

# Gold Coast Balloon Flight City Ride, 30 minute with No Breakfast

• 4-5 hours (approx.) •

## • KEY FACTS •



1. Transport from/to selected Gold Coast hotels
2. 30 minute hot air balloon flight
3. Personalized Flight Certificate



1. Breakfast
2. Food & beverages not listed as Inclusions
3. Souvenirs
4. Travel Insurance

## Departure point

- Departs: daily, all year round  
Tour does not run on Christmas Day (25 December), New Year's Day (01 January)
- Meeting Point: Mercure Gold Coast Resort (Address: 64 Palm Meadows Dr, Carrara QLD 4211)
- Departure Time: 05:00 (approx.)  
Time to be advised the night prior to departure. Usually between 04:00 and 05:00 depending on the season.  
Complementary transfer from/to selected hotels included before departure time. Must be pre-booked.

## How to get there

Complimentary transfer from/to selected hotels included. Please indicate the name of your hotel at the point of booking - the most convenient pick-up location and time will be advised in your booking confirmation.

## Operating hours

Reservations (Daily)	08:00 - 20:00
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## Check-in requirements

Please arrive 10 minutes prior to the pick-up time at your booked pick up location. There might be 5-10 minutes delay depends on the traffic on the day. If you think the coach is late or you are not being picked up, please call The Service Provider and quote your confirmation number to double check.

## What to bring/wear

- Wear clothes suitable for hiking.
- Closed toe shoes are **COMPULSORY**. **DO NOT WEAR** high-heeled shoes, thongs/flip flops or open-toe shoes.
- Warm socks.
- Hat and sunglasses (The burners radiate heat, wearing a hat is recommended)
- Layered clothing. You can always take off your jumper/ jacket in the basket if you need to.

Hot air ballooning is an audience participation activity and you will be encouraged to assist with the set up and pack away of the balloon itself. It is an active morning in the outdoors, so do wear clothes that can get stained or dirty.

Please note: The balloon burners sometimes drip water mixed with Carbon. We will not be responsible for clothing that is stained or damaged as a result of our adventure activity.

The tours meet before sunrise so, depending on the time of year and weather, it can be extremely cold. Generally it will not be any colder in the air during the balloon flight than on the ground.

Your feet can get wet and cold in the early morning dew, you may like to bring a change of socks.

## Other info

### 【Important Post-Covid Service Information】

- Please wear face masks all the time.
- Passengers who have special needs (e.g climbing in and out of the basket) and will require assistance will not be able to hire the assistance of additional staff and a family member

must be present to assist and/or experience the flight with them.

- Please note hand sanitiser is not allowed in balloon baskets.

- On the evening prior or when arriving at the meeting point, all passengers are to complete a questionnaire to ascertain if they are at risk of being exposed to COVID-19 in the last 14 days.

- If a passenger answers "yes" to any of the questions, they must not participate in the flight and will need to make alternative arrangements based on their personal circumstances and company policy.

- Passenger temperatures will be taken by contactless thermometer. If you have a temperature, you will not be able to participate in your balloon flight for the safety of others, you will need to contact the Service Provider to make alternative arrangements.

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#### ● Medical Conditions

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 the Service Provider, its owners, officers and employees against any incident related to your health occurring during or after supply of the services.

#### ● Registration, Medical Check & Notification of Risk Form

Each passenger is required to sign a standard 'Registration, Medical Check & Notification of Risk Form' before the flight.

#### ● Personal Belongings

Personal belongings taken on board at the passenger's own risk. Ballooning is an outdoor adventure activity, and the Service Provider cannot be held liable for damage to any clothing and/ or other personal property.

#### ● Minimum Age

- Children aged 3-12 years must be accompanied by a paying adult.

- Infants under the age of 3 are not permitted to fly.

- Adult prices will apply from age 14 years and upwards.

#### ● Disabled Passengers

Disabled passengers are able to balloon, although limitations do apply due to the Civil Aviation and Safety Authority (CASA) regulations. CASA requires that all passengers are able to embark and disembark a balloon basket unassisted for safety reasons. No wheelchair facilities are available. Disabled persons participating in the balloon flight do so at their own risk and the Service Provider accepts no liability for any damage or injury caused.

As the flight is for approximately 1 hour, passengers must be able to stand unaided for the duration of the flight. (i.e.: no additional aids such as seats, walkers, sticks or crutches are permitted in the basket). If in doubt, an able bodied person (friend or relative) must accompany the "slightly infirm" passenger.

#### ● Pregnant Women

Regrettably under the Civil Aviation and Safety Authority (CASA) regulations, the Service Provider does not fly women who are over 12 weeks pregnant.

