

Gold Coast Classic Hot Air Balloon Mountain Ride with Vineyard Breakfast

- Approximate 5.5 hours (with 40-60 minutes Balloon Flight) •

• KEY FACTS •



1. Complimentary digital photo package worth \$80 auto emailed to you on the same day after your flight (subject to availability)
 2. Air conditioned return coach transfers to Balloon Launch
 3. Free selected Gold Coast Hotel Pickups/Meeting Point Maps
 4. Spectacular 40 - 60 minutes Hot Air Balloon ride
Hot breakfast & sparkling wine
 5. Access to O'Reilly's Grand Homestead & Vineyard
 6. Access to O'Reilly's extensive grounds bordering Canungra Creek
 7. Meet the gorgeous Alpacas at O'Reilly's Vineyard
 8. Wine tasting from O'Reilly's fabulous cellar collection
 9. Expert interpretive commentary
 10. Hot Air Balloon Ride Commemorative Certificate
 11. Levy
- Vaccination documentation required upon check-in



1. Food & beverages not listed as Inclusions
2. Souvenirs
3. Travel Insurance

Departure point

- Departs: daily, all year round
Tour does not run on Christmas Day (25 December), New Year's Day (01 January)
- Departure Point:
 - Canungra Tourist Information Centre (Address: 12-14 Kidston St, Canungra QLD 4275)
 - Nerang Fair Shopping Centre (Address: 74/98 Beaudesert Nerang Rd, Nerang QLD 4211)
- Departure Time: Time to be advised the night prior to departure. Usually between 04:00 and 05:00 depending on the season.
Departure time is reference only and subject to availability. Precise departure time will be advised in your booking confirmation email.
Complementary transfer from/to selected hotels included before departure time. Must be pre-booked.
- Arrives back at approximately 5 hours later

How to get there

- By Complementary Transfer
Complementary transfer from/to selected Gold Coast hotels included.
- By Car
If your hotel is not on the Complementary Transfer list or outside of Gold Coast, please make your own way to Nerang Fair Shopping Centre (74/98 Beaudesert Nerang Rd, Nerang QLD 4211)* or Canungra Information Centre (12-14 Kidston St, Canungra QLD 4275). There are free parking and easy to locate. Meeting time will be advised on your confirmation email.
* Please use the Coles shopping centre carpark at Nerang Fair and do not park at the 7/11 Station

Operating hours

Reservations Office	08:00 - 20:00	
Tour Duration	03:50 - 10:30	All times are approximate only, including transfers from/to hotels.

Reconfirmation

Please be advised you are required to contact The Service Provider 48 hours prior to the travel date during business hours to reconfirm your booking, pick up location and time, and departure time with your confirmation number. Please adjust your travel plan according to the

requirements

details given by The Service Provider at time of reconfirming.

Check-in requirements

Please arrive 10 minutes prior to the pick-up time at your booked pick up location. There might be 5-10 minutes delay depends on the traffic on the day. If you think the pick is late or you are not being picked up, please call service provider and quote your confirmation number to double check.

Please wait in the lobby/reception of your hotel. Your driver will come in and collect you so you are not waiting outside in the early hours of the morning. Hot Air Ballooning is very weather dependent so it is important that you are ready to leave when your driver arrives or you will miss your flight.

What to bring/wear

- Your ticket
- Walking shoes
- Camera
- Dress casual outdoor layered clothing. White clothing not recommended.
- Peak Hat & sunglasses
- Bottle of water

Other info

- Photos offered in good faith where available

Photos included as part of any package are offered in good faith, and offered on the proviso that photos are available. No discount, refund or compensation will be provided in the event that photos are not available due to the aforementioned scenarios under below two conditions.

- Photos are taken by the pilot and support crew as part of balloon operations and fall secondarily to CASA safety requirements and operational Standard Operating Procedures. In some cases the pilot or crew will prioritise these primary tasks and photos will not be taken.

- Similarly, due to the outdoor environment within which our operation occurs, photographic equipment failure may occur. Whilst we take precautions against such failure and endeavour to have back up systems in place, such failure may result in a loss of data.

- Hot Air Balloon Gold Coast Exclusive live coach tracking system, real-time find your transfer. Anxiety free if you can see it. (When your Australian mobile number is on file)

- Disabled Passengers :

The Operator recommends that disabled persons seek medical advice before participating in a balloon flight. For safety reasons, certain disabled persons is prohibited from flying by Civil Aviation Safety Authority. Passenger must be able to climb in and out of the basket unaided in order to participate in the balloon flight. Disabled Passengers participating in the balloon flight do so at their own risk and the Operator accepts no liability for any damages or injury caused.

- Pregnant Persons :

The Operator does not recommend pregnant persons to fly in a hot air balloon and will not carry passengers who are pregnant. Passengers who suspect they may be pregnant should check with their doctors before travelling.

