

# *Your adventure starts here*

It's a wonderful thing, to be able to give someone the experience of a lifetime over Melbourne and the Yarra Valley. At Global Ballooning Australia, we've shared a sunrise with over 90,000 people in 25 balloons over as many years. We're proud of our safety record, and care deeply about our guests' experience, but for us it's also about the people we meet along the way and the pristine natural playground we call our office.



**GLOBAL**  
BALLOONING  
AUSTRALIA

2018/19 RATES AND PRODUCT INFORMATION





## MELBOURNE

It starts with an alarm that draws you from your bed and dares you to meet the dawn. Your adventure starts before the city stirs, birdsong begins as giant balloons inflate and you find yourself drawn to the heat of the flame. As the earth falls away, you rise with the sun.

There's no need to travel far, and no better way to see the world's most liveable city. Sail the breeze beside sparkling skyscrapers and follow the Yarra River as it unwinds through parks and gardens. For an hour, it's just you and the sky. This is what freedom feels like; you have nowhere to be but here. Melbourne is just waking up – and you've already ticked something off your bucket list!

## YARRA VALLEY

Some prefer to take the scenic route when exploring the Yarra Valley, traversing picturesque roads through misty farms and vineyards until a landscape worthy of silence appears. But as far as we're concerned, the journey across Victoria's most-loved wine region is unrivalled by hot air balloon.

As you soar over patchworks of vines set on rolling hills and surrounded by mountains, lightness comes over you – a sense of freedom from the everyday. As the sun rises, so does your spirit, floating over the natural amphitheater. Just an hour from Melbourne CBD, it doesn't take much to escape the bustle and reconnect with nature.

2018/19 RETAIL RATES	MELBOURNE	YARRA VALLEY
Hot Air Balloon Flight (Flight Only)	\$480*pp	\$405*pp
Hot Air Balloon Flight (Flight Only) – Child 7-12yrs	\$380*pp	\$325*pp
Hot Air Balloon Flight with Champagne Breakfast	\$510*pp	\$435*pp
Hot Air Balloon Flight with Breakfast – Child 7-12yrs	\$395*pp	\$340*pp
Hot Air Balloon Flight & Wine Tour	\$610*pp	\$565*pp
Hot Air Balloon Flight & Wine Tour – Child 7-12yrs	\$480*pp	\$440*pp

\*T&Cs apply. All prices are in AUD and subject to change from 1 April 2019.

## FLIGHT INCLUSIONS

- > 1 hour sunrise balloon flight with Global Ballooning Australia (GBA) an award-winning hot air balloon company
- > (Optional) breakfast with champagne after the flight
- > In-flight commentary by expert pilots giving passengers an insight into ballooning; including meteorology, altitude, navigation, equipment and air traffic control
- > Complimentary CBD transfers for Yarra Valley flights, returning to Federation Square in CBD
- > Complimentary one-way CBD hotel pick up for Melbourne flights
- > Interactive experience in the inflation and deflation processes
- > A flight certificate and souvenir pack for each passenger

## WHY CHOOSE TO FLY WITH US?

- > Melbourne is one of a few major cities in the world that can be experienced by hot air balloon
- > Escape city life with our Yarra Valley flight, just an hour's drive from Melbourne with a stunning vineyard landscape
- > We rise before the sun, meaning guests will be finished their flight by approximately 9-10am with the whole day left to visit other local tourist destinations
- > GBA is the safest, most professional ballooning company in Australia and has been operating for 25 years
- > Director Kiff Saunders is one of the world's most experienced balloonist - an auditor and trainer for balloon pilots in Australia
- > Your clients will enjoy a five-star, one-hour hot air ballooning experience
- > GBA won the Tour / Transport Operator category in the 2014, 2015 and 2016 Victorian Tourism Awards, placing them in the Hall of Fame
- > GBA is an accredited operator with the Australian Tourism Accreditation Program (ATAP)
- > GBA offsets emissions to remain carbon neutral

## THE GLOBAL BALLOONING AUSTRALIA EXPERIENCE

Twenty-five years ago, Global Ballooning Australia (GBA) operated a single balloon, however today we are Victoria's largest ballooning tour operation, with 32 staff and 30 balloons that take eleven thousand passengers sky-high every year.

