

dare to dream...

Virgin
BALLOON
FLIGHTS



your airborne adventure
is about to begin...

come fly with us

weeeeeee all live in a red hot air balloon!

Hi there and thanks so much for daring to dream. We can't wait for you to join us on an airborne adventure.

Take to the sky in a Virgin hot air balloon and see things from an amazing new perspective. Up there, you're drifting on the wind, completely free to roam. Sometimes you feel like you're standing still and the world's turning beneath your basket. It's a magical moment to share with a special someone and an unforgettable gift.

Whether you want to fly morning or evening, on a weekday or at the weekend, from a fairy-tale castle or place of natural beauty, it's our pleasure. We have over 100 launch sites throughout England, Scotland and Wales, and a range of flexible flight vouchers for you to choose from.

Just think, soon you could be joining an exclusive club including Sir Richard Branson and the pioneers of air travel from over 200 years ago. Our Champagne balloon flights capture all of the romance and endeavour of those times, giving you the experience of a lifetime.

from all of us at Virgin Balloon Flights.





the experience

what's the story?

A hot air balloon flight is a real journey of discovery and you'll receive an equally unforgettable experience whenever and wherever you choose to fly. With an iconic Virgin balloon to carry you, a highly-experienced pilot to guide you and the Great Outdoors to amaze you, all you need is an appetite for adventure.


You can look forward to:

- greeting and passenger registration
- full pilot briefing
- invitation to help with the inflation of the balloon to prepare for take-off
- around an hour's flight in a Virgin balloon as part of a small group of passengers (up to 16)
- invitation to help with the deflation of the balloon after landing
- traditional champagne toast or soft drink
- personalised certificate signed by your pilot and endorsed by Sir Richard Branson
- retrieval service back to your launch site in a Virgin Balloon Flights vehicle

The nature of hot air balloons means no two flights are ever the same. So, where you'll fly and what you'll see, be it rolling hills or chimney pots, is really up to the wind. One thing's for sure though, this is a story you'll be telling for years to come.

Tickle your fancy? For more information turn the page.

Already got a voucher? To book your flight date go to virginballoonflights.co.uk. Also take a look at pages 10 & 11 for some good to know pre-flight info.



“it’s as I thought,
the world *does*
look nicer from
a hot air balloon”

Matt Jelfs - Bath

vouchers & packages

choices, choices

We have a range of flight vouchers for you to choose from. All of our vouchers offer the same 3-4 hour ballooning experience and they are all valid for 12 months from a start date that you can choose. The different voucher types and packages vary only on these three things:

1) flexibility

When do you want to fly? As with most things, you'll pay a little bit more to fly peak times (i.e. weekday evenings and weekends), than for off peak times (i.e. weekday mornings). The choice is yours.

2) weather insurance

Ballooning is very weather dependent so sometimes we have to cancel flights for this reason. If you're unlucky on seven or more occasions, our weather refund option entitles the purchaser to a refund of the amount paid (subject to a £10 admin fee per voucher and the return of any related merchandise) or an exchange for a Virgin Experience Days gift card for the same value to be used against a range of other experiences. Refer to the terms & conditions within your voucher wallet for details or call us on 01952 212750 for more information.

3) exclusive merchandise

A selection of Virgin Balloon Flights products designed to be handy on the flight and make the gift even more special.

vouchers & packages

Weekday Morning

Fly weekday morning

Weekday Anytime

Fly weekday, morning or evening

7 Day Anytime

Fly weekday or weekend, morning or evening

7 Day Anytime Plus

Fly weekday or weekend, morning or evening + weather insurance

gift experience packages

Fly weekday or weekend, morning or evening + weather insurance + a range of exclusive merchandise which you will receive in advance with your voucher.

For our prices and latest special offers, or to buy a voucher, check-in online at virginballoonflights.co.uk or call 01952 212750.

how does it work?

it's as easy as pie...in the sky

We like things to be nice and easy with no funny business. We think you are probably the same, so we've made it super straight forward for you. Here's how our vouchers work:

1. buy a voucher
2. keep it or give it away
3. book onto a flight
4. come fly with us!

Easy as pie...in the sky.

what if it's a gift?

Don't worry, all of our packaging is unmarked, so we won't let the cat out of the bag if it's a surprise. And all of our vouchers come beautifully presented in a luxury wallet and gift envelope.

so how do I buy a voucher?

