



# Passenger Experience Manual

## 1 PASSENGERS

Ballooning is suitable for young and old alike, but does require a small degree of agility. All passengers need to be able to stand for at least one hour during the flight, get in and out of the basket on their own and bend the knees on landing. If this is not the case, please contact us.

Pregnant women are not accepted in our balloons for security reasons.



## 2

### FLIGHT PROCESS

The adventure lasts about 3 hours including one hour of flight.

**It's very important to be punctual on the day of your appointment.**

- Pick-up by the crew at the meeting point and departure to the launch field chosen by the pilot according to the wind direction.
- Team introduction, presentation briefing and safety. After inflation, discover the Loire Valley from a different perspective
- You're on board... enjoy your balloon ride!
- Once landing, you can help to pack the balloon away. Becoming part of the crew!
- Our ground crews will bring you back to the meeting point in our fleet of Land Rovers



### CONFIRMATION / CANCELLATION

## 3

Your flight will be confirmed by a text message after a final forecast:

- The eve of your flight at 6pm if you booked a morning flight
  - The day of your flight at 11am if you booked an evening flight
- Meeting point and the final meeting time will also be confirmed. Please acknowledge receipt of your text message.

## 4

### DRESS CODE



Ballooning depends on the weather.

We cannot fly if the weather is wet, windy or foggy.

In that case, if Aérocom cancelled the ride, you can re-schedule your flight or simply decide to not re-schedule at all (we hope to see you one day!). Your credit card will not be charged.

- Casual attire is recommended, no high-heeled shoes
- It doesn't necessarily get much colder in the air
- If you're sensitive to heat, don't forget to bring a head covering and a bottle of water





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## OUR RATES

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Flights :	( All taxes included )	
Adult Ticket	209,00€	per passenger
Adult Ticket 2/3 persons	199,00€	per passenger
Ticket Group de 4 persons and more	189,00€	per passenger
Child Ticket (6 to 13 years old maxi)	159,00€	per child
Private Flight for 2	749,00€	per flight
Private Flight for 3	897,00€	per flight
Private Flight for 4 or 5	1 099,00€	per flight
Private Flight for 6	1 494,00€	per flight
Private Flight for 7 or 8	1 696,00€	per flight
Accessibility Flight** (1PRM + 1 companion)	789,00€	per flight
Accessibility Flight** (1PRM + 2 companion)	945,00€	per flight



(\*\*) contact us for more details

## SCHEDULES

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We take off at dawn or dusk. It's at these times of day that the conditions are most suitable for ballooning. Schedules are indicative because they will be adapted according to the weather.



	Begining of the month	Mid of the month	End of the month
January	9am et 2pm		
February	8:30am et 3pm		
March	8am et 4pm	7:30am et 4:30pm	7am et 5:30pm
April	7am et 5:30pm	6:30am et 6pm	6:30am et 6pm
May	6am et 6pm	5:45am et 7pm	5:45am et 7pm
June	5:30am et 7pm	5:30am et 7:15pm	5:30am et 7:30pm
July	5:45am et 7:30pm		
August	6pm et 7pm	6am et 6:30pm	6:30am et 6pm
September	6:45am et 6pm	7am et 6pm	7:15am et 5:45pm
October	7:30am et 5pm	8am et 5pm	8:30am et 4:30pm
November	8:30am et 4pm		
December	9am et 3pm		