of the balloon and passengers to the take-off site.

CAN I TAKE A CAMERA OR VIDEO RECORDER?

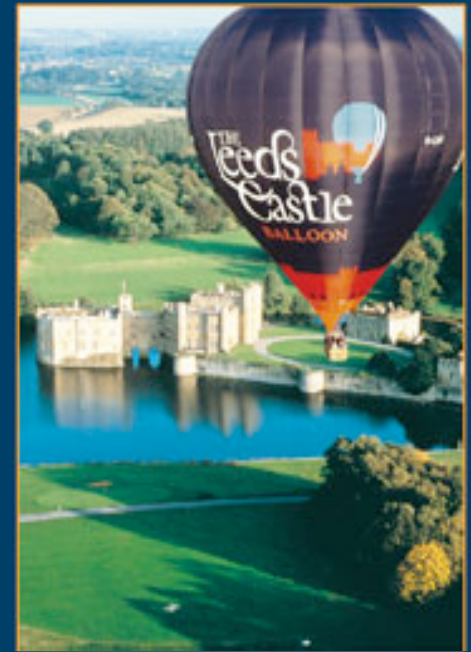
In fact, we recommend it. Please note, however, that personal effects are carried at your own risk and we cannot accept any responsibility for loss or damage to the equipment. You will be asked to switch off any mobile telephones before take-off, as these are a potential hazard to our fuel systems and navigation equipment.

WHAT ABOUT INSURANCE?

Airborne is fully insured at Lloyds for personal and third party risks, and your own personal policies are normally unaffected by the activity. As previously mentioned, personal effects are not covered by our policies, but again your normal insurance arrangements usually remain valid.

ARE THERE ANY AGE LIMITS?

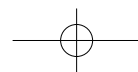
Providing you are reasonably fit and mobile, age is not a limiting factor. We often fly people in their 80's and above. Children are also very welcome, but must be at least 7 years of age and above 1.4m in height. Children under 16 years of age must be accompanied by an adult.



Telephone: 01622 873200
Email: sales@airborneballoons.co.uk
Web Site: www.leedsastleballoon.com

Airborne, FREEPOST SEA 8721, Tonbridge, Kent TN11 6BR





Simply nothing can compare with the sensation & experience of a flight in a hot air balloon



A flight in one of the Out Of This World balloons makes for an unusual, exciting and surprising gift to mark those special occasions such as birthdays, anniversaries and Christmas.



Out Of This World are privileged to fly from some of the best known and spectacular launch sites in the South East, including:

- The Hop Farm Country Park
- Buxted Park
- Lamberhurst Vineyard
- Groombridge Place
- Bewl Water
- Eridge Park
- National Trust Properties

Flights may be booked in singles, couples or groups. The package includes a Flight Voucher or Gift Voucher, post-flight celebrations and free entry to our principal launch venues, The Hop Farm Country Park in Kent and Buxted Park in East Sussex.

In-flight photographs and other gifts and memorabilia are available, and may be pre-ordered for collection on the day of the flight, or posted to the passenger in advance in a gift box. For details of our Corporate Packages, tailored for corporate entertainment, please contact our Information and Booking Office.



Flying shortly after sunrise or before sunset, a flight over the stunning Kent and Sussex countryside is an exhilarating yet tranquil experience that will be remembered long after the flight is over.



Away from the hustle and bustle of everyday life the world seems to take on a new perspective as you drift over countryside, towns and villages.

When the time comes to return to earth, the recovery team will be there to greet you with post-flight celebrations and a certificate to commemorate your flight of a lifetime with Out Of This World.



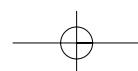
To purchase Flight Vouchers or Gift Vouchers:

Telephone our Booking Office on: **01622 873050**

Book online at: **www.airborneballoons.co.uk**

Send the enclosed Booking Form to:

Airborne, FREEPOST SEA 8721, Tonbridge, Kent TN12 6BR





FLIGHT VOUCHERS

Per Person

Earlybird (Monday to Friday am)	£120
Is there a better way to start the day – an exhilarating balloon flight followed by a champagne toast to your fellow passengers	
Midweek (Monday to Friday am and pm)	£135
The spectacular Kent countryside from the perfect vantage point, with the choice of an early or late start	
Open (Any day, including weekends, am and pm)	£150
The most flexible Voucher – the pick of any of our flights, available twice per day, 7 days per week	
Exclusive (Monday to Friday am)	£695
A truly VIP flight for just two passengers, with in-flight champagne, collection from any one of our partner hotels, in-flight photograph and a post-flight breakfast.....	

