Easy Access Basket (EAB)

- Australian first balloon basket designed and constructed in Australia
- Certified airworthy by the Civil Aviation Safety Authority (CASA)
- Allow less able-bodied individuals, including those with serious physical disabilities to enter and exit the basket with ease

Specific Terms and Conditions of the Easy Access Basket (EAB)

Global Ballooning Pty has permission from the Civil Aviation and Safety Authority (CASA) to allow less able-bodied individuals to share in the experience of ballooning.

Please sign and return the below form, outlining the Terms and Conditions of your flight, and also providing us with additional information.

Once returned to Global Ballooning, your flight confirmation will be sent.

We look forward to welcoming you to the skies!

All the best

The Team at Global Ballooning Pty Ltd

1st Floor 173 – 175 Swan Street
Richmond
VIC 3121

balloon@globalballooning.com.au

03 9428 5703

www.globalballooning.com.au
Terms and Conditions of the Global Ballooning Easy Access Basket

Important: Please ensure that all members of your party have been made aware of the following conditions. These Terms and Conditions apply to the transaction detailed on this documentation. Your acceptance of these conditions is a term of supply of the Services.

By paying for and accepting supply of this Service, you agree to be bound by these conditions. If you do not accept these conditions you should contact Global Ballooning immediately and prior to accepting supply of the Service.

Global Ballooning Pty Ltd – Easy Access Basket (EAB)

- Individuals requiring use of the Easy Access Basket (EAB) are required to share the experience with a carer/helper on the morning, and other passengers flying. Behaviour is required by all passengers for a safe and enjoyable experience for all passengers. Carer’s/friends are required to pay full price for any flight.

- Global Ballooning Pty Ltd may cancel your booking at late notice. The Easy Access Basket (EAB) has particular operating parameters, and our staff may cancel your flight at late notice because of this. Hot air ballooning relies on suitable weather conditions in order to proceed safely. If this is the case, we will reschedule your flight for a suitable time.

- No more than two passengers requiring use of the Easy Access Basket (EAB) will fly on a particular day.

- At this stage, Global Ballooning Pty Ltd does not offer Accredited and Certified transport to and from launch and landing sites. You will be required to arrange your own transportation from the meeting place to the launch site and whilst you’re on your flight your organised transportation will follow our ground crew. Then once we land, your transportation can drive you back to the meeting point for your champagne breakfast or back to your hotel/house. This will need to be arranged for about 3.5hrs as a minimum.

The following, 1300PickUp Chauffeur Service maxi taxi service is suggested and they quote approximately $60 per hour with a minimum of 3.5hrs. Please tell them you have booked through Global Ballooning for your balloon flight.

1300PickUp Chauffeur Service

<table>
<thead>
<tr>
<th>Bookings :</th>
<th>Dial 1300 PICKUP</th>
</tr>
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<tbody>
<tr>
<td>Road Supervisor :</td>
<td>Dial 0432 PICKUP</td>
</tr>
<tr>
<td>Website :</td>
<td><a href="http://www.1300pickup.com.au">www.1300pickup.com.au</a></td>
</tr>
<tr>
<td>Head Office Phone :</td>
<td>03 9555 7777</td>
</tr>
<tr>
<td>Address :</td>
<td>17, Bignell Road, Moorabbin VIC 3189</td>
</tr>
</tbody>
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Definitions

Service refers specifically to the hot air ballooning mentioned on this documentation and generally to the range of products Global Ballooning offer, including accommodation and customised activities arranged by agreement.

Service Operator refers to Global Ballooning or any independent contractor supplying/delivering the services to you under the agreement with Global Ballooning.

Booking a flight
Weekend dates book up a long way in advance. We operate 7 days per week and midweek flights from Monday to Friday are usually very available. If you are having trouble finding weekend availability try a midweek day.