- Scuba Diving :

The Operator will not carry passengers who have participated in a scuba dive the night before their balloon flight. Passengers who dived during the day before the balloon flight should check with a qualified dive master as to the safety of the passenger in participating the balloon flight. The Operator usually does not fly above 4,500 feet altitude and most flights are around 2,500 feet altitude. Passengers diving the day before travel who participate in the balloon journey do so at their own risk and the Operator accepts no liability for any damage or injury caused.

- Medical Conditions :

Passengers with medical conditions should check their suitability to fly prior to booking and advise our staff when booking. As the entire tour last more than 4 hours, passengers are advised to carry any necessary medication with them. Persons with medical conditions participating in the balloon flight and pack up activities do so at their own risk and the Operator accepts no liability for any damage or injury caused.

- Alcohol and Drugs :

At no time will a passenger be allowed to fly if their judgement is impaired by alcohol, drugs, or prescription medicine. Passengers who are not able to fly due to this reason may not be given a refund

- Carriage at Pilot's Discretion :

The pilot in charge of the balloon has the absolute discretion in deciding whether a passenger will fly or not. Such decisions are made in the best interest of the safety of the passengers and crew and the Operator accepts no liability for any inconvenience or damage caused. No refund will be given to those who was refused to board by the Pilot.

- Minimum Age

Children must be a minimum of THREE years old to travel on the balloon flight and children up to the age of TWELVE years old must be accompanied by a responsible adult on the balloon flight. Children aged THIRTEEN to SEVENTEEN years old can travel on the balloon flight by themselves, but must be accompanied by a responsible adult for the rest of the tour including bus transfers. Children less than THREE years old may travel with their parents on the tour, but must remain on the ground in the company of at least one parent while the other parent takes the balloon flight and in this situation the parents have the option to fly on successive balloon flights when available. Adult prices will apply from THIRTEEN (13) years old. Please also note, for children who are taking the flight, they are also required to be able to climb into and out of the basket unaided and stand for the duration of the flight. If they are not taller than the basket which is 1.2 meters from ground, they can look through the foot holes which are used as stepping ladder when climb into the basket.

【Important Post-Covid Service Information】

- Guests must be double vaccinated against Covid-19 until further notice. Upon check-in all guests must provide proof of Covid-19 vaccination certification. Guests unable to provide the vaccination documentation will be refused boarding and no refund will be offered as the consequence.
- Before you travel, service provider will ask you some screening questions which includes confirmation of the names of the people in your party, and a contact number.
- If you are unwell, please contact the service provider and arrange to postpone your hot air balloon experience.
- Please refer to <https://www.hotair.com.au/blog/tag/covid-19-updates> for the latest updates during the post-Covid period.

• OVERVIEW •

**Gold Coast Classic Hot Air Balloon
Mountain Ride with Vineyard
Breakfast**

Top Selling Flight! Enjoy your balloon ride, includes door to door transfers and a fantastic morning with Hot Air. A Hot Air Balloon ride is definitely one of the Top 3 Things to Do on a visit to Gold Coast.



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Sample Itinerary

Reference Only. Subject to change without notice. Itineraries may operate in reverse order, in a different sequence, or be swapped around to suit wind, times and conditions.

Time	Itinerary
05:00 (Time varies seasonally and with your location)	Pick up from selected Gold Coast hotels or one of our convenient meeting points or meet at Nerang or Canungra. Air conditioned coach transfers to the launch site. Your confirmed Pickup/Meeting time will be issued as soon as you Reserve your booking. The pilots are Australia's most experienced with the record for most reliable balloon ride take-offs in the southern hemisphere. Always a surprise, always an impressive sight. Arrive at the launch site, to see the amazing hot air balloon inflation display.
07:00 - 07:30	A great team of pilots, expert, knowledgeable & great guys are guiding your balloon. They have some amazing facts to share about Hot Air Ballooning. Your balloon crew driver is ready and waiting to answer all your questions and have a bit of fun. We're pleased to say our team are a fun and highly trained crew are well practiced in maximising the enjoyment to be had.
08:00 - 09:15	Come down to earth and it's a short drive to O'Reilly's Grand Homestead & Boutique Vineyard. Relax in the historic surroundings with a glass of champagne to toast your morning. Enjoy a delicious, fresh breakfast as you relax in the serenity of the vineyard on the verandah of this picturesque grand Queenslander.
09:45 - 10:30	Air conditioned coach transfers to your Meeting Point. We also offer drop offs to Theme Parks, Shopping Centres & link with a number Gold Coast Hinterland tours. Just let us know where you would like your drop off when calling our Reservations office.

• POLICY •

Cancellation Policy

- If you cancel at least 7 day(s) in advance of the scheduled departure, there is no cancellation fee.
- If you cancel between 0 and 6 day(s) in advance of the scheduled departure, there is a 100 percent cancellation fee.
- If no show, no refund.



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