



Gentle Breeze Hot Air Balloon Co., Ltd

2460 Greentree Rd
Lebanon, OH 45036

Flying since 1981 ~ Established 1988

Policies

The Fine Print...

General:

- All flights are NOT a PRIVATE flight unless upgraded to a PRIVATE flight.
- 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, Less merchant processing fees.
- \$50.00 per person non-refundable reservation fee retained on any refund.
- NO REFUNDS for reservations cancelled within 72 hours of flight date.
- Rescheduling less than 72 hours prior to your flight results in a \$50 per person rescheduling fee.
- NO SHOWS* result in loss of deposits and final payments processed immediately.
- Arriving with fewer participants than reserved shall be deemed no-show for the difference.
- In the event of inclement weather, flights canceled and re-schedulable by contacting our office, our on-line calendar or email. In cases of impossible rescheduling, 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 re-schedulable.
- Full flight fare due upon services rendered.

Gentle Breeze Certificates through charity events:

- Donated tickets valid through the posted expiration date. No extensions. Donated rides not available Saturday & Sunday Evenings June 1- Nov 30. Expiration date is the flown by date.

Promo & Discounted tickets:

- Must be turned in the day the flight to honor. Balances adjusted after the ticket presented. No ticket or ID, no adjustment. Including active duty & retired military.

Third party tickets, certificates & vouchers:

- Purchase, use or acceptance of this voucher constitutes acceptance of these terms.
- Please review terms & conditions under the third-party company you purchased from.
- Voucher is transferable, MUST be presented the day of the flight.
- Expiration date is the flown by date.
- No Shows for Third Party ticket vouchers: Voucher/Certificates will be redeemed & marked voided. The below No-Show policy applies.

No-Show:

- A "No-show" is anyone who fails to show up for a flight after scheduling a flight. No-show additionally applies to anyone who attempts to cancel reservations less than 24 notice. No-shows substantially impact our business. As a result of no-shows, we flew an aircraft partially full, or didn't fly at all; and turned away other paying customers. Either way we incurred the same expense to fly, whether you attended or not, therefore a no-show results in a forfeiture of your flight fee, certificate, voucher or deposit and we consider our obligation for that flight to be fulfilled. No refund will be possible since we incurred the cost of the flight in your absence. Please make sure to allow sufficient time for arrival at the meeting and call us if you are running late. If you are using a third-party certificate of any type to pay for your flight, that voucher will be redeemed and considered used and you will not be entitled to a refund from that third-party agency. Should you manage to get a refund from them, we will charge the card you provided us at scheduling for your flight fee. There are no exceptions to this policy under any circumstances.