Liability
Under no circumstances will Global 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.
Global Ballooning may arrange for the hot air ballooning to be performed under a ‘code-sharing’ arrangement, i.e. it may subcontract another ballooning company to provide you with your flight. In such instances, Global 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. Global Ballooning reserves the right to alter contents of products and location when deemed necessary. Global Ballooning does however warrant providing services of equal nature and value.

Alteration and Cancellation of a Booking
In the unfortunate event you should have to cancel your booking, certain fees & conditions apply (Please Note: it is also considered a cancellation if you wish to alter or re-schedule your confirmed flight date):

- **Within 48 hours** prior to a weekday or a weekend flight no changes are permitted – passengers are advised to make their own insurance provisions in case of unforeseen circumstances including being unwell to fly due to illness. Under no circumstances will flights be refunded or re-scheduled if passengers cancel or do not show for their ballooning experience on the morning of the scheduled flight.

- **Between 48 hours and 7 days** prior to rescheduling a weekday, weekend or Public Holiday flight - a $50 per person rebooking fee will be charged; weekday flights will need to be re-scheduled on a weekday flight only, excluding public holidays. Bookings cancelled up to 7 days prior to a flight date cannot be refunded.

- **Accommodation and Wine tour packages** are non-refundable and should the flight be cancelled due to inclement weather this does not apply to an affiliated partner of a package and failing to show to the accommodation or wine tour will result in forfeiting the booking. Cancellation fees are strictly non-refundable. You will lose the full cost of your flight if you fail to show up for your flight. You may send someone else in your place if you wish – please let us know the name of the replacement person before the flight. You cannot receive a refund on any trips booked using a gift certificate. (See Section 5) NB: Separate cancellation and alteration provisions apply to large groups and customised events. These are specified on the group booking documentation supplied. Global Ballooning reserves the right to amend these fees and notice periods. When special circumstances arise, some of these Terms and Conditions may be superseded by those published on your booking confirmation documentation.
For terms and conditions relating to accommodation packages, please refer to your accommodation confirmation. For terms and conditions relating to winery tour packages, please refer to your winery tour confirmation.

**Gift Certificates**
Gift certificates are valid only when fully paid by the purchaser or distributor. Gift Certificates cannot be redeemed for cash or refunded in part or full. Certificates are transferable to other individuals and are valid only for the period indicated thereon. Once the certificate has been redeemed (i.e. the trip date has been booked) all other terms relating to Alteration and Cancellation (see Section 4) apply, however the value remains non-refundable. Should you need to extend the validity of your gift certificate beyond the normal 12 months, reinstatement fees apply: $50 - 6 month extension; $100 - 12 month extension. Reinstatement period is from the date of expiry. Reinstatement fees are strictly non-refundable.

**Discounted Bookings**
Any discounts or special offers are only available on the full recommended retail price and are not valid in conjunction with any pre-existing discounts or seasonal specials. Any discounts/coupons need to be presented at the time of booking. No amount will be refunded if a discount/coupon is presented after initial booking. Any bookings made using a discount or special offer are non-refundable. Bookings are transferable to other individuals and are valid only for the period indicated thereon. All terms relating to Alteration and Cancellation (see Section 4) apply, however the value remains non-refundable. Should you need to extend the validity of your booking beyond the normal 12 months, reinstatement fees apply: $50 - 6 month extension; $100 - 12 month extension.

**Weather, Mechanical, Staffing, Safety & Other Conditions**
Hot air ballooning relies on suitable weather conditions in order to proceed safely. Information on specific weather considerations are provided for at the time of making the booking. Additionally, flights may be dependent on mechanical performance or staffing availability. When conditions are deemed by Global Ballooning to be unsuitable or unsafe to proceed, then trips may not go ahead on the scheduled date. Similarly a trip may be postponed due to less than minimum numbers being achieved. (Please note, if you have booked an accommodation or winery tour package and the balloon flight is postponed, the accommodation or winery tour will proceed on the scheduled date. See terms and conditions on your accommodation or winery tour confirmation). Our Melbourne flights may not always fly over the central business district (CBD/city area). Whilst our pilots will endeavour to fly as close to the CBD as possible, our flight path is determined by the most up to date meteorological conditions to ensure the safest possible flight for all concerned.

