

For simplification the word "challenged" is also used below to describe a pregnant, frail or disabled passenger.

1. A balloon must be available that can take a special space configuration to suit the passengers particular physical and physiological comfort and safety requirements. We have a fleet of 5 balloons and it is likely, but not guaranteed, that one or two of these can be employed in this capacity.
2. **A Responsible Person must also fly with the challenged passenger as a companion or carer, who understands the particular condition and requirements of the passenger and who, without further assistance from anyone else, can ensure that this person can be boarded and disembarked without hindrance to other passengers, especially in an emergency. This is a legal aviation requirement which is in the interest of all parties.**
3. The pilot in command is obliged to use his discretion and may decline to fly certain passengers. If necessary, the pilot may ask them to disembark if already boarded prior to takeoff if he or she believes that the flight conditions would not be conducive to their own and / or the other passengers' safety and wellbeing. In this instance a full refund would be due to the passenger(s) or they could elect to rebook for a future date.
4. **The pilot in command is not responsible for the diagnosis of any passenger's condition.**
5. The height of the basket is approximately 1350mm. Any passenger who fails, on the pilot-in-command's request, to demonstrate the ability to enter and leave the basket unassisted (or assisted by his or her companion passenger) may be declined without recourse or refund unless otherwise agreed.
6. The onus is on the passenger to make a full disclosure. Non-disclosure will result in immediate disembarkation without recourse by the passenger and associated persons to any loss or damage sustained in any form, actual or consequential.
7. The pilot's word is final and binding in accordance with South African aviation law.
8. Sometimes when we are very busy, all our balloons are booked out for the first flight and we have to programme consecutive second flights. However we do not recommend these for challenged or frail passengers as the landings are more likely to be a bit too "sporty." (Fast and bumpy landings require much more physical effort to stay safely within the protective confines of the basket if it is dragged across the ground on landing)
9. In the event of an unexpected decline in conditions during the flight, it cannot be guaranteed, but it may be possible for the pilot to make an immediate landing to disembark such vulnerable passengers and then continue the flight with the remaining passengers. A percentage refund in accordance with our short flight refund policy may be offered.
10. All other terms and conditions are the same as those published.

Basically, we want to minimize risk and maximize the enjoyment of all our passengers no matter who they are.

In summary, it is likely that we can fly a disabled, challenged or frail passenger, if space is available on one of the required larger balloons, an able-bodied and responsible companion is aboard and that we have determined, to the best of our ability, that the weather and flight conditions are conducive to meet the comfort and safety requirements of the passenger.

It must however be understood that an objective differentiation may be made regarding the differing safety and comfort tolerance levels of the challenged and the non-challenged passengers.

We thus need and rely on the passenger, or the "responsible person" elected to care for the challenged passenger to give us objective input to enable us to arrive at the best decisions for all concerned.

NB: A "fast" landing could be up to 15 knots, or about 28 Kilometres per hour, OR MORE, and at such speeds the balloon basket could drag across the ground for up to 200 meters or more.

If there is concern over the horizontal and vertical stresses that may be experienced, it may be wise to consult with one's chosen professional medical advisor. It is also worth bearing in mind that although conscious effort is employed to avert or reduce risk there is a slight chance that these criteria may be exceeded in the event of an emergency.

This is especially relevant regarding the transport of the pregnant, frail, disabled or challenged in a responsible and legal manner. As with any person with such conditions, or who is a tad frail we understand that this may affect the level of physical (or mental) stress they can handle and (as we have done numerous times in the past) we must endeavour to work together to tailor various aspects of the flight accordingly.

