



Airship Ventures

Airship Flight Terms and Conditions

Terms of Air Transportation and Flight Fares:

Your individual or group reservation or agreement is our contract of carriage of which these Terms and Conditions are a part. These Terms and Conditions are applicable upon receipt of the Confirmation Packet for your flight reservation. The terms of your flight contract are based on Airship Ventures' general terms of business and passenger carriage. By accepting or using your flight contract, you agree to be bound by these Terms and Conditions. These may be obtained from Airship Ventures Guest Services Center at Moffett Field, or they may be viewed online at www.airshipventures.com/terms.html. Terms and Conditions can also be emailed, faxed or mailed to you upon request.

Our contract is made with you but we can provide the tour/flight experience to someone else provided that you inform us over the phone during the reservation process. These Terms and Conditions will still apply and the "you" referred to in these Terms and Conditions will refer to that person or to each person within a group. It is important that these Terms and Conditions be provided to that person or to each person within a group, and that they familiarize themselves with these Terms and Conditions.

These Terms and Conditions apply regardless of which method for booking a flight experience is used, including in person or by phone with our Guest Services Center, or via our online Web Store.

Passenger Mobility:

Our airship boarding stairs are attached to the airship and may move over the ground during passenger loading and unloading. Passengers must be able to independently go up and down these stairs to board and disembark from the airship. If a passenger is unable to do this, we must exclude that passenger from the flight for safety reasons. Persons requiring walkers or wheelchairs may not fly aboard the airship. Guests are also expected to be able to get into and out of a passenger van as well as walk 50'-100' across the airfield or the infield where the ground may be unpaved or uneven.

It is your responsibility to understand our mobility requirements. If you are unsure and have questions, please contact our Guest Services staff who can arrange for you to see video or pictures of the boarding/disembarking process and who can help you determine if you are able to fly safely. By purchasing your ticket, you are accepting that you meet our mobility requirements. If you arrive for your flight and it is subsequently determined that you cannot safely board or exit the airship, you may not fly and your ticket will not be refunded. It may however be transferred, less a rebooking fee.

Safety:

Safety is our paramount consideration and you must obey all requests and instructions issued by any of our representatives and take particular care to abide by any safety instructions.

If your actions or those of any member of your party, cause damage to accommodations, equipment, vehicles, or the airship in which you are travelling, or cause delay or diversion to any means of transportation, you agree to fully compensate us for any loss we may suffer and to indemnify us against any claim (including legal costs) made against you by any party. Passengers exhibiting any form of impairment or inebriation, including that caused by medications, drugs or alcohol, may not be allowed to fly on the airship. If already airborne, the flight may be terminated and the airship landed. The decision of the Pilot in Command is final in any such matters.

Weight:

The airship is a lighter-than-air aircraft and we must consider the weight of our guests in relation to the lifting capacity of the airship. Additionally, the boarding stairs have a weight limitation in order to avoid



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damage to the structural integrity. We consider the average adult to weigh 200 pounds. We need to know any extremes on either end of this average. If you are traveling with a small child, we will ask for their specific weight. We will also ask if your weight exceeds 200 pounds. Our maximum weight limit for a passenger is 300 pounds. It is your responsibility to understand our weight requirements and by purchasing or otherwise receiving a ticket you are acknowledging that you meet these requirements. Your weight may be questioned and verified upon check-in. If you exceed our safe weight limit, you may not fly aboard the airship and your ticket will not be refunded. It may, however, be transferred, less a rebooking fee.

Traveling with Children:

Please inform us if you will have children flying with you. The airship carries a certain number of child life vests and we cannot exceed that number of children on board. If you show up for your flight and one of your party is a child and we were not notified ahead of time, then should the other passengers already comprise the maximum children aboard, we will have to reschedule you. This will incur a rebooking fee.

We must know the weight of the child. All children must meet the mobility requirements for safe flight. i.e., they must be able unaided to climb the stairs to board the airship and disembark after the flight. An adult cannot carry them aboard. Each child requires his/her own seat.

You are expected to abide by our one child/one adult policy wherein one adult is responsible for only one child at a time. While the door latch mechanisms conform to the aviation authority's design criteria and incorporate necessary safety measures to prevent inadvertent operation, it is possible that the doors of the airship can be opened by a child during flight, and some of the airship's controls are within reach of a child. Please plan accordingly as we cannot allow one adult to be responsible for control of more than one child at a time. No child under the age of 12 may fly unaccompanied, and no child under three years old may fly.

Other Considerations:

Our goal is to provide a safe, smooth and enjoyable experience for everyone aboard and the more information we have ahead of time, the better prepared we can be to insure your safety and comfort. Please contact Guest Services staff if any of the following applies to you or your traveling companions, or if you have any concerns or questions.

Pregnancy. Please seek your doctor's advice. We recommend that you do not fly if you are more than 34 weeks pregnant, primarily for your own comfort as well as the weight and mobility requirements that we have for your safety. Bear in mind the need to stand for a while on a sometimes hot or cold airfield, the need to move quickly if directed, rapid entry and exit to a passenger vehicle, and maintaining your balance on potentially rough ground and boarding stairs that are moving with the airship.

Does not understand English. All our safety briefings are given in English. It is essential that our flight attendant is aware if any of your traveling companions may have difficulty understanding the instructions or any other verbal directions while in flight so that they can be provided with a separate briefing if necessary.