GBA operates 364 days of the year, weather permitting, and has become part of the fabric of Melbourne. Our sunrise flights over Melbourne and the Yarra Valley focus on the entire experience, from getting everyone involved in inflating the balloons to the pack away.

Traversing with the breeze, every journey is different however passenger safety, comfort and enjoyment are paramount which is why we have prepared this document.

### MELBOURNE FLIGHTS

### YARRA VALLEY FLIGHTS

#### CHECK THE FLIGHT UPDATE

Each passenger must follow the steps on the right to receive the below information from 6pm the night prior to their flight. At this time, we will confirm:

- > If the flight is proceeding or not based on weather conditions
- > Hotel pickup times (If applicable)
- > Exact meeting time

Download the guest experience APP by searching Global Ballooning Australia, enter the Flight Code to receive flight update notifications via their mobile. Details provided on the flight confirmation.

**OR**

Check the [Melbourne Check-In Page](#) (English & Chinese). Read the update.

**OR**

Call **0488 686 555** to listen to a voicemail.

Download the guest experience APP by searching Global Ballooning Australia, enter the Flight Code to receive flight update notifications via their mobile. Details provided on the flight confirmation.

**OR**

Check the [Yarra Valley Check-In Page](#) (English & Chinese). Read the update.

**OR**

Call **0488 686 444** to listen to a voicemail

#### MEETING POINT

Passengers must meet at the following locations before the flight meeting time, as indicated during the check-in process.

Passengers can request a hotel transfer from major hotels in Melbourne, Docklands or Southbank.

Meet in the foyer of **Pullman on the Park** hotel - 192 Wellington Parade, East Melbourne.

Undercover parking is available inside the Pullman hotel for a discounted rate of \$10. Guests can validate their ticket at the hotel concierge after the flight. The Melbourne hotel transfer service will take guests to the Pullman on the Park.

Meet inside Rae's Restaurant at **Balgownie Estate Vineyard Resort & Spa** -1309 Melba Hwy, Yarra Glen. Free parking is available at Balgownie Estate.

The Yarra Valley hotel transfer service will take passengers to Balgownie Estate or directly to the launch site.

#### MEETING TIME

We always meet at the meeting location 1 hour, 15mins before sunrise which will vary throughout the different seasons. An **approximate** time will show on the flight confirmation which is emailed upon booking and passengers will be advised the exact time when they check the flight details the night before their flight.

The hotel transfer pickup times could be up to 30mins prior to the flight meeting time.

The hotel transfer pickup times could be up to 1.5 hours prior to the meeting time.



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## MELBOURNE FLIGHTS

## YARRA VALLEY FLIGHTS

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### PRE-FLIGHT

On arrival at the meeting point passengers will be required to:

- > Notify our team of their arrival
- > Complete a waiver and medical information form
- > Board our buses and transfer to the launch site where they may help with the launch, or stand back and take pictures
- > Join a short safety and instruction briefing at the launch site

After we complete our pre-flight routine, we will float up and away for a spectacular one-hour hot air balloon flight.

Please note the exact time and flight direction will vary depending on weather conditions. The flight will either be over the city or around the surrounds of the city. We cannot guarantee a flight directly over the city due to the change of wind direction.

After we complete our pre-flight routine, passengers will enjoy a one hour hot air balloon flight over the Yarra Valley, one of Victoria's most picturesque winery regions.

Please note the exact time and flight direction will vary depending on weather conditions.

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### POST-FLIGHT

After we land, passengers can assist our staff to pack up the balloon before boarding our buses and returning to the initial meeting place (this is not compulsory, so passengers should tell staff if they do not wish to help).

After the balloon is packed away, we head back to Pullman on the Park hotel for a sparkling buffet breakfast (optional).

The Melbourne transfer service is one-way only, so guests will need to make their own way back to their hotel from the Pullman Hotel. There are train, tram and taxi services available at the front of the Pullman on the Park. Alternatively, it is a 20min walk back to the centre of the CBD.

After the balloon is packed away, we head back to Balgownie Estate for a sparkling buffet breakfast (optional).

The Yarra Valley transfer service includes return transfers to Melbourne (as long as breakfast is included in the booking) – either to Federation Square OR Queen Victoria Market after the flight & breakfast. We don't drop back to hotels to eliminate time the passengers are wasting in the bus in case they have other tours booked.



