



Preparing For Launch...

Covid-19 Secure Balloon Rides

Your spectacular balloon ride will look a bit different to how it was before but you are still in for the experience of a lifetime.

A series of stringent extra protocols have been put in place to keep any risk of potential virus transmission to the lowest possible.

Industry-standard certified, our new procedures mean 'We're Good To Go' when we take to the skies.

This info sheet includes everything you need to know before you hop on board one of our iconic big red balloons in 2022.

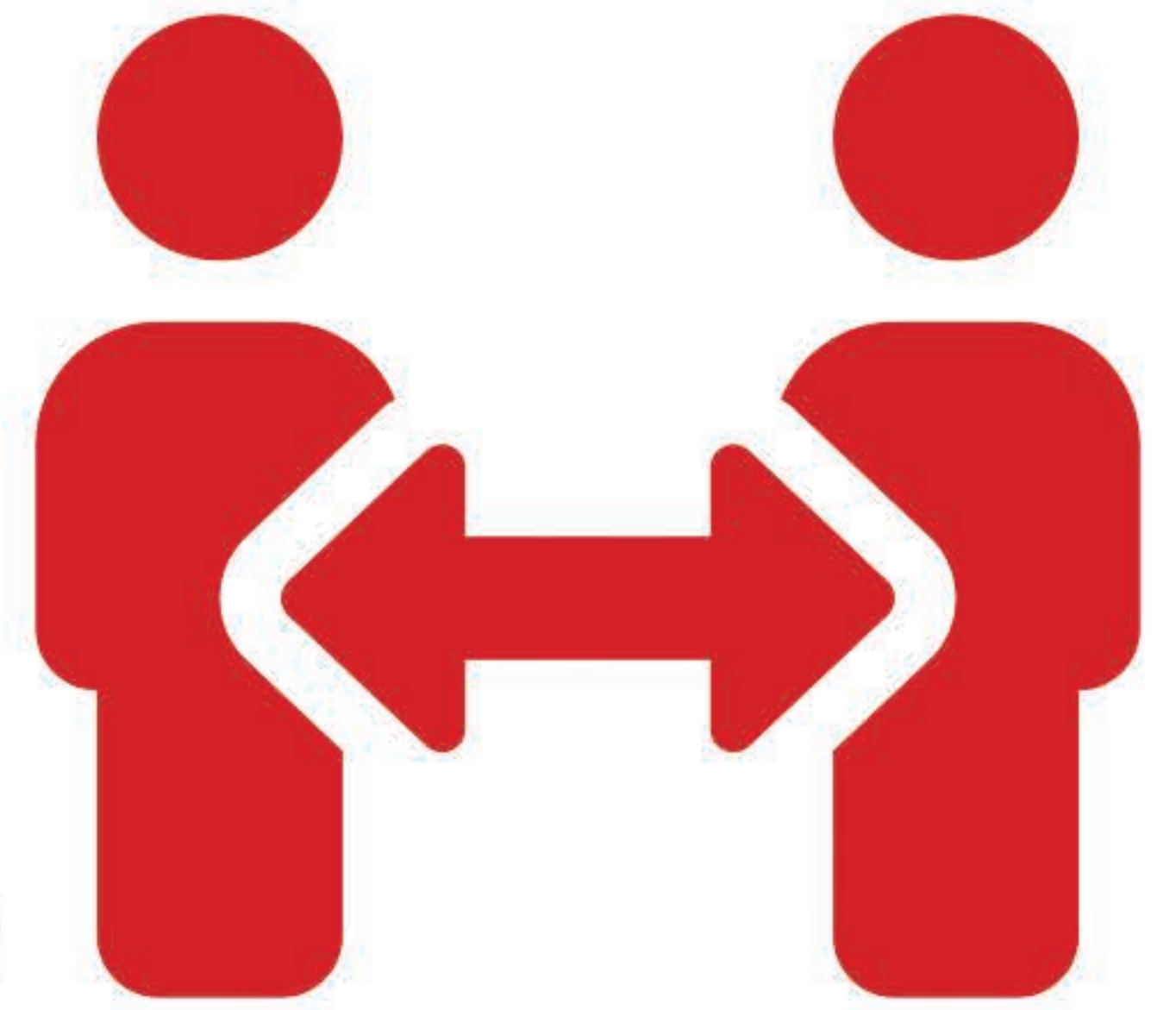
See you in the skies.

#TakeLifeHigher



Social Distancing

Wherever possible on the ground, we ask that you keep a reasonable distance from other passengers and remain mindful that not everyone will be comfortable with close proximity to others just yet. Social distancing within the basket itself isn't possible, so please face 'away' from those not flying with you as much as you can. Due to being in close proximity to people you wouldn't normally socialise with, we would urge every passenger to take a rapid lateral flow test before their flight.



Test & Trace

During check in, our crew will ask for confirmation of your name and contact telephone number for as long as the legal requirement to self isolate remains. You will also be asked whether you are fit to fly, if you are or have experienced any Covid-19 symptoms, been asked to isolate or had a positive test result during the past few days. Please co-operate fully with our team in providing this information.

When To Stay Away

You must NOT attend or take part in your balloon flight if you have any symptoms of Covid-19, have received a positive test result and are therefore in self-isolation or you have otherwise been told to self-isolate by Test and Trace.

If any of the above apply or you are waiting on a test result, you must inform us before your flight. If you can't let us know before, you must contact us within 24 hours of your flight date or your vouchers will become void. Medical documentation is likely to be requested by our team.



Hands & Faces

We strongly encourage and respectfully ask you wear a face covering while in the basket, throughout the flight itself and in the transport back afterwards. Hand sanitiser will be available on site and during the flight, which should be used frequently and when requested by the pilot or crew.

If you want to help prepare the balloon for flight or pack away afterwards, hands should be sanitised before and after. Disposable gloves may be also provided for this by our crew.



Cleaned & Disinfected

All ballooning equipment will be deep cleaned and disinfected before every flight.

Both our own vehicles and those of any external companies used to transport you will maintain Covid-19 safe hygiene measures.

Pilots and crew will wear PPE where possible and appropriate but pilots are exempt from face coverings while flying.

Flight Schedule

Along with the wider leisure industry, passenger ballooning will face challenges for as long as Covid-19 remains a risk.

You must be prepared for potential disruption to our flying schedule.

It remains a reality that our pilots and crew in a particular area may be required to self-isolate and be unable to fly you on your booked date.

If your flight is postponed for this reason, your voucher will be automatically extended if needed to ensure you have at least six months to book another.



NHS Test & Trace

If you receive a positive Covid-19 test result within 48 hours of your balloon ride with us, you must contact the NHS Test and Trace service and provide them with our details as below:

Virgin Balloon Flights

The date, time and location of your balloon ride.

Tel: 07399 501274

(Direct line for contact tracer use only. Please do not call this number yourself.)

Email: customerservice@virginballoonflights.co.uk

If Virgin Balloon Flights is contacted by NHS Test and Trace, we will follow all required protocols and advice, including providing contact tracers with the details of other passengers on a potentially affected flight.

Any Questions?

If you have any more questions about how we have made our balloon rides Covid-19 secure, drop us a line one of the following ways:

Live Chat - www.virginballoonflights.co.uk
(Open 9am to 5pm, Monday to Friday)

Phone: 01952 212750
(Open 9am to 5pm, Monday to Friday)

Email - customerservice@virginballoonflights.co.uk
(Please allow three working days for a response)