Visual impairment. Our safety briefings assume that the passenger is able to watch and comprehend the function of various safety features of the airship, particularly the boarding and disembarking process. We welcome visually impaired persons to fly with us provided that they have a companion who can help us insure their safety.



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Hearing impairment. Please let us know if you or your traveling companions need us to repeat a safety briefing in a manner more conducive to aiding their understanding due to a hearing impairment. Inform the flight attendant so that he/she will be aware of the need to insure attention in case of emergency.

Please inform the Guest Services staff if you and any of your traveling companions have any medical, physical or mental condition that may affect the ability to understand and comprehend the safety briefing, follow the instructions of the pilot or flight attendant, or affect the enjoyment by themselves or other passengers during the flight.

Pets and service animals. We have no means of accommodating pets and service animals aboard the airship, consequently they may not fly.

No personal food or beverage may be taken aboard the airship.

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 transmitters, CD/DVD players, cordless and wireless devices, radio-operated toys, and similar electronic equipment. Mobile phones must remain off or in the "airplane" mode during flight. The flight crew will direct you what equipment may be used during flight as long as it does not cause interference. Passengers must follow the instructions of the flight crew. If you have questions, please contact our Guest Services staff prior to your flight.

If your actions or those of any member of your party, due to conditions such as those mentioned above, cause damage to accommodations, equipment, vehicles, or the airship in which you are travelling, or cause delay or diversion to any means of transportation, you agree to fully compensate us for any loss we may suffer and to indemnify us against any claim (including legal costs) made against you by any party.

Involuntary Delays or Cancellations:

We reserve the right to change itineraries due to weather conditions, alterations to our airship or other transport schedules, other operational reasons or reasons of force majeure including any event that we or the supplier of services in question could not reasonably foresee or avoid. Such circumstances may include war or threat of war, civil strife, terrorist activity, adverse weather conditions, natural disaster, industrial dispute, strikes or fire.

Please note that the day and time of your flight do not form part of our flight contract with you. 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 number and other immediate contact information so that we can keep you informed. We recognize that sometimes a booking is based around a special event such as a birthday or an anniversary, and we will make every effort to fly you if at all possible.

If a major change is necessary we will inform you as soon as we can. All timings and itineraries are for your guidance and may be subject to change or delay. If we 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. By purchasing or otherwise receiving your ticket, you acknowledge that you understand the weather dependent nature of airship flight and also that you understand that your ticket is not refundable should there be a cancellation due to the weather, temporary flight restrictions or other operational reasons.

We cannot accept responsibility for costs or inconvenience as a result of alterations to itineraries beyond our control. We also cannot be held liable for any of the customer's costs of whatever nature that result from the cancellation of the flight.



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Voluntary Changes or Cancellations:

Booking Fees

A \$50.00 non-refundable booking fee is included in the price of every individual ticket. A \$500.00 non-refundable booking fee is included in the price of every Group Charter.

Reservation Changes

There is no charge for schedule changes made 30 days or more before a scheduled flight date. Within 30 days a \$50.00 per ticket/\$500.00 per group re-booking fee will apply. Reservation changes can be made through Airship Ventures' Guest Services Center at 1-650-969-8100 x111 or in person at the Guest Services Center in Building 20 at Moffett Field. This fee is in addition to the non-refundable booking fee.

Cancellations

The following cancellation terms are applicable when the guest chooses to cancel a flight:

31 days or more prior to scheduled flight: full refund less \$50 per ticket/\$500 per group Booking Fee

15 to 30 days prior to scheduled flight: 50% refund of flight fare

8 to 15 days prior to scheduled flight: 25% refund of flight fare

7 days or less before scheduled flight: no refund available

Refunds are issued in the same form used to make the initial purchase (i.e., cash, check, debit/credit card, gift card/certificate) except that cash purchases exceeding \$100 will be refunded by company check no sooner than 15 days after the date of the cancellation.

Travel vouchers or gift cards/certificates are transferrable, provided the guest notifies Airship Ventures in a timely manner of the transferee's name and contact information. Gift cards/certificates are non-refundable.

Cancellations must include the original reservation or confirmation number. Airship Ventures, Inc. strongly recommends that all cancellations be made in writing to avoid confusion and misunderstandings.

A cancellation is effective on the date notice of such cancellation is received at Airship Ventures' Executive Offices, PO BOX 345, Moffett Field, CA 94035-0345, by fax to 650-969-8101, or by email to reservations@airshipventures.com.

Understanding & Responsibilities:

Airship Ventures, Inc., assumes no responsibility for personal injury or personal property loss or damage in connection with any service we provide. Additionally, we decline responsibility for losses or expenses due to sickness, war or threat of war, civil strife, terrorist activity, adverse weather conditions, natural disaster, industrial dispute, strikes or fire.

We reserve the right to make changes in the published itinerary whenever, in our judgment, conditions warrant, or if we deem it necessary for the comfort, convenience or safety of the flight and passengers. We also reserve the right to decline to accept any person, or to require any person to withdraw from the flight at any time, when such action is determined by an authorized Airship Ventures representative to be in the best interests of the health, safety and general welfare of the group or the individual participant. Passengers may be photographed during the flight; by participating the passenger consents to the use of his/her name and/or likeness in Airship Ventures promotional materials.