

# *Get ready for the Experience of a life time ...*



## **Congratulations on your Hot Air Balloon Adventure with Sundance Balloons!**

It will be an experience that you will treasure for a lifetime! Your package consists of a spectacular hot air balloon ride which can last from 45 minutes to 1 ½ hours in the air, followed by a traditional champagne toast. You should plan to be with us for up to 4 hours in total to allow for the check-in, travel to a launch location, safety briefing, set-up and pack-up of the balloon as well as the return drive back to our original meeting location.

Please feel free to bring your camera, video camera, or binoculars as well as a case to protect them during landing.

### **Balloon Flight Checklist**

**.....this is important.....**

To make your balloon flight as enjoyable as possible, please read the following. If you need further information, please call us at (519) 741-5499.

**Schedule Your Flight Date:** To schedule your flight, or for additional information, visit us online at [www.sundanceballoons.com](http://www.sundanceballoons.com) or call us at (519) 741-5499. Although it is not a requirement, please allow at least 2 weeks notice of the day you would like to fly.

**Status and Meeting Time of Flight:** Our hot air balloon flights take place twice daily from May to October. You must call our **Flight Line at (519) 896-3434** to find out the status and meeting time of your flight. We update our flight line message at 2:15 pm for evening flights, and at 11:00 pm for flights the following morning. During the long days of summer we typically meet for our sunrise flights between 5am and 6am and for sunset flights between 6pm and 7pm. In the spring and fall when the days are shorter, we meet for our sunrise flights between 6am and 7am and sunset flights meet between 4pm and 6pm. Please note that if you are flying a PM flight in October, our flight line is updated at 1:15pm, due to shorter days.

It is imperative that you phone the flight line prior to arriving at our meeting location – we don't want you to miss your flight or waste your time if the conditions are not suitable for ballooning. If your flight is going ahead as scheduled, your pilot will inform you on the flight line of the exact meeting time and also confirm the meeting location. Should the weather or conditions be unsafe for flying your flight will be cancelled, and you will be advised to reschedule by simply calling our office or visiting our website at [www.sundanceballoons.com](http://www.sundanceballoons.com). Please note that if the pilot requires more time to see how the weather is developing it is possible that your flight might be put on hold, in which case you will be instructed to phone back at a later time that day for an update. The pilot will not wait more than 10 minutes for late-comers, so leave plenty of travel time. If you have a long distance to travel to the meeting location, please let our office know at the time that you schedule your flight, so that the pilot is informed. He will attempt to take excess travel time into consideration when putting a flight on hold.

### **Kitchener Flight Line Information: (519) 896-3434**

Please note: Ballooning is extremely weather dependant. We require less than 10 knots of wind, in addition to no impending storms. Your safety is our main concern. Sundance Balloons reserves the right to cancel a flight due to weather conditions or other safety reasons such as equipment malfunction, pilot illness or injury that could affect the safety of the flight.

**Kitchener Meeting Location:** Your pilot will choose from one of the following three locations: Victoria Park, Concordia Club and Waterloo Rod & Gun Club. For more info and directions visit [www.sundanceballoons.com/maps](http://www.sundanceballoons.com/maps) prior to your flight.

**Our Cancellation Policy:** All vouchers are non-refundable. Once you have scheduled a flight, we require at least 3 business days notice for any date changes. If you do not cancel with the proper notice you may be charged a reactivation fee. If you do not show up for your scheduled flight date, your ticket will be forfeited. Please note – your voucher has an expiry date. Expiry dates will not be extended if you have not tried to schedule your flight prior to the expiration date. All Vouchers, Gift Certificates and Specials are Non Refundable, but are fully transferable between flight locations and passengers.

**Waiver:** Enclosed is a copy of our standard “Waiver and Liability Exclusion Agreement”, which must be signed and presented to your pilot on the day of your flight. Although hot air ballooning is a safe activity, accidents, incidents and injury can occur. We want to make sure that you understand that there is always a chance of potential injury, damage to personal property or perhaps death in an extreme situation.

Our safety record and that of hot air ballooning is exceptional, with many thousands of passengers taking flight around the world every year.

**Passenger Limitations:** Passengers must be in good physical condition due to the possibility of a rough landing. All passengers must be able to climb in and out of the basket, stand for the entire flight and walk out of a field if necessary. We cannot fly any passenger who has had recent surgery, injuries, hip, back or knee problems, health concerns, physical limitations, is/or may be pregnant or has severe auditory restrictions. Please note: Children must be a minimum of 10 years of age and accompanied by an adult. Your safety is our main concern. If you are concerned with health or safety issues, please consult with your physician or call our office to discuss the individual situation.

**Clothing Suggestions:** Long pants and sleeves are recommended to protect you against the dreaded mosquitoes. The grass on morning flights can be quite wet because of the dew. Hiking boots or rubber boots will make your morning flight more comfortable. Remember that it warms up as the sun rises during the morning flights and cools off during the evening flights. We recommend that you layer your clothing, thus allowing you to add or remove sweaters or jackets to ensure your comfort. No heels or sandals please. As you will be climbing in to and out of the basket, we suggest you wear comfortable, casual clothing. If you are sensitive to the heat, please bring a hat.

**Other:** Family and friends are always welcome to come out and watch your ballooning adventure. It is sometimes, as much fun watching someone you know “Walk the Winds”. We also encourage them to follow our “Chase Crew” on the ground and be there for our landing. Please note – it is not a requirement to have someone follow you during your flight. Our ground crew takes care of the transportation of passengers from our landing location. They will return all passengers to the original meeting location.

**Out of respect for the local landowners, please ensure that your guests know to remain at the road after the hot air balloons have landed. We will bring you to the road to meet up with them.**

While gratuities are not required, they are certainly appreciated by the Pilot and/or Crew. If you enjoyed the experience and were well taken care of, please feel comfortable offering a kind word or a gratuity for a job well done.

**Enjoy Your Flight**  
**We look forward to Walking the Winds with You**