Online for 24hr booking facilities and more information than you can shake a stick at... virginballoonflights.co.uk

By phone with our lovely customer service team on **01952 212750**

Mon to Thur	9:00 - 18:00
Fri	9:00 - 17:30
Sat	9:00 - 16:00
Sun	10:00 - 15:00

already got a voucher?

To book, or change the date of your flight, or to upgrade your voucher, please logon to virginballoonflights.co.uk or call 01952 212750.





location, location, location

More than 100 launch sites across England, Scotland and Wales. Aren't we good to you?

back-up sites

Sometimes a flight will be moved to a back-up site because the forecast conditions are not flyable at the original launch site, because the wind direction from there is not suitable (i.e. going towards a large town, an airport or out to sea) or because the site is otherwise unavailable or unsafe to fly from. The use of a back-up site gives flights improved chances of going ahead. You will be advised by your pilot when you call the flight line number.

PLEASE NOTE: You will need to attend the flight at the back-up launch site at your own cost or your voucher will become invalid and you will be required to buy a new voucher to fly.

England

Bedfordshire:
Biggleswade

Berkshire:
Reading

Buckinghamshire:
Aylesbury
Milton Keynes

Cambridgeshire:
Cambridge
Little Gransden
Peterborough

Cheshire:
Nantwich

Cornwall:
Launceston
Liskeard

Cumbria:
Dalemain House
Kirkby Lonsdale
Newby Bridge

Derbyshire:
Bakewell

Devon:
Ashburton
Cornwood
Dartmouth
Exeter
Honiton
Ivybridge
Kingsbridge

Moor-to-Sea
Princetown
South Brent
Tiverton
Totnes

Dorset:
Blandford Forum
Shaftesbury
Sherbourne

Durham County:
Bishop Auckland
Shincliffe

Essex:
Braintree
Brentwood
Chelmsford
Colchester
Feering

Gloucestershire:
Cheltenham
Cirencester

Hampshire:
Alton
Basingstoke

Herefordshire:
Berrington Hall
Eastnor Castle

Hertfordshire:
Knebworth Park
St Albans

Kent:
Goudhurst
Headcorn
Maidstone
Sutton Valance
Yalding

Lancashire:
Forest of Bowland
Crook O Lune

Leicestershire:
Rutland Water

Lincolnshire:
Belton Woods
Grimsthorpe Castle
Stamford Meadows
Stoke Rochford Hall

Norfolk:
Dunston Hall
Earlham Park
Wymondham

Northamptonshire:
Northampton

Nottinghamshire:
Newark
Wollaton Park

Oxfordshire:
Chiltern Park Airfield
Henley On Thames
Oxford

Rutland:
Rutland Water

Shropshire:
Hill Valley Hotel
Ludlow
Stokesay Court
Shrewsbury
Telford
Whitchurch RFC

Somerset:
Ashton Court
Bath
Glastonbury
Ilminster
Keynsham
Taunton

Staffordshire:
Amerton Farm

Suffolk:
Ipswich
Brome nr. Diss
Elmsett Aerodrome
Stowmarket

Surrey:
Fernhurst
Guildford

Sussex:
Crowborough
Wadhurst

Warwickshire:
Stanford Hall

Wiltshire:
Larmer Tree
Marlborough
Salisbury Racecourse

Worcestershire:
Evesham
Shelsley Walsh

Yorkshire:
Ripley Castle
Rufforth Airfield
York
Temple Newsam

Scotland

Aberdeenshire:
Castle Fraser
Angus:
Glamis Castle

Fife:
Falkland Palace

Lanarkshire:
Biggar

Perthshire:
Perth Airfield
Perth City Centre

Wales

Monmouthshire:
Monmouth
Pandy
Gwent:
Raglan



Virgin balloon flight at dawn

pre-flight info

What to do once you have your voucher - in 3 simple steps...

1) book your flight

Go online at virginballoonflights.co.uk to book onto a convenient flight or call our customer service team on 01952 212750. You will receive a flight confirmation including your flight line number and maps to your launch site.

