

SPECIAL TERMS AND CONDITIONS

BILL HARROP'S "ORIGINAL" BALLOON SAFARIS (PTY) LTD.
Non-scheduled licenced airline – Air Service Licence: N146D
As of 1 March 2023

SPECIAL TERMS AND CONDITIONS OF CARRIAGE FOR FRAIL, CHALLENGED OR DISABLED PASSENGERS

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

1. A balloon must be available that can take a special space configuration to suit the passenger's particular physical and physiological comfort and safety requirements. We have a fleet of 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/her/their discretion and may decline to fly certain passengers. If necessary, the pilot may ask them to disembark if already boarded before take-off if he/she/they believe 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 full disclosure. A 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 by South African Aviation Law.
8. All other Terms and Conditions are the same as those published.

We want to minimize risk and maximize the enjoyment of all our passengers no matter who they are. In summary, we can likely 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 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.

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 frail, disabled or challenged responsibly and legally. As with any person with such conditions, or who is frail we understand that this may affect the level of physical (or mental) stress they can handle.