

TERMS & CONDITIONS as at 1 July 2024

SERVICE PROVIDER: Hot Air Balloon Cairns ® Hot Air Balloon Gold Coast ® Hot Air Balloon Brisbane Hot Air Balloon Port Douglas

Version 2024 - 2026
Updated 2024

TERMS & CONDITIONS	Full Current Terms & Conditions of travel & listed package tours are available online at www.hotair.com.au/conditions . Check for the latest Update
PAYMENT	Unless your company has a credit facility with Hot Air, then all tours are prepaid. Payment is required prior to travel. Invoices are issued at the time of booking and require payment the day the booking is made. Prepayment of a booking may be made securely at hotair.com.au/creditcard .
PAYMENT for GROUPS	10% deposit payable in order to make the booking and hold the seats. 40% paid 2 weeks before travel. Final balance (remaining 50%) to paid and cleared funds 7 days prior to travel. Numbers need to be confirmed 7 days prior to travel and no refund will be provided for cancellations of any reason excluding weather. All weather cancellations by the operator will result in a full refund.
INSURANCE DOCUMENTS	INSURANCE details and other compliance information can be found at www.hotair.com.au/insurance
COMPANY & BANK DETAILS	Hot Air Pty Ltd ABN 97 053 836 025 Bank Account Swift Code: WPACAU25 BSB: 034 167 ACC# 305 055 All flight operations undertaken and tickets fulfilled under Air Operators Certificate Hot Air Pty Air, Civil Aviation Safety Authority Air Operators Certificate #541038 (subject to change)
RATES, FEES & PRICING	All prices are recommended retail prices in Australian Dollars including GST. We recommend the full retail price is displayed to the customer. Rebooking Fee applies for Fail to Loads - \$50 per person Nett (non-commissionable) Hot Air reserves the right to change rates with 14 days notice in writing Hot Air reserves the right to monitor that customer prices be displayed as per Australian Consumer Laws, child rates can not be displayed alone, a child ticket cannot fly alone/ be sold/used alone.
PREGNANCY	Passengers who suspect they may be pregnant should check with their doctor before travel. Pregnant passengers are permitted to fly with the Operator up to 3 months (13 weeks) of their pregnancy term. *** Pregnant persons beyond 3 months (13 weeks) of pregnancy are not permitted to fly.
PRODUCT INFORMATION	All product information is updated on Hotair.com.au for the latest information please check the website. Classic flights are no longer stipulated by a flight time, they are stipulated by flying conditions. The flights will be no less than 40 minutes and may be up to 70 minutes
MARKETING & TRADEMARKS	Please be advised that Hot Air Pty Ltd holds various Australian trademarks and registered marks. All resellers and affiliates are required to agree to not bid on Google AdWords and engage in Search Engine Marketing on Social Media (including but not limited to, Facebook, Instagram and TikTok and remarketing) on Hot Air Pty Ltd owned trademarked terms and closely related terms relating to ballooning and our destinations of operations. The locations include: Cairns, Port Douglas, Atherton Atherton Tablelands, Gold Coast, Brisbane, Scenic Rim, Gold Coast Hinterland. Rates are issued subject to you NOT engaging in active SEM on our registered terms and broad match terms. Eg: Hot Air Balloon Cairns® Hot Air Balloon Gold Coast® Please ask for further details if required, a list of terms considered "broad match unacceptable" can be provided upon request.
BLOCK OUT / NON OPERATIONAL DATES	All tours DO NOT operate 25 December and 01 January. All Balloon tours are on request only. Block out dates may apply. If you require notification, please email us hotair@hotair.com.au to send Block Out Updates. By making a reservation you are automatically accepting our Terms and Conditions for your firm, your clients, your sub agents.
PORT DOUGLAS	Port Douglas - Minimum of 4 pax is required. If 3 or less guests then we offer a date range to fly, we will require the guest to call Hot Air 3-4 days before to finalise, actual date on Port Douglas 07 40399900. Self Drive is available 7 days per week.
CHILD POLICY	Children 3 and above are permitted to fly and need to buy a ticket. Infants under 3 cannot fly, they are welcome on the transfer and at breakfasts however must be accompanied by a non flying adult at all times.
CANCELLATION / REFUNDS	Cancellations require more than 24 hours notice for FIT bookings (10 pax or less) Groups (11 pax or more) require 72 hours notice for cancellation. 100% refunds given if cancellation received and acknowledged in those times frame.
TRANSFERS	It is passenger's responsibility to re-confirm with Hot Air their pick up point at least 48 hours prior to travel. Reconfirmation link www.hotair.com.au/reconfirm Hot Air accepts no responsibility for any incorrect information provided by passengers regarding their pickup point. Reservations operate between 9am - 5pm weekdays and 9am - 2pm weekends. All other times bookings can be self managed LIVE at www.hotair.com.au/reconfirm Our booking portal is available for agents to book direct, if you would like a login please contact us. Transfers NOT AVAILABLE from Cairns locations of Holloways Beach, Yorkeys Knob & Machans Beach, Ellis Beach, Thala Beach. Gold Coast locations: Hope Island/ Sanctuary Cove are on request only Provide your customer mobile number so we can provide updates by SMS for their bus pickup schedule on morning of travel. Also weather updates. International numbers accepted. All tours are quoted as inclusive strictly of hotel return transfers, private residences and Air BnB are on request only and may be subject to extra cost
RECONFIRMATIONS	Reconfirmations are Required - www.hotair.com.au/reconfirm We request you and your agents please put this address in your guest documentation - it will recognise any ticket Booking ID for verification, either yours or ours. All Passengers are asked to reconfirm no later than 24 hours prior to their balloon tour – Agents can reconfirm on the same link. This mobile friendly portal also allows timely provision of accurate weather information and reassurance to guests and allows updating of their Hotel Room Number and Contact Mobile phone, this customer service feature will allow UberLike SMS map notifications of arrival times and tracking of our pickup vehicles and so its strongly encouraged that you integrate its use as this will reduce missed pickups and prove increasing useful to our mutual clients. RECONFIRMATION LINK to be displayed on all ticketing for our tour for use by your clients hotair.com.au/manage the language selection is in the top right corner