2) call your flight line

Please call your dedicated flight line number at the times indicated below to confirm the exact check-in time, launch site and any other important instructions:

FLIGHT TIME

AM & DAY* flights

PM flights (September to March)

PM flights (April to August)

TIME TO CALL FLIGHT LINE

from 11pm the night before your flight

from 12pm on the day of your flight

from 2pm on the day of your flight

*Flights generally take place early morning (am) or evening (pm). A 'day' flight is one which could take place at anytime during the day. These are scheduled in some areas at the start and end of the season because of flying conditions and daylight hours. The time will be confirmed on your flight line the night before.

3) get to your launch site

Maps and directions to your launch site and all back-up launch sites will be included with your flight confirmation. If your flight is moved to a back-up site by your pilot you must still attend the flight so please be prepared for this eventuality. The maps are also available on our website.

approximate check-in times

Check-in times vary depending on the time of year and weather conditions. Your exact check-in time will be confirmed on your flight line, but here is a rough idea for you:

TIME OF YEAR

	AM	PM
March	07:00	15:30
Start April to mid April	07:00	17:00
Mid April to mid May	06:30	17:30
Mid May to end May	06:00	18:00
June and July	06:00	18:30
Start August to mid August	06:00	18:00
Mid August to end August	06:30	17:30
Start September to mid September	07:00	17:00
Mid September to end September	07:30	16:30
October	08:00	15:00
November	07:00	13:30

PLEASE NOTE: These are only **approximate times** which can vary by an hour each way and depend on weather conditions and regional variations. Call your flight line for your exact time.

As mentioned earlier, 'day' flights can take place at anytime during the day and this will be confirmed on your flight line.

at the launch site

All passengers should check-in and register with the pilot and crew on arrival and hand in their vouchers.



important information

when do we fly?

We schedule flights morning and evening, seven days a week during the UK ballooning season which is usually March to October, but does vary in some areas. This is because conditions between November and February are generally too poor for ballooning leading to a large number of flights being cancelled.

when don't we fly?

Sometimes flights have to be cancelled because of adverse weather conditions such as high winds speeds, poor visibility, low cloud or rain. Our pilots base their decisions on the latest forecasts from the MET office and local airports and they will always call flights on if it is possible to do so. We do not recommend that people book hotels or make other plans reliant on the balloon flight taking place for this reason.

what do I do if my flight is cancelled?

If your flight is cancelled, don't worry because you can just book onto another flight and any vouchers within the last six months of their validity will automatically be extended for six months from the cancellation date. Please note: your voucher expiry date is a 'book by' date only and the actual date of the flight can be after this.

what if I want to cancel my flight?

You can cancel off a flight online up to seven days before at virginballoonflights.co.uk, and up to three working days before by phone, post or email. After these times you will need to attend the flight unless there are extenuating circumstances, or your voucher will be invalidated.

who can fly in a balloon?

To fly in a balloon you must be at least 7 years of age, and we ask that our younger passengers (under 16 years of age) are accompanied by a responsible adult of 18 years or over. Passengers should be at least 4'6" tall, so they can see over the edge of the basket and are able to adopt the landing position. There is no upper age limit.