## SPECIAL PACKAGE EXPERIENCES

If your guests are looking for something extra special, we also offer some distinct packages and private flight experiences. Combine our world-class ballooning with a local experiential wine tour or book an exclusive flight experience to celebrate a special occasion.

EXPERIENCES	ADULT	CHILD	EXPERIENCE DETAILS	IMPORTANT INFORMATION
<b>Melbourne Hot Air Balloon Flight &amp; Winery Tour (No Breakfast)</b>	\$610*pp Retail	\$480*pp Retail	<p><b>Inclusions:</b></p> <ul style="list-style-type: none"> <li>&gt; After the balloon flight, Global Ballooning Australia will provide a transfer to meet the wine tour at St Paul's Cathedral</li> <li>&gt; Full day wine tour to 4 premium Yarra Valley wineries</li> <li>&gt; All tastings and winery lunch</li> <li>&gt; Transfers between wineries</li> <li>&gt; Designated, informative wine tour guide</li> <li>&gt; Return transfers to Melbourne city drop-off points (no later than 6pm)</li> </ul> <p>Itinerary: <a href="http://www.austwinetourco.com.au/tours/day-tour">www.austwinetourco.com.au/tours/day-tour</a></p>	<p>If your balloon flight is cancelled due to inclement weather, passengers can re-book their flight for an alternative date.</p> <p>The wine tour <u>WILL</u> proceed as scheduled. On the morning of the wine tour passengers <u>MUST</u> ring the Australian Wine Tour Company (AWTC) on 1800 996 414 from 8.30am to confirm their pickup location &amp; time.</p> <p>AWTC are unable to provide door to door hotel pickup or drop off.</p>
<b>Yarra Valley Hot Air Balloon Flight &amp; Winery Tour (including breakfast)</b>	\$565*pp Retail	\$440*pp Retail	<p><b>Inclusions:</b></p> <ul style="list-style-type: none"> <li>&gt; After the balloon flight &amp; breakfast, Global Ballooning Australia will provide a transfer to meet the wine tour at Yering Station Winery</li> <li>&gt; Full day wine tour to 4 premium Yarra Valley wineries</li> <li>&gt; All tastings and winery lunch</li> <li>&gt; Transfers between wineries</li> <li>&gt; Designated, informative wine tour guide</li> <li>&gt; Return transfers to Melbourne city drop-off points (no later than 6pm)</li> </ul> <p>Itinerary: <a href="http://www.austwinetourco.com.au/tours/day-tour">www.austwinetourco.com.au/tours/day-tour</a></p>	<p>If your balloon flight is cancelled due to inclement weather, passengers can re-book their flight for an alternative date.</p> <p>The wine tour <u>WILL</u> proceed as scheduled. On the morning of the wine tour passengers <u>MUST</u> ring the Australian Wine Tour Company (AWTC) on 1800 996 414 from 8.30am to confirm their pickup location &amp; time.</p> <p>AWTC are unable to provide door to door hotel pickup or drop off.</p> <p><b>**Between November to January there may be up to 2hrs between the balloon flight/breakfast and the wine tour – please advise the clients**</b></p>



EXPERIENCES ADULT CHILD EXPERIENCE DETAILS

IMPORTANT INFORMATION

<b>Melbourne Hot Air Balloon – Private Flight</b>	\$4,800/ 2 people Retail	N/A	<ul style="list-style-type: none"> <li>&gt; Exclusive use of a Global Ballooning Australia basket, pilot and crew</li> <li>&gt; Champagne on board (Please note, champagne on board is at the pilot’s discretion on the morning subject to weather conditions)</li> <li>&gt; Champagne breakfast at Pullman on the Park hotel</li> <li>&gt; Complimentary souvenir pack</li> <li>&gt; Complimentary return transfers</li> </ul>	<p>An exclusive flight with Global Ballooning Australia offers your guests private use of a hot air balloon.</p> <p>We have a custom “Will You Marry Me” balloon or a plain white balloon to celebrate other occasions</p>
<b>Yarra Valley Hot Air Balloon – Private Flight</b>	\$4,350/ 2 people Retail	N/A	<ul style="list-style-type: none"> <li>&gt; Exclusive use of a Global Ballooning Australia basket, pilot and crew</li> <li>&gt; Champagne on board - this is at the pilot’s discretion on the morning subject to weather conditions</li> <li>&gt; Champagne breakfast at Balgownie Estate</li> <li>&gt; Complimentary souvenir pack</li> <li>&gt; Complimentary return transfers from any CBD hotel</li> </ul>	<p>An exclusive flight with Global Ballooning Australia offers 2 guests private use of a hot air balloon.</p> <p>We have a custom “Will You Marry Me” red balloon or a plain red balloon for them to choose from depending on the celebration.</p>

