

Air to Air Africa Hot Air Balloon Operators

Reason for the addition cost related to weight. The balloon is insured to carry x passengers regardless of weight. But the manufacturer determines the weight each envelope can carry and the passengers space available on the basket and gives you an all up weight allowable at certain temperatures and altitudes. If an incident occurs Civil Aviation looks at the weight on board being the first cause of this incident and then accounts the incident to pilot error and the irresponsibility of the Operator which nullifies the insurance policy we carry. Due to this factor, we will have to fly fewer passengers on your date of flight.

Condition of Carriage:

1. On receipt of payment:
 - a. A contract between you (the passenger) and AIR TO AIR AFRICA (the holder of Air Service License N689D/G890D issued in terms of the provisions of the Air Service Licensing Act, 115 of 1990.) has been entered into.
 - b. The operator warrants that it is insured in accordance with regulation 5 of the Domestic Air Service Regulations, 1991 as amended.
 - c. The operator, its servants, agents and representatives shall be under no liability for any damages of any kind in excess of the limitations imposed in the aforesaid regulations, whether caused or occasioned during the carriage of the passenger by air or in connection with auxiliary services incidental to the carriage by air or whether or not caused or occasioned by the act, omission, neglect, gross neglect or omission or default of the operator's servants or agents.
 - d. The passenger hereby indemnifies the operator against any claim or claims for compensation for damage, loss, injury, whether sustained on board the aircraft or in the course of the flight, embarking or disembarking, caused directly or indirectly to his/her belongings which indemnity shall extend to the passenger's dependents, estate or any person whomsoever.
 - e. The operator indemnifies the passenger against any damage which the operator and its servants or agents may suffer through the any act or omission of the passenger howsoever caused.
 - f. This contract is valid only for the date specified therein, unless as may be mutually agreed upon by the respective parties.
 - g. The operator undertakes to use their best efforts to carry the passenger and its baggage with reasonable dispatch.
 - h. The operator reserves the right to refuse carriage to any person who has acquired a ticket in violation of the operator's tariffs, rules and regulations.
 - i. The conditions of carriage may not be altered, modified or amended or any provision be waived by any servant, agent or representative of the operator.
2. Cancellations:
 - Once the deposit has been received, the client will be liable for the full number of passengers booked and will not be refunded for any no show passengers or cancellation or lessening of numbers of passengers.
 - In the event that Air- to Air cancel a flight due to weather, we will attempt to reschedule for another day. If this is not possible the flight fee will be refunded in full less a service charge of 10% plus bank charges if applicable.
 - Any passenger not showing without being cancelled by Air to Air Staff will be charged in full.
 - Cancellation by passenger more than 72 hours prior to the flight will receive a 50% refund.
 - Corporate bookings must be cancelled 3 weeks prior to the flight to receive a 50% refund.

I have read and understood the terms and conditions. I am aware of ballooning and its possible risks, and I undertake this flight of my own free will

We wish to take this opportunity to thank you for your enquiry and we look forward to your flight

Use the coupon code **air2air10** to get a 10% discount on your booking.

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