



### **Balloon Safaris Terms and Conditions**

- All quotations are valid for 30 days.
- Variations to quotations must be agreed to in writing by both parties.
- A minimum of 2 passengers is required in order for the flight to take place.
- All passengers must be able to stand for the duration of the flight, and be able to enter and exit the basket.
- A parent or guardian must accompany any child under the age of 16.
- Guests with any medical conditions, that they feel AirVentures Okavango Balloon Safaris should be made aware of, accept the responsibility to advise us accordingly.
- We consider it unsafe to fly when pregnant.
- **Confirmation:**
  - A non-refundable deposit of 20% is required within 7 days. Full payment of the balance is due 30 days prior to guest/s arrival, unless the booking is made within 30 days of travel, in which case full prepayment will be required immediately
  - Upon full payment, proof of electronic payment along with passenger **NAMES, SURNAMES** and **WEIGHTS** must be emailed to [info@air-ventures.co.za](mailto:info@air-ventures.co.za) / [reservations@air-ventures.co.za](mailto:reservations@air-ventures.co.za) or faxed to + 27 86 5103 844 at least 7 days prior to the flight.
  - On receipt of passenger details, a flight confirmation with flight tickets will be sent.
- **Cancellation:**
  - Bookings cancelled or amended 60 to 30 days prior to arrival will incur a cancellation fee equal to 50% of the total Balloon Safari amount
  - Bookings cancelled or amended 29 to 15 days prior to arrival will incur a cancellation fee equal to 75% of the total Balloon Safari amount
  - Bookings cancelled or amended 14 to 1 days prior to arrival will incur a cancellation fee equal to 90% of the total Balloon Safari amount
  - Non arrival of guest/s on the date of the flight will incur a cancellation fee equal to 100% of the total Balloon Safari amount
- If a flight is cancelled due to adverse weather conditions, the flight will either be re-scheduled or the payment refunded.
- Refunds will be transacted via the same channels from which they were received and will be nett of all associated Bank Charges. Refunds will be processed at the last day of each month.
- Flights that are paid in full will take precedence over other bookings on a "first come first served" basis, unless otherwise stated by us.
- Flights are aircraft specific and are thus subject to aircraft serviceability and availability.
- AirVentures Okavango Balloon Safaris reserves the right to confirm bookings from more than one source, in order to facilitate the optimal number of guests per flight, unless otherwise agreed upon prior to the flight.
- We reserve the right to decline any passenger that may affect the safety of the flight.

AIRVENTURES OKAVANGO BALLOON SAFARIS (PTY) LTD

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