



REAL ADVENTURE HOT-AIR BALLOON CO.



Information, Pricing & Refund Limitations

Reservations, Pricing & Payments

-**Payments** may be made by cash, check, Visa, Master Card, or Discover. All payments made by check or credit card must be cleared prior to flight time. **Only cash payments are accepted at time of flight.**

-A verbal **reservation** is made with a \$50 nonrefundable administration fee using a credit, or debit card. For those that want to use a check, we will hold a reservation up to 7 days, pending receipt of a \$50 nonrefundable administration fee.

-Due to the volatile nature of fuel costs, etc., regular **pricing** is subject to change at any time until the flight is paid in full for that flight year. If any flight reservation (even if paid in full) is carried over to the next calendar year the price will increase to the rate for the flight season that the flight takes place.

Refund Policy

A refund will be made, less the \$50 *nonrefundable administration fee*, up to 30 days from the date of purchase/deposit. Refunds are only made to the original purchaser.* **If a flight has ever been postponed or canceled, by the customer, passenger, weather conditions, or the pilot, or any other reason, it is not eligible for a refund of any type.** *All requests must be made verbally, and confirmed in writing. Any eligible refunds will be made by check 4 to 6 weeks from receipt of the written cancellation request.

Cancellation or Postponement Policy

- **by passenger prior to the reserved flight date**

Due to the seasonal nature, passenger space, time, and weather limitations, cancellations and postponements can have a drastic effect on business. It is seldom possible to fill space from postponements or cancellations made close to a canceled or postponed flight date.

Prior to 72 hours - A 72 hour notice is required for postponement of a flight to be eligible for rescheduling of the flight.

72 hours to 24 hours - Postponements of less than 72 hours, but more than 24 hours will require an additional \$50 reschedule fee to complete the flight.

Less than 24 hours - Postponements within 24 hours are not acceptable, and will cause a forfeiture of all funds paid, including cancellation of any gift certificate, with no rescheduling or refund allowed. Due to the nature of hot air ballooning (limited flying season, etc...), short notice postponements cause a substantial lose of income for the pilot & crew due to limited space & time availability. It is seldom possible to find replacement passengers within 24 hours of a postponed flight. Postponements due to emergency will only be considered if documentation is provided and postponement is completed prior to flight meeting time. A \$75 rescheduling fee would be required to complete the flight if documentation is accepted.

Late arrival or no-show - We require a check-in 24 hours prior to the scheduled flight time to alleviate no-shows and late arrivals. A no-show to a scheduled flight will cause a forfeiture of all funds paid and the flight will be considered flown. Ballooning is a very time sensitive activity. A late arrival can cause a flight to be canceled or create safety issues. Late arrival to the meeting location for a flight will be considered the same as a no-show.

Gift Certificates

Gift Certificates are only refundable to the original purchaser (subject to the above **Refund & Cancellation Policy** and Limitations on the Gift Certificate) up to the expiration date listed on the certificate. Gift certificates are only good for the value at the time of original purchase, through the expiration date on the certificate. Certificate holders that desire to use the certificate beyond the expiration date will be required to pay any additional costs for the flight season the certificate is used.

Flight Decision by the Pilot

Real Adventure Hot-Air Balloon Co. cannot not guarantee that any flight will occur on the date or time requested, and reserves the right to postpone or cancel a flight without recourse. We want to make your hot-air balloon ride as safe & pleasant as possible. Weather conditions are a major determining factor to the viability of a flight. "A beautiful day does not mean it is a fly-able day." The pilot, and only the pilot, has final flight decision. We are happy to reschedule to another date/time if your flight has to be canceled by the pilot. If the flight has to be postponed for the next calendar year the price will increase.

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