

What you should know



Congratulations, you have just received a Flight Ticket to one of the most exciting and unique adventure experiences ever, a flight in a Hot Air Balloon with High 5 Ballooning of Derry, NH. This letter will provide you with information about your ballooning adventure. 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 physician before scheduling your flight. We do not fly pregnant women past the 1st trimester of pregnancy or children under the age of six.

WHEN DO WE FLY? High 5 launches with the first rays of the morning sun. That is when winds are calmest and best suited for balloon flight. We do not fly when the conditions are unsuitable for a safe flight or when Mother Nature brews up a concoction of fog, rain, snow or excessive wind on the ground or aloft.

HOW DO I SCHEDULE MY FLIGHT? Simply call us and we will take your reservation. We suggest booking as far in advance as possible. We will gladly accept last-minute reservations if space is available. 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 up well in advance. 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. Please call us the night before your flight at 8:00 pm to check on the morning's weather and for your final flight confirmation. Please remember that you are required to call us to confirm your flight status. We do not make preflight phone calls.

WHAT TIME SHOULD I ARRIVE? We meet ½ hour before sunrise. Check any online sunrise calendar for exact sunrise time on your flight date. 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 any pre-purchased 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. The entrance is from the side of the plaza from Ermer Road. Detailed directions are available on our web site's "directions" page under the "About Us" tab.

WHAT SHOULD I BRING? Bring your High 5 Ballooning flight ticket if you received one as a gift. If you requested that a .jpg version be emailed to you since you could not wait for the hard copy to arrive, please note that it is not redeemable for a flight. You must present the hard copy sent to you through the USPS to redeem your flight. There are no exceptions to this rule. Non-ticketed flights are payable by cash or local bank personal check (your bank must have a branch near us) on the day of the flight. Do not forget your cameras and video recorders with fresh batteries to 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 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 so there is no wind chill. 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 based on weather conditions and landing sites. Our goal is for your flight to 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 ballooning experience. Assistance is purely voluntary. The choice is yours.

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? While 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 release of liability and assumption of risk document before the 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. Please be kind and polite 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 travel and our next flight. We will transport pilot, crew and passengers to a picnic site where we will all enjoy a champagne celebration and a delicious post flight picnic. (In season only. Typically, mid-May through October)

YOU'RE FLIGHT TICKET? If you purchased or were given a flight ticket, it is valuable. Keep it in a safe place. It is a bearer instrument and must be presented to redeem your flight. Reservations must be made for all flights. Flight tickets will be voided if the passengers fail to arrive for a scheduled flight, late arrivals, or cancellations less than seven days prior to a scheduled flight. We reserve the right to cancel any flight or passengers where safety may be a factor. This is not a gift certificate. It is a flight ticket. It is nonrefundable and will expire one year from the date of purchase. All sales are final. All passengers ride at their own risk.

THAT'S IT: OK, that's pretty much everything you need to know to make this an adventure of a lifetime. So, give us a call when you're ready to book your flight and we will make your flight reservation. Until then, you will have time to get excited, and you should. You're in for an awesome experience and we are thrilled that you be enjoying it with us at High 5 Ballooning.

Welcome Onboard...