

[sales@outbackballooning.com.au](mailto:sales@outbackballooning.com.au)

[www.outbackballooning.com.au](http://www.outbackballooning.com.au)

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## ALICE SPRINGS PRODUCT INFORMATION



**Experience the breathtaking feeling of floating silently above the Outback as the sun slowly rises over the desert on this awe-inspiring ballooning adventure.**

Journey to the launch site in the cool pre dawn darkness and begin the ascent just as the morning light begins to illuminate the rugged MacDonnell Ranges. Float gently across the vast expanse of the Central Australian outback – keeping an eye out for native wildlife including the iconic red kangaroo and gain an appreciation of the remoteness of the area as the balloon glides across the landscape.

After landing, passengers may become involved in assisting the crew as they pack the nylon balloon away or may prefer to take photographs, the choice is theirs.

At the ballooning landing site, there is time to enjoy the desert tranquility as light refreshments accompanied by Australian sparkling wine and fruit juice are served. There is an opportunity to purchase ballooning souvenirs and a commemorative flight certificate is given to all participants.

**Please note:** Depending on many operational factors, which vary each day, passengers may be on the ground or in the balloon when the sun is actually coming over the horizon or rising, either way they will still see an amazing dawn.

### **Outback Ballooning**

PO Box 2702

Alice Springs, NT 0871 Australia

ABN: 47 631 959 638

Freecall: 1800 809 790



## **Prices and Flight Duration – 01 April 2020 to 31 March 2021**

### **30 Minute Flight with light refreshments**

Adult	\$275 plus \$30 insurance*
Children 6-16 years	\$220 plus \$30 insurance*

### **60 Minute Flight with light refreshments #**

Adult	\$365 plus \$30 insurance*
Children 6-16 years	\$292 plus \$30 insurance*

Children 3-5 years are not recommended but considered on an individual basis.

\*Additional charge payable on the day

The total price paid by your customer includes a mandatory Civil Aviation Safety Authority Insurance. This non-commissionable insurance charge is \$AUD30 and applies to all customers regardless of age. This can be paid by cash, credit card or EFTPOS on the morning of the tour. is non-commissionable.

# On occasion, the flight time may be two separate, sequential 30-minute flights taken one directly after the other with a short changeover in between the two flights, depending on operational restrictions. Passengers will be notified the day prior should this be the case on the day of their flight.

### **Bookings**

Toll Free Number 1800 809 790

Phone +61 (8) 8952 8723

[sales@outbackballooning.com.au](mailto:sales@outbackballooning.com.au)

[www.outbackballooning.com.au](http://www.outbackballooning.com.au)

### **Preferred Booking Method**

- Email – replied to within 24 hours
- Phone – places may be reserved by phone with details confirmed via email
- Freesale – the capacity at Alice Springs allows sales on freesale basis and will be considered on an individual basis. Flights every day except 25, 26 December and 1 January.
- Rezdy Booking System – connect to access live availability and a streamlined confirmation process

### **Tour Duration & Location**

Passengers should allow up to 4 hours in total with Outback Ballooning.

The flight distance will typically be between 10 and 20 kilometres. The balloon flight takes place approximately 15 kilometres to the south of Alice Springs, adjacent to the MacDonnell Ranges and over the historic Owen Springs Cattle Station.

### **The Feeling in a Balloon**

There is no turbulence or vibration as the balloon moves with the wind. With eyes closed it is impossible to tell that you are flying. It is no colder in the air than on the ground. It is a fact it is often warmer with the burners overhead and the balloon flies above the night time low level cold air temperature inversion. Fear of heights is not generally a problem as the basket sides are high and secure and there is no vertical 'face' between the balloon and the ground. The sensation is similar to looking out of an aircraft window, but it is much bigger with no glass!

### **When and Where to Meet**

The pickup times from accommodation in Alice Springs is approximately 1 hour before first light. The timing of our tour is earlier in Summer and later in Winter.

Some places, like private address or rural properties, are not included in our pickup schedule. If this occurs, we will advise you of the best meeting location.

A transfer to the airport or another tour is available on request.

This is not a self-drive tour.

The times are an INDICATION only and vary considerably throughout the year. The pickup times start from 4.15am in summer and from 5.45am in winter. Please contact our office for assistance with tour timings.