GIFT VOUCHERS

Gift vouchers may be redeemed against the full cost of a Flight Voucher or any item of memorabilia – a great way to help someone treat themselves to that trip of a lifetime	£50
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GIFT BOXES

To make your gift of a balloon flight even more memorable, why not purchase one of the following items of memorabilia. We will then send it, together with the Flight Voucher, in a free gift box (p&p £4.95). Alternatively, you may pre-purchase the gift for presentation by our crew on the day of the flight.

In-Flight Photograph - unmistakably you in flight	£10
Bring the countryside into focus with these superb 8x21 Binoculars	£10
Enjoy a celebration coffee from our very own hand crafted Coffee Mug	£10
Suspend this 3.5 inch diameter Collectors Model Balloon over your favourite area	£10
Our Crew Cap will keep you cool during your flight and in the days to follow	£10
Perfect for warm summer evenings - our branded Crew Polo Shirt	£15
And for cooler autumn evenings - our branded Crew Sweat Shirt is a must	£20

NOTES

1. Package includes Flight Voucher, post-flight celebrations and certificate, and entry to Leeds Castle, gardens and grounds for the passenger.
2. For larger groups (12 or more) special rates may be available. Please contact our office for further information.
3. Prices are inclusive of VAT and insurance.

Flight Vouchers

Flight Vouchers are valid for 12 months from the date of purchase and can be extended subject to the Terms and Conditions of booking. Entry to Leeds Castle, gardens and grounds at any time is included in the Flight Voucher cost. Friends and family of the passenger are very welcome to the grounds for the period of the launch, but an entrance ticket must be purchased if entry is required outside the balloon meeting and operating times.

Launch Site

The grounds of Leeds Castle are the normal launch site of the Leeds Castle Balloon. If the wind speed or direction are such that a safe and lengthy flight will not be possible, the balloon and passengers will be taken to a more appropriate site. Purchasers and recipients of Flight Vouchers and Gift Vouchers are advised that we are unable to guarantee that the balloon flight will launch from the grounds of Leeds Castle.

Groups and Corporate Bookings

Leeds Castle is an ideal venue for meetings and conferences, banquets and celebrations of all kinds. With the addition of four venues on the Estate recently licensed for civil marriages, the combination of these facilities with the unique experience of a hot air balloon flight, offers an exciting package for corporate entertainment or private groups. For larger companies or groups additional balloons from our fleet can be provided. For details please contact our Information and Booking Office.

BOOKING FORM

Flight Vouchers may be purchased online at www.airborneballoons.co.uk, by telephoning our Information and Booking Office on 01622 873200, or simply complete the form below and post to: AIRBORNE, FREEPOST SEA 8721, Tonbridge, Kent TN12 6BR



PASSENGER DETAILS

Purchaser Name _____		
Address _____		
		Postcode _____
Tel. (Day) _____	(Eve) _____	(Mobile) _____
Names of Passenger(s)	Weight	Age
_____	_____	_____
_____	_____	_____
_____	_____	_____

IMPORTANT - Please advise us of any medical conditions or disabilities.

Flight Vouchers are open dated. If you wish to book a specific date for the flight, please contact our Information and Booking Office to check availability.

FLIGHT VOUCHERS

	Per Person	No.
Earlybird (Monday to Friday, am)	£120	_____
Midweek (Monday to Friday, am and pm)	£135	_____
Open (Any day, including weekends, am and pm)	£150	_____
Exclusive - A VIP Flight for two passengers in our smaller balloon. (Monday to Friday am). Total cost including full breakfast	£695	_____

GIFT VOUCHERS

	No.
Redeemable against the cost of a Flight Voucher or memorabilia	£50 _____

GIFT BOXES AND MEMORABILIA

	No.		No.
In-Flight Photograph (P&P not required)	£10	Crew Cap	£10
Binoculars	£10	Crew Polo Shirt	£15
Collectors Model Balloon	£10	Crew Sweat Shirt	£20
Coffee Mug	£10	P&P (Gift Boxes Only)	£4.95

Please forward the item(s), together with the Flight Voucher, in a Gift Box.

Please present the item(s) to the passenger(s) prior to the flight.

Note: In-Flight Photograph will be despatched a few days after the flight.

PAYMENT DETAILS

Total Amount Payable £ _____ : _____ Please make cheques payable to: 'Airborne'.

Please debit: Card Type _____	Expiry Date _____
Card Number _____	Issue No. _____
Cardholder Name _____	Card Security Code* _____
Signature _____	

* The last three digits printed on or just beneath the signature strip, after the last four digits of the card number.
Please note that Flight Vouchers will not be valid until full payment for the flight has been received.