In the unfortunate event that a Service must be delayed, rescheduled or cancelled due to any of the above factors, Global Ballooning will hold payment in credit and offer alternative booking dates. Global Ballooning will not accept any liability for travel, accommodation, inconvenience or other costs incurred or lost through such cancellation. International, interstate and country visitors should factor the possibility of short notice cancellation.

**Rebooking Your Flight and Receiving a Refund**
If your flight has been cancelled due to inclement weather conditions, please contact our office as soon as possible to rebook. Payment received for your flight will be held in credit and applied to the rebooking. Rebooking must be done within 12 months of the first cancelled flight date. Rebooking a flight date is subject to availability. There will be no refunds for any bookings held on our system for longer than 6 months. Should you need to extend the validity of your re booking beyond the 12 months, reinstatement fees apply: $50 – 6 month extension; $100 - 12 month extension. Reinstatement period is from the date of expiry. Reinstatement fees are strictly non-refundable. For any bookings receiving a refund, a $25 handling fee will be retained.
Re-fly
On very rare occasions a flight deemed by the pilot in command to be of poor quality. This may be a flight that is either shorter than normal or may experience poor visibility. The pilot may offer to re-fly all passengers free of charge. Any free of charge re-fly can only be taken midweek by the passenger on the original flight. This is not transferable.

Your Responsibility
(a) You must fly within the time limit of your gift certificate or rebooking date. Therefore please do not leave it until the last minute to book. If the weather is unsuitable or if there is no availability you may have to try again. It is your responsibility to make as many attempts as necessary to fly or your voucher may expire.
(a) It is your responsibility to ensure you have received booking confirmation details of your flight; please notify the Global Ballooning office immediately and prior to your flight date if you do not have this information. You are also required to follow the check-in procedure outlined in the confirmation letter the evening before your flight. If you do not contact the duty pilot as required between 6.30 and 7.00 p.m., Global Ballooning cannot be held liable for the consequences of not checking in with your pilot and receiving the latest instructions.
(b) In the interests of safety, you undertake to follow the advice of the pilot and ground crew, comply with any local codes of conduct and act sensibly and prudently at all times. You also agree to indemnify Global Ballooning, its owners, officers and employees for all losses and/or damage arising from any act or default on your part or the part of a member of your party. Under no circumstances at any time during supply of the Services should you or a member of your party be under the influence of drugs or alcohol, nor should you take medication that could affect or impair your judgment at this time.
(c) Check with your medical practitioner if you have a pre-existing medical condition that may be affected by the physical nature of hot air ballooning. You agree to indemnify Global Ballooning, its owners, officers and employees against any incident related to your health occurring during or after supply of the Services.
(d) Personal belongings taken on board are at your own risk.
(e) Ballooning is an outdoor adventure activity, and Global Ballooning cannot be held liable for damage to any clothing.

Third Party Bookings
These terms and conditions apply to passengers booked and paid direct with Global Ballooning. If a booking is made and paid through a third party agent, Global Ballooning passengers must adhere to third party terms and conditions.

Global Ballooning Pty. Ltd. ABN 55 314 947 279
Terms and conditions subject to change without notice. July 2008.
I acknowledge the above Terms and Conditions for the Easy Access Basket supplied by Global Ballooning Pty Ltd.

Name

________________________________________

Signature

________________________________________

Contact Number

________________________________________

Contact Email

________________________________________

Weight

________________________________________

Information about condition

________________________________________

________________________________________

________________________________________

Name of Carer/Helper/Friend

________________________________________

Signature

________________________________________

Contact Number

________________________________________

Contact Email

________________________________________

Weight

________________________________________

Please return to Global Ballooning:
1st Floor 173 – 175 Swan Street Richmond VIC 3121
balloon@globalballooning.com.au
Ph: 03 9428 5703
Fax: 03 9428 8473