



Gentle Breeze Hot Air Balloon Co., Ltd

2460 Greentree Rd
Lebanon, OH 45036

Flying since 1981 ~ Established 1988

Policies

The Fine Print

- All flights are a shared basket ride unless upgraded to a private flight.
- Ride tickets extended beyond the expiration date subject to current rates, regardless of any previous discounted pricing, discounted cards or extensions.
- Refunds issued within 30 days of the original purchase date to the original purchaser only. No refund of any kind is made after the expiration date.
- A \$25.00 per person non-refundable reservation fee retained on any refund.
- NO REFUNDS for a reservation cancelled within 72 hours of flight date, however a company discretionary alternate reservation date may be accepted with limitations. Any rescheduling less than 72 hours prior to scheduled flight date will result in a \$50 per person rescheduling fee.
- No show for a flight on the scheduled day & time all fares are forfeited & the ticket redeemed.
- If the flight is canceled due to inclement weather, reschedule by contacting the office or our on-line calendar. In cases where alternate dates are impossible, the above refund policy applies.
- Absolutely no refunds of any kind will be honored after the original flight date, including cancellations & postponements due to weather. Gentle Breeze tickets are transferable.
- Soaring Adventures of American tickets are equal to our weekday tickets & valid Mon.-Friday morning flights. All vendor & Gentle Breeze tickets are upgradable for flights Friday evening through Sunday evenings & holidays.

Gentle Breeze Certificates through charity events. These are donated tickets valid through the posted expiration date. NO extensions please, this allows us to donate for the following year. Donated rides cannot be scheduled Fri, Sat or Sun evening flights June 1st through Oct. 31st.

Internet 'DAILY DEALS' (Groupon, Living Social etc.): One (1) voucher per person. These vouchers have two values; the amount paid & the promotional value. The promotional value is the additional value beyond the amount paid & expires on the expiration date as advertised during the deal & printed on your voucher. ****THIS IS THE DATE THE RIDE MUST BE FLOWN BY**** independent of weather postponements. The amount paid will never expire & may apply as credit toward a current airfare. Vouchers not redeemable for cash & do not cover tax, gratuity or any additional fees or elected upgrades. Purchase, use or acceptance of this voucher constitutes acceptance of these terms. Voucher is transferable & **MUST** be presented the day of the flight.

Discounted cards & promo discount tickets MUST be turned in the day the flight to honor any additional discounts. Discount will not be taken & the full balance is due the day of the flight.

Third party tickets, certificates & vouchers MUST be turned in the day of the flight. Gentle Breeze is unable to honor the flight without these documents. In the event these documents are not presented at check-in, a credit card authorization is required & held 7 days, after which the voucher/proof of payment must be received or full fare processed on the credit card.

Waiver

Ballooning, as in all other forms of aviation, involves risks. We require all passengers comply with, & follow explicitly, the directions & instructions of our FAA pilots & crew at all times. All passengers required to sign a waiver of liability agreement & attend a verbal pre-flight safety briefing prior to inflating the balloon. A parent or guardian must sign for anyone under the age of 18.