



# Airship Ventures Know Before You Go

## Before You Book:

### Reservations

Please make reservations for your flight as early as possible through Guest Services at 1-650-969-8100. Please inform us early of changes in your travel plans so that we may offer your seat to another waiting passenger and help avoid unnecessary cancellation charges.

### Guests

Please inquire at the time of booking whether there will be facilities available for any guests who will be accompanying you but will not be flying on the airship. Our lounge and viewing facilities vary by operational location.

### Flight Restrictions

While we allow all over the age of three, for safety reasons ALL passengers must be able to independently climb and descend stairs to board and disembark from the airship. They must also be able to walk from our passenger briefing area to the airfield vehicle, and from the vehicle on to the airfield. The airfield may be uneven ground. Passengers may be required to stand on the airfield for up to five minutes prior to flight. Unaccompanied minors must be at least twelve years of age.

The airship, like a balloon or small aircraft, has a fixed payload capacity, i.e.: there are limits to how much weight we can carry. We use standard estimates for men, women, adults and children in calculating our flight parameters (such as ballast and fuel needed) on any given day. If you happen to be exceptional in size, large or small, we'd appreciate knowing ahead of time to avoid delays during check in and boarding. We may ask you about your weight at the time of booking. Airship Ventures also reserves the right to deny carriage to any passenger if, in the Pilot-In-Command's view, a safety risk would result.

### Booking Fees

A non-refundable booking fee is included in the price of every ticket or group booking.

### Special requests

Please advise us at the time of your booking if you have any special requirements relating to a birthday, anniversary, or other special occasions. We will do our best to meet your requirements, but please note that we are sometimes dependent on our suppliers. No personal food or beverages may be taken aboard the airship.

## Before you Fly:

### Tickets

After making your reservations, you will receive a confirmation letter, receipt, Know Before You Go, and Terms and Conditions for your flight. Please present your confirmation on the date of your flight at the Guest Services Center (see Locations below). Your ticket or boarding pass will be issued at that time. Please note that each passenger must present a valid photo ID (e.g., passport or drivers license) at the time of ticket/boarding pass issuance.

### Confirmation

We ask you to call our Guest Services Center one day prior to your scheduled flight if weather conditions are in question. Up to date flight information will also be available in a recorded message and on our website. In case of flight cancellation or postponement due to inclement weather or other operational reasons, neither scheduled flight times nor dates are guaranteed and form no part of your flight contract.

If we have to cancel your flight due to the weather, temporary flight restrictions or other operational reasons, we will work with you to reschedule your flight for another convenient date.

### Locations

Visit our website for directions to each of our airship locations.



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## On Flight Day:

### Check-in Requirement

Set boarding times are required for on-time flights. Passengers who do not obtain a ticket/boarding pass and are not present and available for boarding in the departure area at least 60 minutes prior to scheduled departure time may have their reserved space cancelled. Please note that you must present a valid photo ID (e.g., passport or drivers license) at the time of ticket/boarding pass issuance. If you are flying from Moffett Field, please allow a little extra time to stop and show your ID at the main gate.

### Tips for Proper Attire

Your airship flight may require boarding or disembarking on unpaved surfaces such as fields or gravel surfaces. Please wear comfortable shoes and clothing in anticipation of this. High heels are not recommended. The temperature in the air is often different to that on the ground. We advise layering clothing to enable you to adjust to your personal comfort level. The airship will be heated on cool weather occasions (night or day).

### Baggage

Carry-on baggage on airship flights is limited to items for personal use during the flight (i.e., one camera per passenger). Generally additional baggage is not permitted. Any excess baggage may be held for the duration of the flight at the owner's risk.

### Security

Airship Ventures complies with the security requirements of the airfields that it operates from. You may be required undergo a brief screening for potentially hazardous objects prior to boarding the airship.

### Smoke and Animal-Free Flights

All airship flights are non-smoking and animals will not be accepted for carriage onboard.

### Professional Photography and Videography

You are welcome to take pictures and video for your own personal use. However if you wish to take images or footage for purposes of a documentary, story, news item or for other commercial purposes such as a photo library or book, you will need to obtain our permission. This is so that we can notify other passengers on your flight who may not wish to be involved, and insure that you have the proper support and permissions.

### Weather and Operational Cancellations and Delays

It is possible that a flight time may be delayed due to weather or other operational reasons. We advise you to plan to be generally available on the day of your flight to allow for this eventuality. We will be asking you for a cell phone or other immediate contact information so that we can keep you informed.

If we have to cancel your flight due to the weather, temporary flight restrictions or other operational reasons, we will work with you to reschedule your flight for the next convenient date.

### Electronic Devices

Use of the following electronic devices aboard the airship may be hazardous and is thus strictly prohibited at all times: cellular phones, radio telephones, CD/DVD players, cordless/wireless devices, televisions, radio-operated toys, etc. Mobile phones must remain "off." All other equipment such as video boys, cassette recorders, laptops, calculators or video cameras can be used during flight when the seat belt sign is "off," as long as they do not cause interference. Please observe the directions of the flight crew.

### Seat Reservation

Seat assignments are not guaranteed and are changeable at the discretion of the flight crew. A window seat is guaranteed!