#### ● Diving

Those persons diving the day or night before travel should check with a qualified dive master regarding their ballooning journey. The flights do not fly above 4,500 feet altitude and most flights are around 2,500 feet altitude. Passengers diving the day or night before travel who participate in ballooning do so at their own risk, and the Service Provider accepts no liability for any damage or injury caused.

#### ● Weather, Mechanical, Staffing & Other Safety Conditions

Hot air ballooning relies on suitable weather conditions in order to proceed safely. Information on specific weather considerations may be provided upon request at the time of making the booking. Additionally, flights may be dependent on mechanical performance or staffing availability. When conditions are deemed by The Service Provider 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. It may be necessary to postpone a flight at any time, if in The Service Provider judgment the conditions are not suitable. The Service Provider reserves the right to cancel a flight at any time up to the moment of launch.

The Service Provider will not be liable for any direct or indirect costs incurred by the Customer or any Passenger in relation to the cancellation or termination of a Flight, including any travel, accommodation or other expenses incurred by any Customer or Passenger or the inability of the Passenger to book a suitable replacement Flight. We recommend that each Passenger take out suitable travel insurance to cover the risk of cancellation.

Weather conditions can also affect the duration and route of all flights in all locations. The Service Provider endeavor to give each passenger the best ballooning experience possible, subject to the daily wind and weather conditions. With passenger's safety always at the forefront of pilots concern, a flight altered in route, or landing earlier than anticipated, will be deemed as a completed flight for that day provided the flight is more than 40 minutes duration

(for a one hour flight) or 20 minutes (for the 30 minute flight). The Service Provider reserves the right to change the location of the flight if the pilot deems weather conditions do not allow the flight to be carried out safely in the Gold Coast region.

• **OVERVIEW** •

**Gold Coast Balloon Flight City Ride,  
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Looking for fun things to do on the Gold Coast? Come and experience the unforgettable thrill of hot air ballooning. Considered to be one of the best hot air ballooning locations in Australia, the hot air balloon Gold Coast flights will leave you spellbound. Experience a morning like no other and make some memories with the special people in your life that will last forever!



## A Spectacular Way To See The Gold Coast

From its pristine beaches to its gorgeous Ancient Gondwana mountains & hinterland regions, the Gold Coast never disappoints. It's stunningly diverse landscape makes it Australia's leading tourist destination. It's a visual smorgasbord destined to please even the most discerning traveller. Imagine seeing this truly special destination in all its panoramic beauty as you float through the skies. Feel the warmth of the burners flame as the morning sun rises over the most spectacular views of Australia, iconic Gold Coast beaches, meandering waterways, and breath-taking hinterland retreats.

Hot air ballooning is one of the Gold Coast's most popular activities for visitors and those with a taste for adventure. If you're looking for something different, you will be ensured that you have a trip of a lifetime!

## What to Expect

- **Pre Flight**

After assembling together the ground crew will transport you to the launch site (selection based on wind direction). To get the full experience and learn about assembly of the hot air balloon, everyone will be invited to watch as the balloon gets inflated and ready for take-off! (approximately 15 minutes)

All passengers will be required to complete the registrations forms, your pilot will assist with filling these out, and answer any questions you may have.

Many people feel nervous the first time they fly, this is very natural. Please feel assured that hot air ballooning is the absolute safest means of flying and the pilots are highly experienced.

Hot Air Ballooning is actually one of the best ways to get rid of a fear of heights!

- **During Flight**

Once you're in the hot air balloon basket and ready for take-off, the pilot will go through the required safety procedures.

As first light hits the envelope, the pilot will take aim for the stars, slowly ascending into the sky. This is truly a magical moment, especially as you reach the tree tops and start taking in the beautiful sights right in front of you.

Whilst soaring above the clouds, the pilot will introduce you to the surroundings and make room for photo opportunities. Then it's time to communicate with the ground crew and decide between approx. 100 landing sites, depending on the wind.

As you descend, the ground crew will meet the balloon 'running'.

- **Post Flight**

Once back on the ground it's time to deflate & pack up the balloon before heading back to your hotel. The pilot opens the parachute valve to let the air escape out the top. And to fully deflate the balloon, the crew together with passengers walk across the envelope to let the air out.

As a team you then start packing down the balloon, this is of course optional but encouraged as an integral part of the ballooning experience. Then you will be presented with your flight certificate as a memento of your ballooning adventure. Last but not least you will be dropped off at your hotel.

## • POLICY •

## Cancellation Policy

All sales are final and incur 100% cancellation penalties.



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Australia +61(0)2 9660 8881

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E web@enjoyaus.com