

# Kent Ballooning

## Covid-19 Secure Balloon Flights



As you would expect we have had to make a few changes to our flights to ensure your safety... but we are confident your flight will still be the experience of a lifetime.

Everything you need to know is included below and it is really important that you read the information carefully and understand what is required of you to ensure everyone's safety.

### Social Distancing

Whilst on the ground standard social distancing rules apply, but due to the size of the basket, 2m is not possible during your flight.

During your flight you must face outwards and not face to face with your fellow passengers or Pilot.

If your friends and family are coming along to wave you off, then they must obey current social distancing guidelines.

Unfortunately, until the rules allow, we will not be serving champagne, refreshments or nibbles after the flight due to the risk of contamination.



### Face Covering

Face coverings that cover both your mouth and nose **MUST** be worn throughout your flight. From climbing into the balloon to climbing out, you must be wearing your face covering correctly at all times.



Please don't remove your face covering for a selfie... if you don't feel you can comply with this rule then maybe wait until social distancing guidelines are further relaxed for the safety of other passengers.

It is your responsibility to bring your own face covering, if you do not bring one you will not be permitted to fly, and your Voucher will become invalid.

If you have a **medical exemption** that allows you to not wear a face covering you **MUST** contact us in advance by email at [sales@kentballooning.com](mailto:sales@kentballooning.com). If you do not contact us in advance and do not bring a face covering you will not be permitted to fly and your Voucher will become invalid.

### Hand Sanitiser

We will provide hand santiser for use before and after your flight, but you may bring your own if you prefer.



## Return Transfers

You should arrange your own transport from the landing site where possible, for your own safety. This is to reduce the number of passengers travelling in our retrieve vehicle. Once we have landed the Pilot will advise you of our location and you can then contact your transport and arrange to be collected at the agreed time.



Where this is not possible, we will return you back to the launch site as usual.

During the return transfer face coverings **MUST** be worn at all times and the windows of the vehicle will remain open so you might want to bring an extra layer in case it's chilly.

## When to stay at home

You must not fly with us if:

- you or some in your household or support bubble currently have any symptoms of covid
- you are waiting for a covid test result or have received a positive test result in the 14 days prior to your flight.
- someone in your household or support bubble has experienced coronavirus symptoms in the last 14 days
- you have been in close contact with other people who have experienced coronavirus symptoms in the last 14 days.



If any of these apply to you in the lead up to your booked flight date then please contact us as soon as possible to postpone your booking. In a change to our standard Terms and Conditions we are able to take cancellations up to 24 hours before your flight time. If you don't give us 24 hours notice then your Vouchers will become invalid and we may request medical evidence to support your cancellation.

## Test & Trace

We already have your contact details should Test & Trace need to get in touch with you.



If you have a positive Covid test within 14 days of your flight you must contact NHS Test & Trace and provide them with our contact details so we can enable them to trace other passengers on board the flight. We can be contacted on 01303 812 812 or at [sales@kentballooning.com](mailto:sales@kentballooning.com).

If we are contacted by Test & Trace we will provide them with the details of other passengers on the affected flight.

Lastly, we would ask you to be patient with us if we have to postpone a flight due to covid-19 protocol. If our Pilot or Crew have to self isolate then we will have no choice but to postpone flights until it is safe to resume. We realise this will be disappointing, but it is unavoidable.

## Any questions?

Just get in touch with us at [sales@kentballooning.com](mailto:sales@kentballooning.com) or on 01303 812 812.