Terms and Conditions apply. All prices are in AUD and subject to change from 1 April 2019.





## BOOKING CHECKLIST

We look forward to welcoming your guests as our passengers on a spectacular hot air balloon flight over Melbourne or the Yarra Valley. We have developed this checklist to help ensure a seamless booking process and experience for your guests.

- Please send bookings to [balloon@globalballooning.com.au](mailto:balloon@globalballooning.com.au) and include the following:
  - o Names of all passengers
  - o Number of adults and Children (including children's age)
  - o Flight date
  - o Flight location (Melbourne or Yarra Valley)
  - o Is the booking with or without breakfast
  - o Do the guests need a hotel transfer
  - o Their hotel name OR which suburb they will be coming from
  - o Their mobile phone number in Australia **AND** WeChat I.D if applicable
  - o Their weight in kilograms
  - o Your reference number for invoicing purposes
- Please ensure you receive a Flight Confirmation from GBA & pass this onto your Guests. This has the details for the check in procedure and what to wear & bring.
- Inform guests they **MUST** download our APP and enter their Flight Code which can be found on their Flight Confirmation (eg. For 25/4/18 flight, MEL250418 OR YRV250418)
- Advise clients how to check if the flight is proceeding or not - via the website, downloading the APP or calling after 6pm the night before the flight.
- Advise clients they **MUST** inform GBA if there is a change to the mobile phone number they will be using on the day of the flight (eg. their overseas number or a local number)

## USEFUL LINKS

### APPLE APP

<https://itunes.apple.com/app/global-ballooning-australia/id1161211187>



### ANDROID APP -

<https://play.google.com/store/apps/details?id=com.safetravels.globalballooningau>



### GBA CUSTOMER SERVICE WECHAT ACCOUNT



## WHAT TO WEAR & BRING

Ballooning is an interactive experience and guests will be encouraged to assist with the set up and pack away of the balloon. It is an active morning outdoors, so wear clothes that can get stained or dirty.

- > Wear clothes suitable for hiking, including sturdy shoes, warm socks and a cap, plus sunglasses if you wish.
- > We meet before sunrise so depending on the time of year and weather, it can be extremely cold.
- > Generally, it will not be any colder in the air during the flight than on the ground, so wear layered clothing that can be removed as the day warms up.
- > The burners radiate heat so it is recommended to wear a hat. The burners can sometimes drip water mixed with Carbon. GBA will not be responsible for clothing that is stained or damaged.
- > Your feet can get wet and cold in the early morning dew; closed toe shoes are recommended and a change of socks.
- > High-heeled shoes and open toe shoes, such as thongs are NOT suitable.
- > Bring a camera to capture stunning photos on your flight!

## TERMS AND CONDITIONS

- > Cancellations received within 7 days and 48hrs of the flight date will be refunded however incur a \$50 per person fee.
- > Cancellations are not permitted within 48hrs of the flight date and no refund will be offered.
- > Large groups of passengers may be subject to different cancellation conditions. For Group and FOC policies please contact the GBA team.
- > Child rates are between the ages of 7-12 years only. Children under the age of 7 are not permitted.
- > Ballooning is a weather dependent activity, so if the balloon flight is cancelled due to inclement weather passengers can either reschedule or receive a refund.
- > All rates are retail prices in AUD and per person, unless otherwise stated.
- > All terms & conditions are displayed in your contract.

FOR MORE INFORMATION PLEASE CONTACT  
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[balloon@globalballooning.com.au](mailto:balloon@globalballooning.com.au)  
OR +61 3 9428 5703

