

# Kent Ballooning

## Covid-19 Secure Balloon Flights



Our flights are now running pretty much as normal with a few exceptions.... 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

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

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

We will not be serving nibbles with our champagne celebration after the flight due to the risk of contamination.

### Face Covering

Face coverings that cover both your mouth and nose are **recommended** during your flight. For your own safety and the comfort of other passengers and our Pilot and crew.



### Return Transfers

During the return transfer face coverings that cover both your mouth and nose **MUST BE WORN AT ALL TIMES**. The windows of the vehicle will remain open so you might want to bring an extra layer in case it's chilly.

If you do not wish to wear a face covering for the return transfer, please arrange your own transport from the landing site. Once we have landed the Pilot will advise you of our location and you can contact your transport and arrange to be collected at the agreed time.

### 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 10 days prior to your flight
- someone you have been in close contact with has experienced coronavirus symptoms in the last 10 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 NHS Test & Trace need to get in touch with you.

If you have a positive Covid test within 48 hours 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 NHS Test & Trace we will provide them with the details of other passengers on the affected flight.

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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.