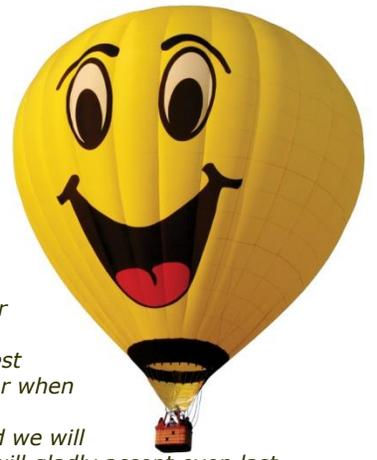


What you should know



Congratulations, you have received a flight ticket to one of the most exciting and unique adventure experiences ever, a flight in a Hot Air Balloon with High 5Ballooning of Derry, NH. This letter will provide you with information about your balloon flight. If after reading it, you still have unanswered question, please call us and a member of our staff will be happy to assist you.

WHO CAN FLY? Anyone who is looking for a truly remarkable experience with a memory that will last a lifetime. We suggest that passengers be in good health and capable of standing for the duration of the flight (approximately 1 hour). If you feel that your health is in question, please consult your doctor before scheduling your flight. We do not fly pregnant women past the 1st trimester of pregnancy or children under the age of six years old.

WHEN DO WE FLY? High 5 launches with the rays of the morning sun when winds are at their calmest and Mother Nature is at her finest. We do not fly when the conditions are unsuitable for a safe flight or when there is dense fog, rain, snow or excessive wind either on the ground or aloft.

HOW DO I SCHEDULE MY FLIGHT? When you have chosen a date for your flight, simply call us and we will make your reservation. We suggest making it as far in advance as possible. If space is available, we will gladly accept even last minute reservations. If your flight date choice is restricted to weekends, holidays or foliage season, it is important to note that those times are popular and fill quickly. Early booking will provide you with the best chance of securing your preferred date.

IS MY FLIGHT ON SCHEDULE? Balloon flights are very weather dependent. As a result, we make the decision to fly or not to fly as close to flight time as possible. We ask that passengers call the night before their flight at 8:00pm for a check on the weather and final flight confirmation. Please remember that you are required to call us and confirm your flight status. We do not make preflight confirmation phone calls.

WHAT TIME SHOULD I ARRIVE? Our passengers are asked to arrive ½ hour before sunrise. You can check any online sunrise calendar for exact sunrise times throughout the year. It is important to be on time since balloons have a very narrow flight time window. Late arrivals (15 minutes past our scheduled meeting time) will be considered a no show and will be left behind, incurring the full charge of the flight and voiding flight tickets.

WHERE DO WE MEET? We will meet at the North Salem Village professional center located at the intersection of route 111 and Ermer road in North Salem, NH. The physical address for GPS users is 15 Ermer Road, Salem NH. Detailed directions are available on our web site's "directions" page located under the About Us tab.

WHAT SHOULD I BRING? Bring your High 5 Ballooning flight tickets. If you requested a .jpg version of the ticket be emailed to you since you were unable to wait for the hard copy (such as in the case of a late purchased gift), please be aware that it is not redeemable for your flight. The hard copy that was mailed to you through the USPS must be presented on the day of your flight for ride redemption. There are no exceptions to this policy. Non-ticketed flights are payable by cash or local personal bank checks on the day of the flight. Don't forget your cameras and video recorders with fresh batteries so you can bring the memories home. High 5 Ballooning takes no responsibility for personal property brought onboard or left behind.

WHAT SHOULD I WEAR? Please dress to suit the weather on the day of your flight. Launch sites can be wet with the early morning dew. Therefore, we suggest long pants and water-resistant footwear (please no open toed shoes, high heels or sandals). The temperature aloft is no colder than that on the ground. In fact, it can be more comfortable since we are traveling with the wind. It's also a good idea to bring sunglasses and a brimmed hat.

HOW LONG IS THE FLIGHT? Flight times can vary from 30 to 75 minutes and are based on weather conditions and landing sites. Our goal is to have every flight last about one hour. From the time you arrive until the time you are returned to your vehicles allow yourself three hours for the entire experience.

CAN I HELP? Yes, you may! Passengers will often help in both the set-up and pack-up of the Balloon. It enhances your appreciation of your ballooning adventure and involves you in the entire experience. Or, you may choose to sit back, relax and watch our experienced crew as they inflate this gentle giant.

LAUNCH SITES? It may be from our own field or from one of our optional launch sites nearby. The direction of the wind on the day of your flight will determine which site is most appropriate. We do not launch from our meeting site.

LANDING? Although most hot air balloon landings are relatively soft with minimal impact, there is always the potential for a hard landing. Extremely hard landings are rare, but they can and do occur. Passengers must be willing and able to accept all liability associated with a hard landing. All passengers are required to read and sign a waiver of liability release form before flight.

LANDING SITES? Although balloons don't have steering wheels, we can use changes in wind direction, which can vary with altitude to maneuver the balloon to a preferred site. Typically, we land in someone's back yard or field. Residential landings are common. If you have one at the end of your flight, please remember that we are trespassing on private property and be kind to our landowner host.

HOW DO WE GET BACK? The crew, our chase vehicle and trailer will follow us throughout the flight. They will meet us where we land and stow the balloon away so it is ready for our next flight. We will transport pilot, crew and passengers to a picnic site where we will all enjoy a complimentary champagne celebration and a delicious post flight picnic (in season only, typically mid-May through October).

CANCELLATION POLICY:

Customers will be charged full fare if they fail to arrive for a scheduled flight, late arrivals, or cancellations less than seven days prior to a scheduled flight.

THAT'S IT: OK, That's pretty much everything you need to know to make this an adventure of a lifetime. We are looking forward to having you on board. Until then, you have time to get excited, and you should! You're in for an awesome experience and we are thrilled that you be enjoying this experience with us at High 5 Ballooning.

Welcome aboard...

