



AERFUN Montgolfieres Company Terms & Conditions

The passengers state to have read and to accept the general conditions of sale described hereafter:

Ticket purchase:

1. Tickets must be bought online, by telephone or in person.
2. This contract is made with you but you can give it to someone else. Providing you tell us in writing. These Terms & Conditions will still apply and "you" in the rest of these Terms & Conditions will then refer to that person
3. It is our intention that all terms of the contract between us are contained in these terms and conditions. If you purchase a ticket through an agent or a hotel you agree to these terms with us and not with the agent or the hotel. If you do not agree to be bound by these terms and conditions you should contact us immediately.

Our obligations to you:

The voucher will entitle you to participate in a hot air balloon experience at a date, to be arranged, within 24 months of its purchase including, the preparation and inflation of the balloon for flight, a flight in a hot air balloon, the recovery of the balloon at the end of the flight and the return to the welcome site.

Prices: all ticket prices are quoted per person, included VAT and insurance and can be modified at any time without notice.

Payment: if payment was not made in full when the ticket was purchased, the balance must be made not later than 7 days before the date for which you have booked your flight.

Validity of transport ticket: unless otherwise specified, our tickets are valid for 24 months since their date of emission. At the end of this period, the ticket will automatically expire. In addition, the ticket will expire in the event of no confirmation of the flight by the customer in the 72 hours preceding the flight or of no presentation at the place where an appointment has been agreed.

Flight confirmation: In order to confirm the flight, you must contact us by phone prior the scheduled take-off time to confirm weather conditions are suitable for flying..

Flight cancellation: AERFUN Montgolfieres reserves the right to defer a flight in the following cases: bad weather conditions, unsatisfactory conditions of safety, insufficient number of passengers. If one or more of these conditions occur, a new date will be fixed by mutual agreement between the parts. In no case, AERFUN Montgolfieres could be held responsible for the expenditure engaged by the passengers to go on the place of appointment. If you cancel your flight or are not present at the scheduled take-off site you are not entitled to a rescheduled flight or a refund.

Cancellation insurance: valid only if purchased with your ticket, ensures a full ticket refund in the case of flight cancellation because of unsuitable flight conditions. Only AERFUN Balloon Company is entitled to state about the flying conditions. Please note that this insurance do not cover any other personal cancellation risks or damages.



Flight modification: for safety reasons or flight convenience, AERFUN Montgolfieres can modify the time and the location of takeoff.

Boarding policy: Customers must be in possession of a valid ticket issued by AERFUN Montgolfieres Balloon Company in order to board our balloons. As a passenger flight operator, we are bound by the conditions of the Warsaw Convention. Our pilots have final responsibility of a flight and have complete discretion as to whether to allow you to board the balloon basket. You will be refused boarding if in the pilot's opinion you would be a risk to the balloon or to the passengers or to yourself.

Flight policy: as balloon flights are weather dependent we cannot guarantee a flight will follow any particular direction. It is our intention that the balloon will be in the air for approximately 1 hour but the pilot has ultimate responsibility for deciding the duration and conduct of any flight and the appropriate time and place of any landing. Flights are undertaken within the limitations of VFR (Visual Flight Rules, as defined by the regulations of the French Civil Aviation Authority (DGAC) AERFUN Montgolfieres Company is fully recognized by the French Civil Aviation Authority for the commercial transport of passengers by decree of December 28th, 2007.

Sub-contractors: we reserve the right to sub-contract flights to companies under contract with AERFUN Montgolfieres Balloon Company

Medical conditions: We are not qualified to confirm your fitness to fly. It is your responsibility to ensure you are fit to fly. You must not fly if you are suffering from any serious medical condition or have recently undergone surgery unless you have been issued with a doctor's certificate stating you are fit to fly. You must not fly if you are pregnant or under the influence of drink or drugs.

Children : We will not fly children under the age of 7 years. A child under the age of 12 years must be accompanied by a responsible adult.

Clothing: We recommend you to wear casual clothing (natural fibre or cotton clothing preferably). Flat shoes and trousers are recommended for the ladies (no high heels).

Insurance : Civil liability insurance is included in the price ticket for each passenger. The level of insurance is in accordance with international agreements covering air transportation required by the Warsaw Convention. We will not be liable for any loss or damage to equipment and personal effects including clothing brought with you on the flight nor for death or personal injury above the level of our insurance cover unless it has been caused by our recklessness. If you do not consider the amount of insurance cover would be adequate to compensate you for any loss whether for death, personal injury or damage to your belongings you should take out your own additional cover

Governing law: Terms & Conditions of our services shall be governed by French laws. To the extent limited by Law, any disputes arising from the execution of our services shall be governed by French laws and the Courts of France shall have exclusive jurisdiction.