**Please note:** *Depending on many operational factors, which vary each day, passengers may be on the ground or in the balloon when the sun is actually coming over the horizon or rising, either way everyone will still see an amazing dawn.*

### **Online Check-in for balloon flight**

All customers will be required to check-in for their flight the day prior to their balloon flight. For this reason, we require their mobile number and email address so that they can receive their reconfirmation text and an email containing their online check-in link and instructions. Should they not have one of these, other options are available so they will need to phone us on **1800 809 790** or **8952 8723** or email [sales@outbackballooning.com.au](mailto:sales@outbackballooning.com.au) the day prior.

### **COVID19 Clean Policy**

Outback Ballooning is committed to conducting all operations in a safe and healthy environment for passengers and staff and as such has developed a COVID Safe Management Plan and successfully completed the COVID Clean Accreditation. All passengers will be required to answer COVID19 questions as part of their online check-in process the day before their flight and crew will again re-iterate the importance of hand sanitisers and social distancing whilst they are with us during their safety briefings. Masks will also be offered to all passengers, should they wish to use them.

### **Refreshments**

After landing, Outback Ballooning has designed its program to allow for a unique opportunity to experience the Australian bush. Most of our landings are in the desert kilometres away from the nearest road. There is no traffic, no other people and no noise. The perfect place to enjoy a glass of sparkling Australian wine or fruit juice. Drinks are accompanied by a selection of slices, cookies, cheese & crackers and fresh fruit served in a sealed paper bag (subject to change) before re-boarding the bus to return to "town". Dietary requirements can be accommodated on request.

### **Weather Conditions**

Safety is our primary concern and if we are prevented from flying due to unsuitable weather conditions passengers may either rebook to another day or receive a full refund if they have prepaid. The pilot's decision with regard to safe flying conditions is final.

Where possible the balloon flight should always be booked for the first available day in the area to allow for re-booking in case of bad weather. Please advise a back-up date if the customer is staying in the area for more than one night.

### **What to Wear**

It is dusty in the Outback. Outdoor clothing (preferably not white), long pants and hat or cap are recommended. Enclosed flat heel shoes are essential. It is no colder in the balloon than on the ground, but it can be cooler before sunrise. Warm clothing may be necessary from approximately May to September. Loose items such as dangling jewellery and scarves are not permitted once passengers reach the launch site and dis-embark from the bus.

### **Number of Passengers**

Outback Ballooning has a large fleet of balloons suitable for 2-4 people, up to 8, 12, 16, 20 and 24 people in one balloon depending on number of bookings on the day. Exclusive charters are also available on request.



## **Cancellations**

Passengers will not be given a refund if they:

- cancel their ballooning tour within 24 hours of departure
- "No show" on the morning of the tour
- suffer "cold feet" on the launch field

No fee is charged for cancellations more than 24 hours before the flight.

Refunds are to be processed by the Wholesaler/Inbound Tour Operator/Website Operator/Travel Agency. Refunds for agent bookings will not be processed by Outback Ballooning.

There will be no commission payable on cancelled flights and agents must make a full refund if authorised by Outback Ballooning.

Agents will be notified in writing if the tour has been cancelled due to weather conditions.

## **General Health**

Physical fitness is not a requirement to enjoy a ballooning adventure, but passengers must be able to climb up and into the balloon basket (approx. 1.2 metres in height) unaided. There are foot holes, which act like a ladder. Everyone must stand upright for the duration of the flight, as there are no seats in the basket, but there are secure high sides to lean on.

Civil Aviation Safety Authority (CASA) rules and regulations and Outback Ballooning's policy prevent us from flying women who are over 12 weeks pregnant. Pregnancy must be advised in advance.

Illness and/or recent operations that may affect the person or other persons on the tour must be notified to Outback Ballooning in advance. Medication should be brought on the tour.

The packing up tasks at the end of the flight are optional and we do appreciate assistance in these enjoyable activities. However, they do involve some lifting and participation is entirely voluntary. Passengers that are less able bodied are invited to stand back and take photos.

Persons with medical conditions participating in the balloon flight and pack up activities do so at their own risk.

Any form of disablement must be discussed with Outback Ballooning prior to making a booking. Each person is considered on an individual basis.

The flight and carriage of any passenger will take place at the pilot's discretion.

Please let us know if we can answer any further questions or check out our comprehensive list of "Frequently Asked Questions" on our website.