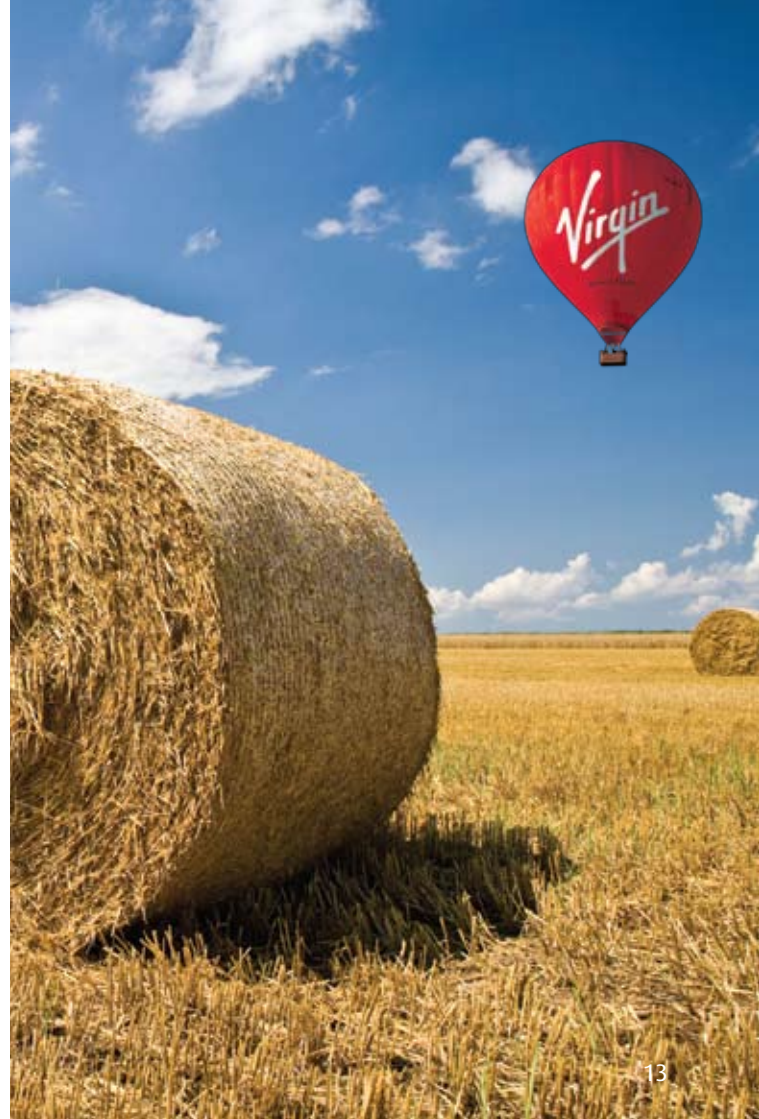
am I fit to fly?

Flying in a balloon is a very serene experience while in the air, but it is an adventure activity in the great outdoors and sometimes on landing the basket can tip and/or drag along before coming to rest. This is perfectly normal: the balloon and basket are designed for your comfort and safety.

In order to ensure the safety and enjoyment of everyone who flies, it is important that passengers are physically able to take part, that they can climb into the basket, stand unassisted for an hour and adopt the seated landing position, which will be explained by the pilot. They should also be sure they don't have any pre-existing medical conditions which could be affected by the ballooning experience and to seek medical advice if unsure. We are unable to fly passengers who are pregnant.

does my weight matter?

We know that our passengers come in all shapes and sizes. According to aviation law, we have to record an accurate weight for every passenger and you will be asked for this when booking (sorry!). As there are weight and space limitations with hot air balloons which we have to consider to ensure passengers' comfort and safety, if you are 20 stone or over then you will need to pay a supplement and will also only be able to fly in the morning, when temperatures are cooler and a balloon can carry more weight. If you are between 18 and 20 stone and under 6ft in height this may also be the case so please call our lovely customer service team on 01952 212750 for a confidential chat.



other frequently asked questions...

how long is the flight?

About an hour, depending on prevailing weather conditions and suitability of landing sites, but you should allow at least four hours for the whole experience.

how high will we go?

As high as 5,000ft - although this does vary from area to area and depends on airspace restrictions.

what should I wear?

Generally warm, comfortable layers are a good idea, plus a cap or other hat as the burners can get a bit warm. Depending on conditions, you may be walking in wet, muddy fields so sensible shoes or trainers are essential. Usually passengers help with the inflation and deflation of the balloon so we recommend you wear clothes which you don't mind getting a little dirty. No designer wear, flip-flops or high heels please, as we are unable to accept responsibility for damage.

can I bring a camera?

Yes, you can bring a camera, binoculars or camcorder as the balloon makes an excellent platform for photography. They must not be in metal cases and they are carried at your own risk. Most of our balloons have special pouches to stow cameras on landing.

what should I bring?

- 1) flight confirmation
- 2) maps
- 3) vouchers
- 4) appetite for adventure!

can my friends come and watch?

Friends and family are always welcome, but make sure they're aware that there may not be toilets or other facilities at the launch site. We do not recommend that spectators try to follow the balloon by road for safety reasons. Passengers will be transported back to the launch site after the flight, around 3 to 4 hours after the initial meeting time.

insurance?

Virgin Balloon Flights is insured for third party and passenger liability. We are licensed by the Civil Aviation Authority and all our pilots hold full commercial balloon pilot's licences.

what if I have more questions?

For more information please visit virginballoonflights.co.uk or refer to the Terms & Conditions on your voucher wallet or your purchase confirmation if you have opted for an email-voucher.

If you have any questions, please email customerservice@virginballoonflights.co.uk or call us on 01952 212750.



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