



Terms & Conditions

Age

6 years and over. Small children have difficulty seeing over the edge of the basket.

Fitness

You must be agile enough to climb into and out of the basket unaided, and stand for the duration of the flight. The basket is provided with rope handles and you must be able to grip these. We appreciate being informed of any condition that you believe will limit your involvement in the morning's activities.

Disabled Passengers

We are currently not permitted to carry disabled persons. If you would like to discuss your situation please do not hesitate to contact our Chief Pilot.

Passenger Weight

On Making a booking your weight will be asked. This is to ensure the correct loading of the balloon.

Clothing

Practical clothing – Warm Jacket – A Hat. It doesn't get any colder in the balloon, in fact it gets warmer due to the heating of the burners – So do not forget the hat. As Passenger participation is actively encouraged please wear clothing that you do not mind getting a little dirty. Waterproof shoes and warm socks are a good idea as we often take off and land on damp grass (Or at least a spare pair).

Safety

We are very proud of our safety record, our priority is for your safety and happiness. You must follow the instructions issued by any staff member of Avon Valley Ballooning.

Cancellations

Should weather conditions not allow us to fly a full refund (not applicable to Gift certificates) will be available to you, or if you wish, your flight can be transferred to another day, Subject to availability. Passengers cancelling their booking within 7 days of the Flight are not entitled to a refund.

Minimum Passengers

We operate with a minimum of two passengers.

Flight Time

Your flight lasts between 45 minutes to One Hour. Flight times may vary should wind conditions alter. Flights less than 30 minutes are free of charge.

Gift Certificates

Your certificate is valid until the date specified on the certificate.

Your certificate is for the number of persons indicated.

Your certificate is not transferable, refundable or redeemable for cash.

Your certificate must be surrendered to redeem your flight.

Avon Valley Ballooning operations are subject to the weather.

Operations are only conducted from April until Mid November subject to weather.

To arrange a suitable date please phone 08 9622 8805.

Privacy Policy

Avon Valley Ballooning has a firm commitment to privacy in accordance with the Privacy Amendment (Private Sector) Act 2000, which takes effect in December 2001. This privacy policy covers all personal information that we hold.

Collection of information

Whenever we collect personal information from you we will do so in a lawful and fair way. We will also advise you how and where to contact us.

If we collect the information from a third party we will take reasonable steps to advise you of that collection promptly.

We will tell you why we are collecting the information and the third parties to whom we usually disclose that information.

If you do not wish to provide the information we request, we will tell you what impact this will have.

Disclosing information

We will only disclose personal information in accordance with the Act. This means that it will be disclosed if:

- * we told you when collecting it that it would be disclosed for that purpose or for a related purpose that you would reasonably expect;
- * we have your consent;
- * it is part of business assets which we are selling;
- * we are required by law to disclose it; or
- * it is otherwise permitted under the Act

Opt Out

We will provide you with a low cost way of contacting us if you wish to opt out from receiving further marketing offers. In accordance with the Act, direct marketing offers will contain an opportunity to opt out.

Quality of information

We will take reasonable steps to ensure that the information that we collect, use and disclose is accurate, complete and up to date.

Security

We are committed to protecting your privacy and will take reasonable steps to ensure that the information we collect is protected from loss and misuse and from unauthorised access, modification and disclosure.

Privacy enquiries

If you have any questions about this privacy policy, any privacy related dealings with us or a possible breach of your privacy or would like further information about our information management practices, please contact us at the details below.